##  Image_0DVLA's annual report 2012 to 2013 - GOV.UK

**Bid Pack**

**Attachment 3 – Specification**

Driver & Vehicle Licensing Agency

Hard FM Service Procurement – PS/22/205

**Further Competition under Lot 2c of Facilities Management & Workplace Services RM6232**

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# Part A – Requirements Overview

# Purpose

* 1. The purpose of this document is to provide Suppliers with full details of the Buyer’s requirements by detailing deliverables, standards and supplementary information.
	2. This document is in two (2) parts. Part A provides an overview of the requirements including background information relating to the Buyer and the requirements. Part B contains the required Work Packages including any Buyer specific requirements.

# Background to the Requirement

1. The Buyer is an Executive Agency of the Department for Transport (DfT), based in Swansea, employing around 6,200 staff. The Buyer’s primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers, and to collect Vehicle Excise Duty.
2. In March 2005 the Buyer entered a 20-year Private Finance Initiative (“PFI”) Contract for the refurbishment of the estate and the provision of facilities management (“FM”) services. The overall PFI Contract expires on 31st March 2025,
3. The Buyer requires a Hard Services Facilities Management Service from the point of exit commencing 1st April 2025 to manage the Hard Services Management services across the Swansea estate; comprising of Morriston, Swansea Vale and Fforestfach. The Buyer requires bidders to provide innovative proposals in response to this Specification to assist the Buyer’s strategy of providing modern services for the Buyer’s workforce.
4. The Buyer requires a Hard Services Facilities Management Service to provide a service 24/7, 365 days a year, for an initial 5-year Contract term with the option to extend on a +1-year, +1-year basis. The individual Hard FM services listed in the work packages within this document, each require an innovative, proactive approach to delivery.

**Building Scale and Locality**

1. The Buyer’s estate within Swansea consists of three sites: Morriston, Swansea Vale and Fforestfach. Floor plans and supporting documentation will be made available electronically through an on-line library along with all Annexes including **Annex B** - Deliverables Matrix – Estate Information which details the addresses of each Buyer Premises.
2. The Buyer’s main site, Morriston, SA6 7JL is a 26-acre site, comprising seven main buildings, a data centre and several smaller and subsidiary buildings. These buildings consist of mixed office and non-office space. There are also three large staff parking areas including one multi-storey facility, alongside multiple smaller parking areas and other green spaces.
3. Swansea Vale is a 7-acre site consisting of three buildings comprising of mixed office and non-office space. There are also two main car parks and areas of green space. This site is split in two; -
	* + 1. Richard Ley Development Centre and the Innovation Facility, SA7 0AN and
			2. Contact Centre SA7 0AD with a stream and public pathway in between.

2.5.3 Ty Felin & Ty Forest, SA6 4AW is a 6-acre site consisting of two main buildings including the offsite data centre and security house consisting of mixed office and production space, with a green space perimeter.

**Site Occupancy**

1. The Buyer’s employment headcount of 6,219 is deployed across the estate as defined below, demonstrating the typical occupancy of staff that can be onsite at any one time.

|  |  |  |
| --- | --- | --- |
| **Morriston**  | **Headcount**  | **Typical Occupancy**  |
| Main site  | 5,014 | 3,150 |
| **Swansea Vale**  | **Headcount**  | **Typical Occupancy**  |
| Contact Centre | 1,150  | 840  |
| Innovation Facility  | 350 | 350 |
| Learning Facility  | 225 | 225 |
| **Fforestfach**  | **Headcount**  | **Typical Occupancy**  |
| Ty- Felin  | 55  | 55  |
| Ty- Fforest (Data Centre)  | 0 | 2 |

2.7 The main occupancy times across the estate are detailed within **Annex A** -Standards and Processes.

# Specification Structure

* 1. The Specification is made up of the requirements set out in this document (both part A and Part B) in addition to the following Annexes:
		1. Attachment 3 - Annex A - Standards and Processes
		2. Attachment 3 - Annex B - Deliverables Matrix
		3. Attachment 3 - Annex C – KPIs and Payment Mechanism
		4. Attachment 3 - Annex D – DVLA Corporate Environmental Policy
		5. Attachment 3 - Annex E – DVLA Corporate Energy Policy
		6. Attachment 3 - Annex F – DVLA Biodiversity Plan
		7. Attachment 3 - Annex G – DVLA Disability Policy
		8. Attachment 3 - Annex H – DVLA Information Assurance Requirement
		9. Attachment 3 - Annex I – DVLA Health and Safety Policy
		10. Attachment 3 – Annex J – DVLA Physical Security Policy
		11. Attachment 3 - Annex K – DVLA Code of Conduct
		12. Attachment 3 - Annex L – DVLA Procurement Fraud Statement
		13. Attachment 3 - Annex M – DVLA Brands, Logos and Trademarks

# Definitions

* 1. Terms used in the Specification and Annexes that require further definition are capitalised. For the definitions of these terms, please see Joint Schedule J1 – Definitions, and the relevant Call Off and Joint Schedules.

# Standards

## All the FM Standards and Processes that the Supplier has to comply with during the procurement of the Facilities Management & Workplace Services Framework Agreement (RM6232) are required throughout the duration of this Contract unless the Buyer instructs you otherwise. Please refer to **Annex A** – Standards and Processes.

## All Service Level Agreements (SLAs), Priority and Key Performance Indicators (KPIs) that are required to be met by the Supplier throughout the duration of the Contract are stipulated in - **Annex C –** KPIs and Payment Mechanism.

##  During the term of the Contract the Supplier and Buyer shall review (annually) the Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). The Supplier shall note and accept that the Buyer shall make changes to align the SLA or KPI to the needs of the Buyer’s business.

## During the term of the Contract there is scope that the Estate will evolve. Such changes to the Estate will need to be incorporated into the service delivery set out within this Contract. This will be managed via a Contract management discussion, when required.

* 1. The Supplier will ensure the FM operation of the Buyer Premises and delivery of the FM Services are undertaken in compliance with all applicable current and future UK legislation and legislation appropriate to the location of the Buyer Premises as defined in the Call-Off Procedure, Government policies and guidelines, Good Industry Practice, manufacturer’s recommendations and, where appropriate, the requirements specified by the Buyer as defined in the Call-Off Procedure;

# Continuous Improvement

## Information about the Buyer’s requirement for Continuous Improvement in the delivery of the Services can be found at Call-Off Schedule 3 – Continuous Improvement.

# Award

## Upon Contract award all relevant sections of this Attachment 3 – Specification will be inserted into the Order Form (Attachment 4 of this Bid Pack).

# Additional Requirements

* 1. **Service Level Agreement (SLA) and Key Performance Indicators (KPIs).**

The details of the SLAs and KPIs applicable to this requirement are outlined within **Annex C** - KPI Payment Mechanism Model.

* 1. **Transparency/Publication of Key Performance Indicators (KPIs)**

The Supplier will work collaboratively with the Buyer to meet the requirements of the UK Government’s transparency agenda. The Buyer is required to publish and make publicly available key Supplier performance data from our most important contracts. This Contract has been classified as one of the Buyer’s most important contracts therefore three (3) Key Performance Indicators (KPIs), which are representative of the general purpose of this Contract, and the single most important Social Value KPI **(four KPIs in total)** will be selected for publication on a quarterly basis.

KPIs and Thresholds

The Buyer will engage with the contracted Supplier and obtain written approval for their initial publication of the four (4) KPIs and in perpetuity thereafter for each quarter.

The selected KPIs will clearly relate to the contractual requirements and will be based on SMART criteria, i.e. they will be Specific, Measurable, Achievable, Relevant and Time-bound. Each KPI will have clearly defined descriptions and target performance thresholds set by the Buyer, in consultation with the Supplier, at the outset of the Contract.

Supplier performance against the target thresholds will be rated as one of the following for the purposes of publication:

* **Good**: The Supplier is meeting or exceeding the KPI targets that are set out within the Contract.
* **Approaching Target**: The Supplier is close to meeting the KPI targets that are set out within the Contract.
* **Requires Improvement**: The performance of the Supplier is below that of the KPIs targets that are set out within the Contract.
* **Inadequate**: The performance of the Supplier is significantly below that of the KPIs targets that are set out within the Contract.

Where will the Buyer publish the KPIs?

The **four** selected KPIs and associated ratings above will be published on GOV.UK on a quarterly basis.

**Note:** The Supplier is requested to acknowledge their understanding and acceptance of these shared obligations, under the government’s transparency agenda, in their response.

* 1. **Modern Slavery Considerations**

The Supplier will work collaboratively with the Buyer to meet the requirements of the UK Governments Modern Slavery Act 2015.

* + 1. **Modern Slavery Assessment Tool (MSAT)**

The MSAT is a modern slavery risk identification and management tool. This tool has been designed to help public sector organisations work in partnership with suppliers to improve protections and reduce the risk of exploitation of workers in their supply chains. It also aims to help public sector organisations understand where there may be risks of modern slavery in the supply chains of goods and services they have procured.

Please note that the successful supplier, as part of the Contract, may be requested to complete the MSAT and, where appropriate, work with the Buyer in resolving any issues identified. If completion of the MSAT is required, the Buyer will instruct as appropriate. Suppliers who have previously completed the MSAT for another Government body may share their results with the Buyer.

The requirement to complete and assess the MSAT at appropriate intervals throughout the lifecycle of the Contract may also form part of the Contract Management process.

In addition to completing the MSAT, and depending on the outcome of this assessment, it may be necessary for the Buyer to work with the successful Supplier to undertake a supply chain mapping exercise to have a more informed position of any modern slavery risks within the wider supply chain beyond first tier/prime supplier. Such an exercise may also cover wider compliance with all relevant social, ethical and legal requirements of first tier/prime suppliers and their supply chain.

For further information on the MSAT and registration process, please visit:

<https://supplierregistration.cabinetoffice.gov.uk/msat>

**8.4 Prompt Payment Considerations**

The Buyer and Government understands the importance of prompt, fair and effective payment in all businesses. Being paid promptly for work done ensures businesses have a healthy cash flow. Procurement Policy Note [PPN 08/21](https://www.gov.uk/government/publications/procurement-policy-note-0821) sets out how payment approaches can be taken into account in the procurement of major Government contracts and this requirement falls into scope of the PPN. Bidders are required to confirm that they still meet the prompt payment requirements as set out in Framework CCS RM6232.

**8.5 Supply Chain Visibility**

The Buyer and Government wants to level the playing field and increase the visibility of supply chain opportunities to assist suppliers, including SMEs, in bidding for work in its supply chains. [Procurement Policy Note (PPN) 01/18](https://www.gov.uk/government/publications/procurement-policy-note-0118-supply-chain-visibility) sets out the requirement for successful suppliers of in-scope procurements to advertise sub-contracting opportunities and report on how much they spend with Small/Medium Enterprises (SME) and Voluntary, Community and Social Enterprises (VCSE). This requirement is in scope of this PPN and requires the successful prime supplier(s) to:

1. advertise on [Contracts Finder](https://www.gov.uk/contracts-finder), sub-contract opportunities arising from that contract above a minimum sub-contract threshold of £25,000; and
2. separately, report on how much they spend on sub-contracting, and separately how much they spend directly with SME or VCSE organisations in the delivery of the original contract.

The contracted supplier will be required to fulfil the reporting requirements as set out in the PPN and the Terms and Conditions of this requirement.

# Part B – Required Work Packages

* Work Package A - Contract Management YES
* Work Package B - Contract Mobilisation YES
* Work Package C - Social Value YES
* Work Package D - Carbon Net Zero YES
* Work Package E - Maintenance Services YES
* Work Package F - Statutory Obligations YES
* Work Package G - Landscaping Services NO
* Work Package H - Catering Services NO
* Work Package I - Cleaning Services NO
* Work Package J - Workplace FM Services NO
* Work Package K - Visitor Support Services NO
* Work Package L - Security Services NO
* Work Package M - Waste Services NO
* Work Package N - Miscellaneous FM Services YES
* Work Package O - Specialist (Defence) FM Services NO
* Work Package P - Occupancy and Property Management Services NO
* Work Package Q - CAFM YES
* Work Package R - Helpdesk Services YES
* Work Package S - Management of Billable Works YES

#

# Work Package A: Contract Management

**1.       Service A1 - Integration**

1.1 The following requirements and Standards shall apply to this Service - SA1.

1.2 The Supplier shall provide an integrated Service ensuring a seamless and coordinated Delivery and effective synergies with the Buyer’s third-party suppliers and other service providers at all times. The Supplier shall take advantage of synergies between the different Services and the benefits that integration will bring.

1.3    The Supplier shall be aware that Services are to be Delivered across all Buyer Premises as highlighted within **Annex B** – Deliverables Matrix – Estates Information.

1.4    The Supplier will work collaboratively with the Buyer to promote excellence and innovation and enhance the reputation of the Buyer amongst key stakeholders across HM Government, public sector and within local communities.

1.5 The Supplier shall:

1.5.1 Focus on cross-training / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;

1.5.2 Share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services;

1.5.3 Work collaboratively with the Buyer and identify opportunities in relation to delivering the Services; with an annual service and innovation plan submitted 3 months prior to commencement of each Contract Year.

1.5.4 Procure Billable Works Services only with the sanction of the Buyer and shall use pan-Government Frameworks approved by the Authority wherever possible. The Supplier shall be invited to review the use of such contracts and make proposals for alternative public procurement routes if these can be demonstrated to provide greater value for money for the Buyer;

1.5.5 Ensure that all Billable Works are delivered within timeframes that have been approved by the Buyer.

1.5.6 Understand the business and its needs, demonstrate the ability to recognise that change/redeployment of resources will occur, often at a short notice - the Supplier’s ability to be flexible is pivotal.

1.5.7 Have the ability to prioritise changes to service scope quickly and efficiently. This will be achieved by the use of the Contract change procedure and Variation Form in accordance with clause 25 (Changing the Contract) to suit the Buyer’s business needs.

1.5.8 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.

1.5.9 Be responsible for the supply, delivery, receipt, storage, maintenance and issue of all plant, machinery, services, equipment, fixtures, fittings, furniture critical spares and consumables required to deliver the Services.

1.5.10 Where there are items of plant and equipment that require the use of special tools, equipment, or any other instruments to maintain or test them, the Supplier shall ensure such items are held on site in allocated storage or enter into arrangements with specialist Sub-contractors to ensure availability of such tools, equipment or other instruments.

1.5.11 Work collaboratively with the Buyer to deliver the Services in a manner that will cause minimum disruption to the Buyer’s businesses, members of their staff and to the delivery of additional services by other Suppliers. The Supplier shall carry out any work or operations that would materially disrupt the Buyer’s businesses outside the [Working Hours](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) of the relevant property, unless otherwise agreed by the Buyer.

1.6 The Supplier shall work collaboratively with the Buyer when establishing their Service Delivery Plan (SDP), and shall focus on the use of technology, data and analytics to develop maintain and maximise the workplace experience and value-for-money for the Buyer. These Continuous Improvement initiatives shall include but not limited to the following:

1.6.1 Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);

1.6.2 Use of intelligent systems to aid with the delivery of smarter energy usage and maintenance solutions;

1.6.3 More effective use of technology, software and systems (e.g. Building Management System (BMS), sensor technology and Computer Aided Facility Management (CAFM) systems;

1.6.4 Use of new technology, to include, movement sensors, drones, access control systems and robotic solutions, to support the Delivery of Services where appropriate; and

1.6.5 Use remote monitoring of systems to improve maintenance and compliance with statutory regulations to enhance system life and reduce carbon emissions where appropriate.

1.7 The Supplier shall ensure that all opportunities identified that have the potential to deliver performance, economic, social value and environmental improvements are presented to the Buyer for consideration.

1.8 The Supplier shall ensure that the initiatives agreed with the Buyer are:

1.8.1 Captured within the Service Delivery Plan (SDP), as defined within **Annex A** – Standards and Processes.

1.8.2 Recorded within the Supplier's CAFM system; and

1.8.3 Reported upon as part of the agreed Contract-reporting regime.

1.9 The supplier shall fully identify and understand the interdependencies with the other services suppliers during the delivery of services.

 1.9.1 The Supplier shall work collaboratively and proactively with all other service suppliers to provide a seamless service.

 1.9.2 The Supplier shall identify and communicate any risks to the Buyer and work collaboratively to mitigate such risk.

1.10 The Supplier shall respond to all reasonable requests for information within 5 working days.

**2.       Service A2 - Health and Safety**

2.1 The following requirements and Standards shall apply to this Service - SA2.

2.2 The Buyer requires proactive management of health, safety, and environmental practices across all Services in accordance with and adherence to required health and safety and environmental legislation, guidance, compliance, and governance.

2.3 The Supplier shall maintain industry best practice health, safety and environmental management systems and record keeping repositories, actively managing associated risks and incidents. The Supplier shall support the Buyer in promoting health, safety, and environmental good practice as a business improvement tool and not just to satisfy the requirement for regulatory compliance.

2.4 The Supplier shall provide regular reviews and updates to ensure health, safety and environmental management systems and document repositories remain current and in line with any revisions to and/or amendment of legislation. This information shall be readily available when requested.

2.5    The Supplier shall prepare and as appropriate, revise a written safety policy, risk assessment and method statement identifying any safety implications that its activities may have and how they will be managed. The Supplier’s Managing Director or appropriate senior manager must sign this safety policy.

2.6 The Supplier shall have documented, appropriate risk assessments and method statements, covering all significant activities and deliveries of services. Copies shall be made available to the Buyer on request. Additional method statements and risk assessments for specialist activities shall be produced upon request.

2.7    The Supplier shall ensure:

2.7.1 Their safety policy statement aligns with the requirements of the Buyer;

2.7.2 They have suitable organisation and arrangements in place to implement their safety policy throughout the Call-Off Contract Period;

2.7.3 Its safety policy aligns with all regulations and any Public Health England / Wales (PHE/W) and Department of Health and Social Care (DHSC) guidelines, in addition to any further measures set out in the Health and Safety Executive (HSE) guidelines and/or agreed with the Buyer. The Supplier shall recognise the regulations may vary between regions and across devolved administrations. The Supplier shall ensure that where required, it adopts and complies with any applicable regulations as appropriate wherever necessary;

2.7.4 The safety policy and safety management plan shall be readily available and accessible to all Supplier Staff and anyone, including the Buyer, who may require sight of it;

2.7.5 Details of its safety management plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness;

2.7.6 It has appropriate number of first aid and CPR trained Personnel deployed to successfully meet its own and the Buyer’s health and safety requirements in accordance with the Health and Safety (First Aid Regulations) 1981;

2.7.7 It has an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviors such that any incident on the Buyer sites should be reported immediately to the Buyer’s Health and Safety Team; and

2.7.8 Indemnify the Buyer against all losses where any failure of the company’s product/service and/or its acts or omissions, with regards to health and safety, results in economic penalty, time delay, issue, accident/incident or claim against the Buyer.

2.8    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.

2.9 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.

2.10    The Supplier shall notify the Buyer in writing of any potential implications of not implementing the recommendations of any advice given in relation to health and safety and / or infection control policies.

2.11    The Supplier shall provide a single point of contact for professional advice pertaining to health and safety and infection control matters as they relate to the delivery of the Services and management at each Buyer Premises.

2.12 The Supplier where required by the Buyer, shall provide a health and safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined prior to the appointment of such expert and managed through Call-Off Schedule 25 - Billable Works.

2.13 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.

2.14 The Supplier shall be responsible for ensuring that all Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) related incidents are reported in accordance with Health and Safety Executive (HSE) legislation. The Supplier shall be responsible for ensuring that the Buyer is notified immediately in writing.

2.15 The Supplier shall fully cooperate and support the Buyer when investigating any of the requirements set out in this section 2 and shall ensure that all accidents, incidents, dangerous occurrences, near misses and/or other events are recorded through the appropriate reporting systems.

2.16 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 support the Buyer to carry out all necessary actions to complete the claim and ensure that all subsequent repairs are completed satisfactory.

**3.       Service A3 - Management Services**

3.1 The following requirements and Standards shall apply to this Service - SA3.

3.1.1 The Supplier shall nominate a representative to be a point of contact for the Buyer and will be expected to be aware of the “daily operations” with respect to the Contract and will be the point of contact and liaison for Supplier Staff servicing the Contract. The Supplier representative shall be responsible for ensuring the quality of the Service including the reports submitted, the training provided and the timing of the delivery of the services.

3.2    The Supplier shall:

3.2.1 Be responsible for ensuring that a change management process is in place which shall be developed and agreed with the Buyer at the Mobilisation Period;

3.2.2 Ensure that processes are in place to attract, recruit and retain appropriately skilled and experienced Supplier Staff for the duration of the Contract. The Supplier shall notify the Buyer immediately when changes in key staff occur. The Supplier Staff shall be security cleared to Security Check (SC) level and / or Baseline Personnel Security Standard (BPSS) level with any additional professional qualifications and accreditation required to be defined during the Mobilisation Period;

3.2.3 Develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the SDP within **Annex A** - Standards and Processes;

3.2.4 Develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are supplied in accordance with **Annex A** - Standards and Processes. The Supplier shall follow such FM Standards at all times;

3.2.5 Review all method statements and risk assessments from Sub-contractors prior to the start of any FM related activities to ensure:

3.2.5.1 The works processes and control measures are compliant with all Health and Safety legislation, this Specification and any other Buyer requirements notified to the Supplier; and

3.2.5.2 All Supplier appointed Sub-contractor staff engaged in the Delivery possess the relevant skills, training, qualifications, security clearance and certification (to be supplied by an accredited organisation) to undertake the Services.

3.2.6 Comply with all the HM Government Security Policy and guidelines and the Buyer’s procedures, Information Technology, Information Assurance and Security Policies and act upon the instructions of the Buyer should there be a change in the threat assessment and response level. (Response level has the meaning given to it at SL10 of **Annex A** - FM Service Standards of this Framework Schedule 1 (Specification) associated with the Buyer Premises.) Further details of the security requirements will be provided in the Call-Off Procedure;

3.2.7 Ensure that all staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident;

3.2.8 Be responsible for ensuring all Supplier Staff are provided with the necessary training in relation to their responsibilities and activities when changes in security status occur;

3.2.9 Ensure that all Supplier Staff and any supply chain staff involved in the Delivery follow the Buyer’s security policies and instructions at all times;

3.2.10 Ensure that Supplier Staff and Sub-contractors requiring access to the Buyer’s Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether the level of clearance will be sufficient for access;

3.2.11 Be responsible for meeting the costs associated with security clearances for Supplier Staff and Sub-contractors;

3.2.12 Unless prior Approval has been received from the Buyer, be responsible for the provision of security cleared escort services (in line with the Buyer’s Security and Access Policies) and shall meet all associated costs as required for works undertaken by the Supplier on in-scope Services; and

3.2.13 Recognise that some of the Buyer’s data is protectively marked and may contain potentially sensitive information and shall ensure that management systems are in place to maintain the security of the Buyer’s data. Further information will be provided during mobilisation planning.

3.3 Supplier Staff, and supply chain staff, involved in the Delivery, shall cooperate with and assist the Buyer with the implementation of all enhanced security related measures required in response to increased threat assessment and / or level of alert.

3.4 The Supplier shall maintain and repair any furniture, furnishings, special fittings, office equipment and training equipment for Supplier Staff located at Buyer Premises as necessary to provide the Service. The Supplier shall also provide Supplier Staff with all consumables and equipment necessary to deliver the Services including but not limited to stationery. The Supplier should not assume any provision from the Buyer.

3.5 The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Framework Schedule 1 (Specification). This shall include use of smart technology.

3.6 The Supplier shall have full responsibility and take appropriate precautions to avoid damage to the Buyer Premises and its contents. In the event damage has been incurred by the Supplier:

 3.6.1 The Supplier shall notify the Buyer immediately of any damage caused.

3.6.2 The Supplier shall accept liability of any damage caused and bear the cost of repair / replacement, which may (under certain circumstances) be facilitated by the Buyer and an invoice raised to the Supplier.

**4.       Service A4 - Service Delivery Plans (SDP)**

4.1 The following requirements and Standards shall apply to this Service - SA4.

4.2 The Supplier shall prepare a SDP for each Buyer’s requirements for Services in scope of the Call-Off Contract, describing its approach to providing the required Services. As a minimum, the buildings and Asset maintenance management SDP shall contain:

4.2.1 Scope and Services objectives;

4.2.2 Approach and methodology: Asset management method statement for meeting The Buyer’s requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;

4.2.3 Contract Variation Procedures and additional work requests;

4.2.4 Operational structure including key roles, Personnel and resource proposals;

4.2.5 Carbon net zero strategy, to include but not be limited to initial assessment of Buyer Premises, development of action plan to reduce greenhouse emissions, performance measurement and reporting regimes and investment plans / opportunities;

4.2.6 Planned Preventative Maintenance (PPM) and Asset lifecycle replacement schedule and Delivery methodology;

4.2.7 Quality policy / quality statement;

4.2.8 Third party Suppliers / partners;

4.2.9 Balanced scorecard;

4.2.10 Procurement of Services;

4.2.11 Procurement of materials taking account of embodied carbon and recycled

content;

4.2.12 Management of energy use including lighting;

4.2.13 Planned Preventative Maintenance (PPM) methodology / SFG20 methodology / schedules; including Uniclass and NRM classifications for interoperability;

4.2.14 Computerised Asset management system;

4.2.15 A single common data environment are for hosting building information models and any associated current state and achieved geometry in line with PAS1192:3;

4.2.16 Building management system;

4.2.17 Routine maintenance;

4.2.18 Formulation of the PPM programme;

4.2.19 Maintenance management, recording and reporting;

4.2.20 Critical spares management;

4.2.21 Inspections;

4.2.22 Conservation and sustainability;

4.2.23 Maintenance and renewal;

4.2.24 Management arrangements;

4.2.25 Compliance management arrangements;

4.2.26 Performance management arrangements;

4.2.27 Social Value performance and reporting plan;

4.2.28 Quality management;

4.2.29 Complaints management processes;

4.2.30 Operational liaison;

4.2.31 Reactive maintenance Service;

4.2.32 Reactive vandalism maintenance Service; and

4.2.33 Business Continuity / Contingency Plans for key assets.

**5.       Service A5 - Fire Safety**

5.1 The following requirements and Standards shall apply to this Service - SA5.

5.2 Where requested to do so, the Supplier shall provide a professional advice service on all matters relating to the Regulatory Reform (Fire Safety) Order 2005 for each Buyer Premises. The cost of this service shall be included in the Charges.

5.3 The Buyer may require fire precautions. This will be at an additional cost to the Buyer.

**6. Service A6 - Accessibility Services**

6.1 The following requirements and Standards shall apply to this Service - SA6.

6.2 The Supplier shall:

6.2.1 Provide advice relating to the Equality Act 2010 including health and safety matters;

6.2.2 Ensure continuous interactions with the Buyer’s staff and stakeholders, including any disability advisor and Occupational Health and Safety representatives;

6.2.3 Provide advice on further special needs issues including technical problem-solving regarding access and signage;

6.2.4 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.       Service A7 - Risk Management**

7.1 The following requirements and Standards shall apply to this Service - SA7.

7.2 The Supplier shall be responsible for the development of a Contract specific risk register, which shall be reviewed, updated and issued to the Buyer (annually). Where new and/or significant risks are identified which have the potential to impact on the Buyer’s business operation, service provision and / or performance standards, the Supplier shall be responsible for informing the Buyer of these risks within 24 hours of their discovery.

7.3. Where required and in conjunction with the Buyer, the Supplier shall construct a risk register for each Buyer Premises listed within the Call-Off Contract data. The Supplier shall have sole responsibility for the drafting and updating of the risk register.

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

**8.       Service A8 – Customer Satisfaction**

8.1 The following requirements and Standards shall apply to this Service - SA8.

8.2 The Supplier shall ensure that:

8.2.1 They have processes in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Framework Contract Period;

8.2.2 They have processes in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Buyer, building users, users of training facilities, all stakeholders, and customers at all times;

8.2.3 Their customer satisfaction processes align with the Buyer’s Quality Management System (QMS) where appropriate. Further information will be provided in the Call-Off Procedure; and

8.2.4 They administer the formal process for handling service failures, complaints and works Recall as set out in Appendix 2 – Complaints, Failure and Recall Process.

8.3 The Supplier shall conduct Monthly customer satisfaction surveys as part of their ongoing commitment to Continuous Improvement and performance management (in addition to ensuring value for money).

8.4 The Supplier's SDPs shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including:

8.4.1 Survey method / medium (online, email, paper based etc.);

8.4.2 Approach to maximising synergies with Buyer's in-house or external performance measurement / customer experience processes, systems and Suppliers;

8.4.3 Approach to maximising survey responses;

8.4.4 Sample / draft questionnaire; and

8.4.5 Approach to the analysis of results.

8.5 Where the customer satisfaction survey results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the Buyer in the Call-Off Procedure), the Supplier shall:

8.5.1 Investigate the cause of the dissatisfaction;

8.5.2 Produce an action plan within 10 working days to address the root cause of customer dissatisfaction; and

8.5.3 Where appropriate, carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.

8.6 The Supplier will ensure a collaborative approach is maintained with the Buyer and any Buyer appointed third-party Suppliers (e.g. IT provider) to ensure employee satisfaction scores are maintained at the required satisfaction levels. Further details of these requirements will be highlighted in the Call-Off Procedure.

**9.   Service A9 – Reporting**

9.1 The following requirements and Standards shall apply to this Service - SA9.

9.2 The Supplier shall ensure that:

9.2.1 All data used to generate reports is held within or is accessible by the CAFM system;

9.2.2 They deliver a dynamic reporting capability to the Buyer via electronic interface accessible via portal and web browser facility;

9.2.3 The format, standard and frequency of reporting is developed and agreed with the Buyer and Delivered in accordance with their requirements;

9.2.4 The information required to report against its agreed KPIs is contained within the CAFM system and maintained accurately at all times, including service certificates providing evidence of asset maintenance where applicable; and

9.2.5 The Supplier shall conform to the Buyer’s requirements for management information reporting, including, but not limited to corporate social responsibility (CSR) policy, safety, environmental and financial reporting policies.

9.3 The Supplier shall provide a broad and comprehensive reporting solution under the following categories:

9.3.1 Industry-standard FM reports; and

9.3.2 Performance measurement and statistical reporting.

9.4 The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided which shall be included in the Charges. These shall include but not be limited to:

9.4.1 Reportable incidents, accidents and near misses;

9.4.2 Real time reporting;

9.4.3 Expert analysis reports;

9.4.4 Ad hoc reporting requirements;

9.4.5 Self-service reporting capability;

9.4.6 Performance measurement and reporting;

9.4.7 Risk management;

9.4.8 Buyer Premises related drawings;

9.4.9 MI Reporting;

9.4.10 Work Order requirements including installation works, remedial repairs, quoted asset replacements and Projects; and

9.4.11 Performance against statutory compliance.

**Reportable incidents**

9.5 The Supplier shall inform the Buyer via the Helpdesk service each time reportable incidents occur. These shall be recorded on the Supplier’s CAFM system and reported to the Buyer and shall include but not be limited to:

9.5.1 Health and safety accidents and incidents, to include Health and Safety Executive (HSE) Reporting of Injuries, Diseases and Dangerous occurrences Regulations (RIDDOR) reports;

9.5.2 Pollution and contamination incidents;

9.5.3 Statutory compliance failures;

9.5.4 Asset and system failures, which may affect business continuity;

9.5.5 Physical and document security breaches;

9.5.6 Service failures;

9.5.7 Instances of accidental damage, willful damage or vandalism;

9.5.8 Issues with the potential to disrupt energy and utility provision;

9.5.9 Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the Buyer;

9.5.10 Any instances of attempted bribery, fraud or corruption; and

9.5.11 Complaints.

 Further information on the reporting requirements will be provided in the Call-Off Procedure.

**Real Time Reporting**

9.6 The Supplier shall inform the Buyer immediately and log details via the CAFM system each time reportable incidents occur. These shall include but not be limited to:

9.6.1 Complaints;

9.6.2 Health and safety accident reporting / RIDDOR, reports;

9.6.3 Environmental incidents;

9.6.4 Health and safety hazards (e.g. asbestos risks, legionella risks, etc);

9.6.5 Security breaches; and

9.6.6 Instances of accidental damage caused by the Supplier Staff.

Further information on the reporting requirements will be provided in the Call-Off Procedure.

**Expert Analysis Reports**

9.7 The Supplier shall compile and analyse a suite of specific reports, which is to be agreed with the Buyer during the Mobilisation Period where applicable. These reports shall include but not be limited to:

9.7.1 The Buyer’s performance measurement and management of the Services;

9.7.2 The Buyer’s performance measurement and management of the Carbon Net Zero performance;

9.7.3 The Buyer’s performance measurement regarding waste, to include statistics on waste diversion and waste recycling rates;

9.7.4 The Buyer’s performance measurement and management of the Employee Customer Satisfaction Survey;

9.7.5 The Buyer’s statutory compliance performance reporting processes and reporting regimes; and

9.7.6 The Supplier shall interpret the reports and provide a written commentary of its expert analysis, as specified by the Buyer.

**Ad Hoc Reporting Requirements**

9.8 The Buyer may request the Supplier to create and generate ad hoc reports on its behalf.

9.9 Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer. Any associated costs for these ad hoc reports will be managed via Call-Off Schedule 25 - Billable Works and Projects.

9.10 The Buyer is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Buyer Premises on an urgent basis. The Supplier shall comply with any such reasonable requests in the event information is required under these circumstances. The Supplier shall provide all such reports within 5 Working Days of receipt of the original request.

**Self-Service Reporting Capability**

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

**Supplier Contractual Performance Measurement and Reporting**

9.12 The Supplier shall report on its own performance against the agreed KPIs and other measures reasonably requested by the Buyer. These reports shall include summaries at region, establishment, business and Service level, as appropriate, for the following:

9.12.1 Achievement against agreed KPIs;

9.12.2 Achievement against social value initiatives;

9.12.3 Achievement against carbon net zero initiatives;

9.12.4 Reasons for failure to meet any agreed KPIs;

9.12.5 Performance failures accruing because of failure to meet agreed KPIs;

9.12.6 Levels of statutory compliance;

9.12.7 Performance against sustainability plan;

 9.12.8 Details of performance against PPM activities, including reactive works generated from PPM activities;

9.12.9 Details of Assets or systems taken out-of-service for health and safety or operational reasons, which have a direct or indirect impact of the Buyer’s operations;

9.12.10 Details of recommendations generated from PPM works;

9.12.11 Reasons for failure to complete planned statutory and mandatory inspections / tasks;

9.12.12 Progress / status of Work Orders;

9.12.13 Waste volumes, including waste diversion reports and recycling volumes; 9.12.14 Achievement against the delivery of statutory testing and inspections;

9.12.15 SME contractual performance (i.e. number of SMEs engagement sessions held, number appointed, the percentage of SMEs used to deliver the services and value of cost of deliverables undertaken by appointed SMEs);

9.12.16 Details of progress against Buyer agreed action plans for the following Month, which will be reviewed to check progress and track actions carried out to completion. The Buyer shall not unreasonably withhold or delay agreement of these action plans with the Supplier; and

9.12.17 The Supplier shall provide all such performance and risk reports within 5 Working Days from end of previous Month.

**Calculation of Supplier Performance Results against Annex A - Standards and Processes - Service Delivery Response Times, and the agreed KPIs in Annex C - KPIs and Payment Mechanism.**

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

9.13.1 Inputting performance data relating to its operational KPIs into the CAFM system;

9.13.2 Collating the data required to calculate its performance against the obligations in the Supplier performance mechanism; and

9.13.3 Measuring its performance each Month against each of their KPIs and calculate payment mechanism scores in accordance with its Supplier performance mechanism.

**Reporting Supplier Performance Data and Associated Information**

9.14 During the Mobilisation Period, the Supplier shall provide a report for the Buyer on a Monthly basis. The format will be specified by the Buyer and agreed with the Supplier;

9.15 The Supplier shall provide a quarterly report to the Buyer detailing the performance scores and associated Deductions calculated;

9.16 The Supplier shall provide a reconciliation report to the Buyer within seven (7) calendar days following the end of each quarter: and

9.17 For statistical information reporting, the Supplier shall provide Monthly comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including:

9.17.1 Inbound volume, by type and region;

9.17.2 Completed Service Requests, by inbound channel;

9.17.3 Average and maximum call waiting times;

9.17.4 Average inbound call duration;

9.17.5 Volume of duplicate Service Requests;

9.17.6 Total outbound calls;

9.17.7 Benchmarking; and

9.17.8 Volume of requests originated by the Supplier.

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

**Risk Management**

9.19 The Supplier shall provide comprehensive Monthly updates in relation to its contractual risk register. These shall include but not be limited to:

9.19.1 Progress against known and existing risks;

9.19.2 Risk mitigation activities; and

9.19.3 Newly identified risks.

**Framework Management Information (MI) Reporting**

9.20 The Supplier shall report on its own performance with the Buyer and shall ensure the MI required by the Buyer is produced in the required formats and is submitted by the agreed deadlines in accordance with the requirements outlined within Framework Schedule 4 Framework Management. The MI reporting shall include the following:

9.20.1 Modern slavery;

9.20.2 Carbon net zero;

9.20.3 Social value - Apprenticeships;

9.20.4 Social value – Progress against agreed Action Plans;

9.20.5 Social value - Workforce Diversity and Inclusion;

9.20.6 Social value - SMEs and VCSEs; and

9.20.7 Prompt payment compliance and performance.

9.21 The Supplier shall ensure they remain fully compliant with all MI reporting requirements and shall commit to maintain full compliance as the Buyer develops enhanced reporting regimes throughout the lifetime of this Framework Contract.

**Drawings**

9.22 The Supplier shall:

9.22.1 Review existing Buyer drawings within the Mobilisation Period;

9.22.2 Produce a report containing recommendations and budget costs for the update and reconciliation of all Buyer Premises drawings with the aim of bringing them up to date where practicable and to enable them to be issued to the Buyer to meet the Buyer’s reporting requirements;

9.22.3 Update Site drawings and operation and maintenance manuals as and when necessary, on completion of remedial, refurbishment or project works;

9.22.4 Where project or refurbishment works have been completed by the Supplier, the costs for the updating of Site drawings and maintenance manuals will be deemed within the Supplier costs; and

9.22.5 Where Project and refurbishment works have been completed by a third party, it shall be the responsibility of the Supplier to obtain the relevant information and update the Site drawings and operation and maintenance manuals on behalf of the Buyer. This Service shall be paid for as additional works as per the Billable Works process detailed in Call-Off Schedule 25 - Billable Works and Projects.

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

9.24 The costs for this Service shall be managed via the Billable Works and Projects process.

**10.   Service A10 – Performance Self-Monitoring**

10.1 The following requirements and Standards shall apply to this Service - SA10.

10.2 The Supplier is required to undertake a performance self-monitoring regime, which is to be agreed with the Buyer. This shall be inclusive of all Services delivered by third party suppliers and partners.

10.3 Within the performance self-monitoring regime, the Supplier is required to:

10.3.1 Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;

10.3.2 Monitor the performance of the Services via a programme of internal and external audits and inspections and trend analysis of recorded data in the CAFM system and produce Monthly performance reports for the Buyer; and

10.3.3 Maintain a Management Information System (MIS) to analyse information on the performance of each required Service. It shall be capable of reporting performance against defined performance requirements.

10.4 The MIS system, utilised by the Supplier, shall be capable of monitoring performance of Services, notwithstanding any changes in work practices, technology and agreed performance Standards at all times.

10.5 The Supplier shall be responsible for maintaining the MIS software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.

10.6 The Supplier shall work with the Buyer and support the Buyer’s internal management processes. The Supplier’s self-monitoring regime shall recognise these processes and capture feedback from Buyer Audits and inspections, including independent Audits scheduled by the Buyer. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.

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

11.1 The following requirements and Standards shall apply to this Service - SA11.

11.2 In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have BCDR plans to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract.

11.3 The Supplier shall:

11.3.1 Notify the Buyer as soon as it becomes aware of a Business Critical Event or a likely Business Critical Event. The Supplier shall collaborate with the Buyer to ensure that the BCDR Plans interfaces seamlessly to support the Buyer’s business;

11.3.2 Liaise with the Buyer to ensure that appropriate communication lines are maintained;

11.3.3 Ensure that its BCDR Plans addresses the loss of or disruption to services and key assets and shall ensure that these have been reviewed and Tested to a programme agreed with the Buyer. The Supplier shall coordinate the BCDR Plan with the Buyer and utilities providers;

11.3.4 Ensure its BCDR Plans is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Buyer of all scheduled interruptions to any energy supply if it may affect the Buyer’s operations; and

11.3.5 Provide its BCDR Plans within thirty (30) Working Days (or as otherwise agreed by the Buyer during the Mobilisation Period) following the Call-Off Start Date. The BCDR Plans shall be reviewed on a regular basis and as a minimum once every six (6) Months.

11.4 At the request of the Buyer, the Supplier shall assist in Testing the Buyer’s BCDR Plans at intervals to be agreed by both Parties.

11.5 The Buyer may require the provision of professional advice in relation to its own BCDR Plans, including the safe evacuation of Buyer Premises during an Emergency and the operation of Emergency systems. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each Buyer Premises. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.

11.6 The Buyer’s BCDR Plans are confidential, and the Buyer will decide which information will be divulged to assist in the process. Any information divulged must be treated as Confidential Information and shall not be issued to others without the written permission of the Buyer.

**12.   Service A12 – Quality Management Systems**

12.1 The following requirements and Standards shall apply to this Service - SA12.

12.2 The Supplier shall have in place ISO 9001, ISO 14001, ISO 27001, working towards or complies with ISO 22301 (lots 1c, 2c & 3c only) and Cyber Essentials certification.

12.3 The Supplier shall maintain such certification throughout the Framework Initial Period.

12.4 The Supplier shall provide the Authority with evidence of its ISO and Cyber Essentials certifications upon request at any time during the Framework Initial Period.

12.5 The Supplier shall implement the required quality management plans in accordance with the ISO and Cyber Essential certification, which shall include a proposed methodology to align with and support the Buyer’s existing ISO certification s and its related systems and for delivering Continuous Improvement.

12.6 The Supplier shall be responsible for undertaking an annual review of its management systems with the Buyer to ensure compliance with all relevant ISO certification to ensure the management systems continue to be suitable, adequate and effective.

12.7 The Supplier shall develop and agree its ISO quality Audit programme with the Buyer during the Call-Off Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall include inspection visits by registration bodies, Buyer audits, internal Supplier assessor visits and audits Delivered by independent bodies.

12.8 Where requested by the Buyer the Suppliers quality management systems shall be accredited by the United Kingdom Accreditation Service (UKAS). Further details of the requirement will be provided in the Call-Off Procedure.

12.9 If at any point during the Contract the Supplier is at risk of losing the required ISO certification, or major non-conformities are discovered this must be notified to the Buyer.

**13.   Service A13 – Staff Management, Recruitment and Training**

13.1 The following requirements and Standards apply to this Service - SA13.

13.2 The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.

13.3 The Supplier acknowledges that the public sector in the United Kingdom is committed to the delivery of high quality public services and recognises that this is critically dependent on the provision of excellent management and leadership skills and a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.

13.4 The Supplier shall recognise that public bodies in the United Kingdom have in place, are developing and / or adopting fair work practices, which include:

13.4.1 A fair and equal 'pay policy' that includes a commitment to supporting the living wage, including, for example being a 'living wage accredited employer’. Where this is required by the Buyer, details will be provided by the Buyer in the Call-Off Procedure;

13.4.2 Clear managerial responsibility to nurture talent and help individuals fulfil its potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK’s young workforce;

13.4.3 Promoting equality of opportunity and developing a workforce, which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;

13.4.4 Supporting learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;

13.4.5 Supporting flexible working (including for example practices such as career breaks) and support for family friendly working and wider work life balance;

13.4.6 Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice; and

13.4.7 Promoting effective equality, inclusion and diversity policies and procedures.

13.5 In order to ensure the highest Standards of service quality in this Contract the public bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

13.6 The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate induction, refresher and awareness training to ensure the successful and safe Delivery of the Services. This training shall include but not be limited to:

13.6.1 Health and safety (Safe System of Work) awareness;

13.6.2 First aid and accident reporting;

13.6.3 Health reporting and infection control related training;

13.6.4 Customer care;

13.6.5 SDP awareness;

13.6.6 Quality management plan awareness;

13.6.7 Fraud and bribery awareness;

13.6.8 Waste management (e.g. waste hierarchies);

13.6.9 Environmental and sustainability awareness;

13.6.10 Equality, diversity and inclusion policies;

13.6.11 Mental health awareness;

13.6.12 Information Security Training; and

13.6.13 Supplier and Buyer emergency procedures.

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

13.7 The Supplier shall develop and maintain a training register for all Supplier Staff and be responsible for maintaining appropriate staff records and training records for all Supplier Staff.

13.8 The Supplier shall provide additional training to allow Supplier Staff to realise their potential through suitable training programs tailored to individual need.

13.9 The Supplier shall be responsible for the provision of training and refresher training to Buyer’s Personnel including:

13.9.1 Use of CAFM and associated IT systems;

13.9.2 Business processes;

13.9.3 Health and safety;

13.9.4 Use of fire-alarm testing and emergency systems; and

13.9.5 Site Induction training.

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

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

13.12 The Supplier shall work collaboratively with the Buyer by supporting any number of the Buyer’s Personnel to assist their personal development by:

13.12.1 Gaining hands on work experience;

13.12.2 Receiving training;

13.12.3 Gaining professional qualifications; and

13.12.4 Gaining experience of work in the private sector.

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

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

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

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

13.17 The Supplier shall provide an induction programme for all Supplier Staff and for any relevant Buyer Personnel and shall ensure that Supplier Staff attend and participate in any relevant Buyer induction programme(s).

13.18 The Supplier shall investigate where more than one (1) substantiated complaint is made against any individual member of its Staff within any Month. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required through the Call-Off Contract with the Buyer.

13.19 Supplier Staff shall be suitably presented and shall wear all required uniforms and / or appropriate work wear at all times (standards to be agreed with the Buyer during mobilisation) to include identification passes. The Supplier shall be responsible for providing all equipment, work wear, uniforms and Personal Protective Equipment (PPE) for use by Supplier Staff to deliver the Services.

**14.   Service A14 - Selection and Management of Sub-contractors**

14.1 The following requirements and Standards shall apply to this Service - SA14.

14.2 The Supplier is required to actively manage all aspects of Sub-contractor involvement under the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract, and specifically that which is paid for. Key aspects of the role include the Services set out below:

14.2.1 Protecting the Buyer’s agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Call-Off Contract;

14.2.2 Ensuring that all Sub-contractors operate a Safe System of Work and that all activities at the Buyer Premises are delivered in compliance with the Supplier’s Health and Safety Policy statement and Management Plan;

14.2.3 Performance monitoring against agreed KPIs;

14.2.4 Benchmarking and market testing of Services against the provision from other service providers;

14.2.5 Problem solving, dispute prevention and resolution where issues exist;

14.2.6 Auditing and inspecting the Sub-contractors' work, ensuring that they comply with the contractual requirements on quality, health and safety, environmental and legislative requirements;

14.2.7 Establishing and maintaining and making available to the Buyer, when requested, appropriate records through reliable management systems, such as service records to record and manage the performance of Sub-contractors;

14.2.8 Receiving, checking and authorising invoices for payment for additional Services; and

14.2.9 Monitoring Sub-contractors' approach to Rectifying Defects.

14.3 The Supplier shall take all reasonable steps to engage SMEs and local supply chain partners as Sub-contractors to strengthen regional supply chain resilience and reduce the impact of the Services on the environment.

14.4 The Supplier shall report to the Buyer on the number of engagements held with SMEs and the number of any appointed as Sub-contractors within its normal reporting procedures.

**15.   Service A15 - Compliance:**

15.1 The following requirements and Standards shall apply to this Service - SA15.

15.2 The Buyer operates an Occupational Health and Safety Management System that is certificated to ISO 45001. Further information is within the Buyer’s Health and Safety Policy – **Annex I.** and is available on request from the Buyer’s Commercial Advisor. The Supplier must ensure its working practices align to the Health and Safety at Work Act 1974.

15.3 The Supplier, when delivering Services shall be responsible for ensuring that all the Buyer’s Premises remain safe and secure environments for all the Buyer’s Personnel, visitors, members of the public, Supplier Staff and all contractors.

15.4 The Supplier shall be responsible for developing and implementing a Compliance Management System that will ensure regulatory compliance is delivered and maintained at all times across all Buyer Premises for all in-scope Services. The Compliance Management System shall incorporate the Delivery of a Contract specific Compliance Management Plan across all Buyer Premises.

15.5 Areas of compliance include but are not limited to:

15.5.1 Statutory laws;

15.5.2 Regulatory laws;

15.5.3 National and International Standards;

15.5.4 Approved Codes of Practice (ACOPs);

15.5.5 HSE guidance notes;

15.5.6 Manufacturer’s Instructions;

15.5.7 HM Government policies (including Devolved Administrations);

15.5.8 Sector specific requirements (e.g. Health Technical Memorandums);

15.4.9 Lease requirements;

15.4.10 Warranty requirements; and

15.4.11 Buyer specific requirements.

15.6 The Supplier shall ensure that a planned programme of compliance activities is undertaken to ensure full compliance is achieved throughout the Call-off Contract period. These shall include but not be limited to:

15.6.1 Service Delivery Audits;

15.6.2 Management Audits;

15.6.3 Sub-contractor Audits;

15.6.4 Independent / external Audits; and

15.6.5 Waste management compliance.

15.7 The Supplier shall ensure that all compliance-related activities are recorded within the SDP and are scheduled and recorded within the Supplier’s CAFM system. The SDP will be agreed with the Buyer during the Mobilisation Period. Costs for these Services shall be included in the Contract Charges.

15.8 The Supplier shall ensure the Buyer has full access to all compliance related documentation upon request as and when required for the Buyer’s internal audit processes.

15.9 The supplier shall maintain electronic records of all preventative and reactive maintenance tasks carried out.

15.10 The Supplier shall ensure that the Buyer approves the appointment of any independent auditors and inspection bodies prior to the commencement of any works at the Buyer Premises.

15.11 The Supplier shall allow the Buyer to attend third party surveillance visits by its registration body throughout the period of the Call-Off Contract.

15.12 The Supplier shall ensure that the results of the audits and inspections are made available to the Buyer within four (4) weeks of completion of the Audit and shall be recorded on the Supplier’s CAFM system.

15.13 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, for example, due to failure of equipment during inspection or missed inspection. A written report detailing any unserviceable equipment or missed inspections and proposed remedial actions will be submitted to the Buyer’s Representative by the Supplier immediately.

15.14 The Buyer has the right to appoint an independent third-party supplier to deliver an independent assessment of statutory compliance levels at Buyer Premises. The Supplier shall work with the Buyer and / or the independent third-party supplier to discuss any findings and any subsequent recommendations upon completion of the assessment, including, where applicable, providing a Rectification Plan as per 10.4.3 of the Core Terms.

15.15 The Supplier shall ensure that its Compliance Management Plan is up-to-date and reflective of all re-enacted / new legislation and guidance to ensure regulatory compliance is not affected.

15.16 Where re-enacted / new legislation has the potential to impact on Services, the Supplier shall notify the Buyer immediately in writing, outlining its justification and impacts on the Services.

15.17 The Supplier shall provide assistance and information to the Buyer and be responsible for arranging access to any Supplier held Documentation as required for any independent Audits organised by the Buyer at the Buyer Premises upon request. These may include but not be limited to:

15.17.1 National Audit Office;

15.17.2 Specialist staff inspections including medical or logistics;

15.17.3 Defence Internal Audit Office;

15.17.4 Environmental Health inspection;

15.17.5 Trading Standards inspection;

15.17.6 All Statutory legislative inspections;

15.17.7 Site inspections and compliance inspections and audits;

15.17.8 Parliamentary enquiries and questions; and

15.17.9 Freedom of information requests.

15.18 The Buyer may require Building Research Establishment Environmental Assessment Methodology (BREEAM) in-use or similar assessment of the building's performance to be carried out at agreed intervals. This Service shall be provided upon request; costs will be managed via the Billable Works and Projects process.

15.19 The Supplier shall maintain up-to-date, accurate metrics including cost and performance data within the Property Information Electronic Mapping Service (EPIMS) on its behalf where required by the Buyer. Where this is a requirement, costs will be managed via the Billable Works and Projects process. Further information relating to this requirement will be provided in the Call-Off Procedure.

15.20 The Supplier shall comply with the requirements of the Office for Government Property (OGP) FM Services standard and FM Asset data standard, as developed by the facilities management (FM) strategy programme team for inclusion into the Government Functional Standard GovS004 where required by the Buyer. Where this is a requirement, costs will be managed via the Billable Works and Projects process. Further information relating to this requirement will be provided in the Call-Off Procedure.

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

**16.   Service A16 – Sustainability**

The Buyer is committed to reducing any negative impacts produced by the Buyer’s and Suppliers activities, products, and services. This aligns to the Greening Government Commitments which state that the Buyer must continue to buy more sustainable and efficient products, Goods and Services with the aim of achieving the best long term, overall value for money for society.

16.1 The following Standards shall apply to this Service - SA16.

The Supplier shall:

16.1.1 Comply with the Buyer’s Corporate Environmental Policy – **Annex D** and Corporate Energy Policy – **Annex E**;

16.1.2 Where appropriate, assist the Buyer in achieving its Greening Government Commitments, i.e. reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;

16.1.3 The Buyer is committed to meeting biodiversity targets for 2025 as set out in the Buyer’s Biodiversity Action Plan - **Annex F**. The Suppliers shall ensure that any actions it takes, or methods used, do not negatively impact these targets or future iterations of the Buyer’s Biodiversity Action Plan;

16.1.4 Assist the Buyer with its relevant management system requirements including but not limited to participation in audits and providing supporting information as requested.

16.2 The Supplier shall have in place ISO 14001 certification and shall ensure:

16.2.1 That it maintains such certification throughout the Contract term.

16.2.2 That it provides the Buyer with evidence of its certified environmental management system certification upon request at any time during the Contract term;

16.2.3 That it implements an environmental management plan in accordance with the ISO 14001 certification, which shall include a proposed methodology to align with and support the Buyer’s existing or planned ISO 14001 certification and its related systems and for delivering Continuous Improvement;

16.2.4 That it undertakes an annual review of its environmental management system with the Buyer to ensure compliance with ISO 14001 (or current edition) to ensure the management systems continue to be suitable, adequate and effective.

16.2.5 That it develops and agrees its Environmental Management Plan with the Buyer during the Call-Off Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall show registration body inspection visits, Buyer audits, internal Supplier assessor visits and audits Delivered by independent bodies.

16.2.6 That where requested by the Buyer, their environmental management system shall be accredited by UKAS. Further details of the requirement will be provided in the Call-Off Procedure.

16.2.7 If required, the Supplier shall provide a professional advice service on all matters relating to the Environmental management and compliance. This will be managed through Call-Off Schedule 25 - Billable Works.

16.2.8 The Supplier where required shall provide a health and safety expert who is either a member of the Institute of Environmental Management and Assessment (IEMA) or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined at point of engagement and managed through Call-Off Schedule 25 - Billable Works.

**Sustainability Management Plan**

16.3 The Supplier shall develop, maintain and implement a sustainability management plan in line with the Buyer’s sustainability requirements.

16.4 The content, structure and format of the Sustainability Management Plan shall be agreed between the Buyer and the Supplier.

16.5 The Supplier shall submit the sustainability plan for the Buyer’s Approval within three (3) Months of the Call-Off Start Date.

16.6 The Supplier shall ensure that the Sustainability Management Plan complies with Government Buying Standards (GBS) and all Buyer requirements to be defined in the Call-Off Procedure.

16.7 The sustainability management plan shall include the Supplier’s approach to:

16.7.1 Energy and Carbon management;

16.7.2 Water, to include system infrastructure maintenance and wastewater management;

16.7.3 Waste prevention and management including waste hierarchy and segregation;

16.7.4 Recycling of waste paper;

16.7.5 Greening Government Commitments ; and

16.7.6 Minimising transport use.

16.8 The Supplier shall ensure that the sustainability management plan includes the Buyer’s specialist management requirements where applicable, and to include but not limited to:

16.8.1 Natural Environment;

16.8.2 Nature Conservation Sites;

16.8.3 Forestry Sites;

16.8.4 Public access requirements;

16.8.5 Environmental protection, including management of pollution spills, land contamination and groundwater levels;

16.8.6 Historic environment; and

16.8.7 HM Government historic estate.

Further details of the Buyer’s specialist management requirements will be provided in the Call-Off Procedure.

**Carbon Net Zero Plan**

16.10 Where exemptions do not apply, the Supplier shall ensure compliance with the reporting requirements outlined within the Streamlined Energy and Carbon Reporting (SECR) framework.

16.11 The Supplier shall collaborate with the Buyer and develop, maintain, and implement a carbon net zero strategy and supporting management plan in line with the Buyer’s carbon net zero requirements.

16.12 The content, structure, and format of the carbon net zero management plan shall be agreed between the Buyer and the Supplier.

16.13 The Supplier shall submit the carbon net zero plan for the Buyer’s Approval within three (3) Months of the Call-Off Start Date.

**Buildings**

16.14 The Supplier shall ensure that where they have a responsibility to deliver project works on behalf of the Buyer, all new buildings meet the Building Research Establishment Environmental Assessment Method (BREEAM) or equivalent schemes excellent standard, and that retrofits meet the very good standard.

16.15 The Supplier shall provide the availability of a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Buyer Premises if required by the Buyer. This Service shall be provided by the Supplier upon request and by mutual agreement between the Buyer and the Supplier and be managed via the Call-Off Schedule 25 - Billable Works and Projects process. The scope of any advice provided shall include:

16.15.1 Reduction in running costs;

16.15.2 Measurement and improvement of the performance of Buyer Premises;

16.15.3 Empowerment of staff;

16.15.4 Development of action plans; and

16.15.5 Reporting of performance.

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

**Energy Management**

16.17 The Supplier shall:

16.17.1 Take account of and comply with the Buyer’s Corporate Energy Policy – **Annex E** and action plan and its targets under the Greening Government Commitments and any subsequent HM Government policy / policies;

16.17.2 Work with the Buyer to meet external and internal targets for reducing energy consumption;

16.17.3 Ensure that all energy-consuming plant under its jurisdiction or control is maintained to operate at optimum efficiency and all fuels, gas, electricity are used economically, in accordance with any operational policies issued by the Buyer;

16.17.4 Support the Buyer’s initiatives for energy-saving strategies including separate heating, lighting and ventilation strategies and co-operate with the Buyer in achieving agreed objectives;

16.17.5 Monitor and record readings of natural gas and heating and fuel oils 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 and / or heating oil are required to prevent any loss of service at a Buyer Premises;

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

16.17.7 Develop an energy efficiency plan with a tool or agreed process to measure the energy efficiency of the Buyer Premises against an approved and agreed energy performance metric if required by the Supplier.

**Energy Efficiency Plans**

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

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

16.19.1 Design stage energy end use analysis;

16.19.2 Measurement and verification process which details sub-meters and the mechanisms for dealing with any loss of data, assumptions or interpolations made in the case of missing or incomplete data;

16.19.3 Initial baseline energy model;

16.19.4 Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;

16.19.5 Initial baseline energy model;

16.19.6 Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;

16.19.7 Final baseline energy model (produced at financial close of each year); and

16.19.8 Predicted energy use and associated carbon emissions for the Buyer Premises in a format similar to a Display Energy Certificate (DEC) rating (including regulated and unregulated emissions).

16.20 The Supplier shall develop the energy efficiency plan over the Call-Off Contract Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including TM22 2012, Carbon Buzz and iSERVcmb.

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

**Energy Performance of Buildings (England & Wales) (As amended)**

16.21 The Supplier shall ensure and agree with the Buyer that appliances and other energy-using products purchased for the Call-Off Contract meet the Default standard within Annex III of the Energy Efficiency Directive Article 6, unless the appliance or product is not:

16.21.1 Cost-effective over the lifecycle of those products;

16.21.2 Economically feasible to buy the product because of substantial additional upfront costs. This is a strict test and small additional upfront costs are not sufficient to allow a deviation from the Default;

16.21.3 Technically suitable;

16.21.4 Consistent with wider sustainability objectives; and / or

16.21.5 Viable within the constraints of effective competition of purchasing equipment.

**Water Management**

16.22 The Supplier shall take account of and comply with the Buyer’s water saving objectives and action plan and its targets and commitments under the Greening Government Commitments.

16.23 The Supplier shall be aware of and comply with existing and future water related statutory requirements and legislation put in place by any relevant Central HM Government Body. The Supplier shall take responsibility for the management of building water consumption and efficiency and to work with the Buyer to strive to meet external and internal targets for reducing water consumption.

16.24 The Supplier shall manage the Buyer’s water management software if required by the Buyer in order to provide all reports and volumetric data relating to water. The Supplier shall:

16.24.1 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 behavioral change; and

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

16.25 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.

16.26 The Supplier shall comply with existing and future water related statutory requirements and legislation put in place by any relevant Government Body. The Supplier shall take responsibility for the management of building water consumption and efficiency and work with the Buyer to strive to meet or exceed external and internal targets for reducing water consumption.

**Waste Prevention and Management**

16.27 The Supplier shall take responsibility for management of waste produced resulting from their activities and work with the Buyer under the Contract to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and Continuous Improvements as advances in technology arise.

16.28 The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources. Any waste shall be disposed of correctly and in accordance with the waste hierarchy and duty of care, and any applicable legislation.

16.29 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 (as required by the Buyer). The Supplier shall optimize the amount of waste being recycled or used for energy recovery, rather than sent to landfill.

**Waste Minimisation Plan**

16.30 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. This will include the installation and maintenance of Waste & Resources Action Programme (WRAP) compliant signage to a design agreed with the Buyer whenever waste signage is replaced or newly installed.

**Waste Hierarchy and Waste Segregation**

16.31 The Supplier shall collect and dispose of all of the waste in line with the Buyer’s waste hierarchy and best practice.

16.32 The following Waste Hierarchy shall apply:

16.32.1 Eliminate;

16.32.2 Reduce;

16.32.3 Re-use and repair;

16.32.4 Recycle or compost;

16.32.5 Recover (energy recovery); and

16.32.6 Dispose.

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

**Waste Transfer Notes / Certificates of Destruction**

16.34 A full audit trail of waste management shall be maintained by the Supplier and waste handling must be compliant with relevant regulatory authority requirements i.e., the Environmental Agency and Natural Resources Wales guidelines.

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

**Waste Collection**

16.36 The Supplier shall:

16.36.1 Ensure that waste carriers at the Buyer Premises remain authorised at all times and will ensure that the carriers renew their licenses promptly. If at any time the waste carrier’s license or an environmental permit is withdrawn or revoked, the Supplier must inform the Buyer immediately and cease any further movement of waste until they become authorised again;

16.36.2 Ensure that transport carbon emissions are minimised by optimising collections and ensuring that transportation schedules are planned to reduce carbon emissions and / or through the use of well maintained, low emission vehicles e.g. electric vehicles;

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

16.36.4 Consider the potential for products to be re-deployed elsewhere. For example, when electrical and electronic products are no longer required and using the CCS reuse website for furniture.

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

**Recycling**

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

**Duty of Care Documentation**

16.39 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.

**Environmental Management:**

**Materials**

16.40 The Supplier shall manage packaging waste in line with HM Government initiatives by:

16.40.1 Influencing packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and

16.40.2 Influencing the amount of packaging actually used in the supply chain.

**Timber**

16.41 The Supplier shall procure all timber and timber products from responsible sources in accordance with the HM Government Timber Procurement Policy. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES).

16.42 All timber and wood derived products must be compliant with all relevant UK Government’s Timber Procurement policies, and International legislation and with the requirements of the CITES.

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

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

16.45 The Supplier shall reduce paper usage through behavioural change and the use of dedicated technologies. This shall include Suppliers and Sub-contractors setting up their systems to default to double-sided printing when using the Buyer’s systems.

**Recycled Materials**

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

**Hazardous Materials**

16.47 The Supplier shall avoid the use of hazardous materials and / or substances including, but not limited to, substances which are radioactive, flammable, explosive, toxic, corrosive, biohazardous, oxidisers, asphyxiates, pathogens or allergens.

16.48 On the occasions where there are no alternatives to the use of those substances specified in paragraph 16.47, and only following agreement with the Buyer, any hazardous materials and / or substances must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (COSHH) regulations and all relevant legislation.

16.49 The Supplier shall ensure that all internal finishes, including solvents and paints are inert and meet best practice Standards for using low levels of Volatile Organic Compounds (VOC) during their manufacture.

16.49.1 The Supplier shall ensure that no products used contain Persistent Organic Pollutants (POPs).

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

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

16.52 The Supplier shall ensure all materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential (ODP) or Global Warming Potential (GWP) compounds.

16.53 The Supplier shall ensure all refrigerants used within the Buyer Premises shall have a GWP of less than five (5).

16.54 The Supplier shall ensure all equipment containing refrigerants shall be monitored and maintained with this process detailed within a dedicated maintenance strategy. Records and output reports shall be stored securely and linked to the space location and componentry associated to the Asset through the Asset information requirements.

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

16.56 The Supplier shall ensure that the Buyer is notified immediately of all accidental emissions of ozone depleting substances and fluorinated greenhouse gases in equipment.

**Transport**

16.57 The Supplier shall work to reduce the amount of travel undertaken by Supplier Staff and supply chain in the course of providing the Services and shall combine deliveries of Goods to each Buyer Premises.

16.58 The Supplier shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.

16.59 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.

16.60 The Supplier may be requested to collect and provide the appropriate data to the Buyer on a Monthly basis.

16.61 The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Buyer to share effective strategies across its regions.

16.62 The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.

**Replacement Parts and Equipment**

16.63 Where any new or Replacement Equipment, to include Assets and component parts which contribute to the Buyer’s Carbon Net Zero performance at the Buyer Premises are required, the Supplier shall be responsible for completing Whole Life Costing reports, prioritising low / zero carbon technologies and ensuring sustainable procurement methods form the basis of the recommendations issued to the Buyer. The Supplier shall ensure that the Buyer’s Approval has been received in advance of the commencement of any works at Buyer Premises. Further details of the Buyer’s Whole Life Costing requirements will be provided in the Call-Off Procedure.

16.64 All Replacement Equipment delivered must be new, or (with the Buyer’s written Approval at its sole discretion) as new if recycled, reconstructed, unused and of recent origin.

16.65 All manufacturer warranties covering the Replacement Equipment must be assignable to the Buyer on request and at no cost.

16.66 Unless otherwise required in the Call-Off Contract or from time to time by the Buyer, title of the Replacement Equipment shall transfer to the Buyer on completion of the Installation Works requiring the Replacement Equipment.

16.67 Unless otherwise agreed by the Buyer in writing the risk in any Replacement Equipment shall remain with the Supplier during the Call-Off Contract Period.

16.68 The Supplier warrants that title in any Replacement Equipment is capable of transferring to the Buyer.

16.69 The Supplier must Recall Replacement Equipment where the manufacturer has requested a Recall and indemnify the Buyer against the costs of any Recall of the Replacement Equipment and give notice of actual or anticipated action about the Recall of the Replacement Equipment.

16.70 The Replacement Equipment must comply with this Specification, Call Off Contract and any additional requirements agreed between the Supplier and the Buyer from time to time.

16.71 The Supplier must at its own cost repair, replace, refund or substitute (upon the Buyer’s request) any Replacement Equipment that the Buyer deems not suitable nor conforms to Health and Safety regulations. . If the Supplier does not do this, it will pay the Buyer’s costs including repair, replacement or re-supply by a third party.

**17.       Service A17 – Social Value**

17.1 The following Standards apply to this Service – SA17.

17.2 The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies, including Devolved Administrations, to consider the additional social, economic, and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity.

17.3 The Framework Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the tender pack.

17.4 The Supplier shall:

17.4.1 Maintain and embed its corporate social value principles, policies and procedures as they apply to the Services requested in the tender pack;

17.4.2 Develop, deploy and maintain appropriate management and staffing levels to ensure all social value policies, principles and practices as they apply to the Services are in place;

17.4.3 Ensure compliance with all of HM Government and the Buyer’s social value policies, targets and procedures (including any re-enactments and changes to HM Government and / or the Buyer’s Policies) and act upon the instructions of the Buyer should there be a change in the social value requirements;

17.4.4 Ensure all Supplier appointed Sub-contracted and supply chain staff are fully aware of the agreed social value policies, initiatives and procedures;

17.4.5 Provide expert technical and professional advice to the Buyer upon request on issues related to social value. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice; and

17.4.6 Ensure Supplier Staff are security cleared to Security Check (SC) level and / or Baseline Personnel Security Standard (BPSS) level, unless the Buyer specifies otherwise in the Call-Off Procedure.

**18.       Service A18 – Carbon Net Zero**

18.1 The following requirements and Standards shall apply to this Service – SA18.

18.2 The Climate Change Act as amended 2019, commits the UK to net zero by 2050.

18.3 The Framework Contract provides a means of embedding carbon net zero policies and processes to meet these targets through enabling improvements such as improved building conditions, use of smarter technology and reductions in greenhouse gas emissions as detailed within the tender documentation.

18.4 The Supplier shall:

18.4.1 Maintain and embed its corporate carbon net zero principles, policies and procedures;

18.4.2 Develop, deploy and maintain appropriate management and staffing levels to ensure all carbon net zero policies, principles and practices as they apply to the Services are in place;

18.4.3 Ensure compliance with all of HM Government and the Buyer’s carbon net zero policies, targets and procedures (including any re-enactments and changes to HM Government and/or Buyer’s policies) and act upon the instructions of the Buyer should there be a change in the carbon net zero requirements;

18.4.4 Ensure all Supplier Staff and its supply chain staff are fully aware of the agreed carbon net zero policies, initiatives and procedures;

18.4.5 Provide expert technical and professional advice to the Buyer upon request on issues related to carbon net zero. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice; and

18.4.6 Ensure Supplier Staff are security cleared to Security Check (SC) level and / or Baseline Personnel Security Standard (BPSS) level, unless the Buyer specifies otherwise in the Call-Off Procedure.

# Work Package B: Mobilisation Services.

**19.   Service B1 – Contract Mobilisation**

19.1 The following requirements and Standards shall apply to this Service - SB1.

19.2 The Mobilisation Period will be a six (6) Month period (unless otherwise agreed with the Buyer in the Call-Off Procedure. The legal rights and obligations of the Supplier during this period are those stipulated in the Call-Off Contract.

19.3 During the Mobilisation Period, the Incumbent Supplier shall retain full responsibility for all extant Services until the Call Off Start Date or as otherwise formally agreed with the Buyer. The incoming Supplier's full service obligations shall formally be assumed on the Call Off Start Date as set out in Call-Off Schedule 4 - Call-Off Tender.

19.4 The Supplier shall work cooperatively and in partnership with the Buyer, Incumbent Supplier, and other FM Supplier(s) for example, Soft Services, where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services.

**Mobilisation Plan**

19.5 The Supplier shall:

19.5.1 Work with the Incumbent Supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;

19.5.2 Mobilise all the Services specified in the Specification within the Call-Off Contract;

19.5.3 Appoint a Supplier Authorised Representative who shall be responsible for the management of the Mobilisation Period. This is to ensure that the Mobilisation Period is planned and resourced adequately, and act as a point of contact for the Buyer;

19.5.4 Produce a Mobilisation Plan, to be agreed by the Buyer, for carrying out the requirements within the Mobilisation Period including key Milestones and dependencies;

19.5.5 Detail how they will work with the Incumbent Supplier and the Buyer Authorised Representative to capture and load up information such as Asset data;

19.5.6 Liaise with the Incumbent Supplier to enable the full completion of the Mobilisation Period activities;

19.5.7 Produce and implement a communications plan, to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services;

19.5.8 Produce a mobilisation report for each Buyer Premises to encompass programmes that will fulfil all the Buyer’s obligations to landlords and other tenants. The format of reports and programmes shall be in accordance with the Buyer’s requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Buyer;

19.5.9 Manage and report weekly progress against a Mobilisation Plan;

19.5.10 Construct and maintain a mobilisation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;

19.5.11 Attend Progress Meetings (the frequency of such meetings shall be determined in accordance with the Buyer’s requirements notified to the Supplier during the Mobilisation Period). Mobilisation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and

19.5.12 Ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless Change of Control between Incumbent Supplier and the Supplier.

**Interaction with stakeholders**

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

19.7 The Supplier shall familiarise itself with the Buyer Premises and the needs of the building users.

19.8 The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:

19.8.1 Liaison;

19.8.2 Reporting;

19.8.3 Co-ordination and provision of Services;

19.8.4 Attendance at meetings; and

19.8.5 Management and resolution of stakeholder issues

19.9 Further details of the stakeholder management requirements will be provided in the Call-Off Procedure.

19.10 The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the Mobilisation Period.

19.11 During the Mobilisation Period the Supplier shall undertake the routine examinations and inspections of the Buyer Premises and Services necessary to assume its duties.

**CAFM during the Mobilisation Period**

19.12  The Supplier shall:

19.12.1 Ensure that via Asset Verification or by other means that all Assets held on Buyer Premises are uploaded into the CAFM system during the Mobilisation Period;

19.12.2 Work with the Incumbent Supplier to facilitate a transfer of all Asset data and historical maintenance data into the new CAFM system during the Mobilisation Period ready for Call Off Start Date, issuing the Buyer;

19.12.2.1 A summary of findings;

19.12.2.2 A proposed project plan; and

19.12.2.3 An estimate of costs for developing the data held on the CAFM system so that it is fully compliant with the coding requirements of SFG20, Uniclass 2015 (or later version), NRM3 or other coding standards defined by the Buyer in the Call-Off Procedure.

19.12.3 Liaise in detail with the Buyer to ensure that its proposed systems can interface with existing systems during the Mobilisation Period;

19.12.4 Be in continuous contact with the Buyer’s IT Supplier for the establishment of the CAFM system and for the provision of information on the Buyer’s intranet. The Supplier shall provide the CAFM system for the Buyer and at the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract for any reason, ownership of the Buyer’s data contained within the CAFM system shall remain with the Buyer.

19.12.5 Be responsible for implementing the full CAFM system with the assistance of the Buyer’s IT Supplier in accordance with the Buyer’s requirements as set out in **Annex C -** KPIs and Payment Mechanism, during the Mobilisation Period; The CAFM system must be a readily available proprietary system from the market and once agreed with the Buyer not changed without the Buyer’s prior written consent.

19.12.6 Ensure that during the Mobilisation Period that all business-critical Assets are denoted as critical within the CAFM system to ensure that the correct Helpdesk management process is applied. Where this information is not available or incomplete, the Supplier shall assess the scope of the Asset and advise the Buyer where there are business critical Assets or Assets requiring maintenance;

19.12.7 Ensure that full CAFM system training is provided to all staff, Sub-contractors, Buyer Authorised Representatives and other FM Supplier(s) where applicable prior to the Service Start Date;

19.12.8 Ensure that all Supplier Helpdesk staff are fully trained and ready to mobilise the Helpdesk at the Service Start Date;

19.12.9 Provide a reasonable quantity of user licenses and super user licenses for the Buyer, which shall be transferable, where the CAFM system is provided by the Supplier;

19.12.10 Ensure that any and all additional information required for a successful mobilisation and transition of Service Delivery is obtained from the Incumbent Supplier before the Service Start Date;

19.12.11 Ensure a timely build of all IT platforms in their CAFM system to meet the requirements triggered by the Service Start Date of the Call-Off Contract;

19.12.12 Ensure the CAFM system can produce all reports required under the MI Reporting Template as provided at Framework Schedule 5 - Management Charges, and information from the Service Start Date;

19.12.13 Ensure the format, standard and frequency of reporting is developed and agreed with the Buyer and any other FM Supplier(s) where applicable, and delivered in accordance with the Buyer’s requirements;

19.12.14 Ensure that the full reporting capability is fully functional within the CAFM system at Service Start Date to enable the Supplier to report against their contractual performance measures;

19.12.15 Ensure that at Service Start Date it has the ability to report on the Supplier performance at the frequencies and timescales required (including real time reporting where applicable);

19.12.16 Ensure that the information required to report its KPIs is contained within the CAFM system;

19.12.17 Ensure that all Assets are referenced in two (2) hierarchical structures to include Service type and location; and

19.12.18 Ensure that at the end of the Mobilisation Period or on a date specified by the Buyer in the Call-Off Procedure that the CAFM system has the ability to perform all Services within the CAFM system. The Supplier shall be responsible for undertaking all functionality tests of the CAFM system and for presenting this to the Buyer during the Mobilisation Period for Buyer Approval. These tests shall include but not be limited to:

19.12.18.1 Ensuring synergies with Buyer IT systems are fully operational;

19.12.18.2 Ensuring task management capability, ensuring that all tasks are capable to being tracked throughout their full lifecycle;

19.12.18.3 Ensuring effective linkages across parent and child tasks;

19.12.18.4 Ensuring effective complaints management processes;

19.12.18.5 Ensuring financial reporting regimes are in place;

19.12.18.6 Automated performance reporting regimes are in place (e.g. statutory compliance status, Billable Works performance status etc.);

19.12.18.7 Ensuring capability to issue automated updates and alerts to customers in relation to tasks logged on the CAFM system are fully operational;

19.12.18.8 Effective scheduling of all PPM tasks in accordance with the defined PPM regime (e.g. SFG20);

19.12.18.9 Effective Asset tagging, including processes associated with the installation and removal of Assets;

19.12.18.10 Ensure KPI performance monitoring reporting; and

19.12.18.11 Capability to store all forms of the Buyer’s analytical data and electronic media.

19.12.18.12 Further details of the scope of the functionality tests will be provided by the Buyer in the Call-Off Procedure.

**Security During the Mobilisation Period**

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

19.14 The Supplier shall ensure that all Supplier Staff and Sub-contractors do not access the Buyer’s IT systems, or any IT systems linked to the Buyer’s, unless they have satisfied the Buyer’s security requirements.

19.15 The Supplier shall be responsible for providing all necessary information to the Buyer to facilitate security clearances for Supplier Staff and Sub-contractors in accordance with the Buyer’s requirements.

19.16 The Supplier shall provide the names of all Supplier Staff and Sub-contractors and inform the Buyer of any alterations and additions as they take place throughout the Call-Off Contract.

19.17 The Supplier shall ensure that all Supplier Staff and Sub-contractors requiring access to the Buyer’s Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior Approval has been received from the Buyer, the Supplier shall be responsible for meeting the costs associated with the provision of security cleared escort Services.

19.18 If access to a property requires Supplier Staff or Sub-contractors to be accompanied by the Buyer Authorised Representative, the Buyer must be given reasonable notice of such a requirement, except in the case of emergency access.

**PPM During the Mobilisation Period**

19.19 The Supplier shall detail in a SDP any specific requirements of the Buyer during the Mobilisation Period including the creation of a PPM schedule. The SDP shall be presented to the Buyer and agreed with them.

19.20 The Supplier shall ensure that for all Buyer Premises, a fully compliant and accurate PPM schedule, which plans all required maintenance activities for the first twelve (12) Months of the Call-Off Contract, is uploaded to the CAFM system.

**Data Validation**

19.21 The Buyer shall provide the Supplier with a full copy of the specialist independent report from the Survey on Expiry. The Supplier shall be responsible for undertaking a Data Validation Audit of the Due Diligence Information during the Mobilisation Period and within 6 Months of the Call Off Start Date across all Buyer Premises to ensure that potential errors, inaccuracies or omissions in the Service data issued by the outgoing Supplier are identified. The activities shall include but not be limited to:

19.21.1 A review of the frequencies of PPM activities to ensure they align with the requirement of SFG20, or the requirements specified by the Buyer in the Call-Off Procedure;

19.21.2 A review of the accuracy of the levels of statutory Compliance Reported by the outgoing Supplier;

19.21.3 A review of the requirements associated with the Buyer’s Landlord lease requirements, memorandum of terms of occupancy (MOTO, agreements) and / or tenants of Buyer Premises requirements to ensure they are accurately reflected within the PPM schedules;

19.21.4 A review of the PPM tasks not covered under / by SFG20 (e.g. bespoke SFG20 task schedules, tasks managed in accordance with best practice guidelines, Buyer defined PPM specifications and / or to meet manufacturer's recommendations) to ensure they are accurately captured within the CAFM system and have been assigned the appropriate bespoke PPM regimes to guarantee statutory compliance;

19.21.5 A review of all PPM activities associated with existing warranties to ensure the requirements are accurately captured within the CAFM system and have been assigned the appropriate bespoke PPM regime to avoid any potential risk of negating existing warranties and to guarantee statutory compliance.

19.21.6 A review of the Buyer’s Forward Maintenance Register/s; and

19.21.7 A review of the Buyer’s PPMs, reactive work and projects backlog/s.

19.22 Upon completion of the Data Validation Audit, the Supplier shall produce and submit a Data Validation Report within 6 Months of the Contract Start Date detailing findings and remedial action required to ensure compliance with the Buyer’s statutory and/or insurance obligations. This shall include detailed proposals on the management of backlogs where they exist. The Supplier shall include costs for the provision of this Data Validation Audit within their mobilisation costs.

**Asset Verification**

19.23 The Supplier shall be responsible for undertaking an Asset Verification Audit of the Due Diligence Data during the Mobilisation Period across all Buyer Premises to ensure that potential errors, inaccuracies or omissions in the Asset data provided by the Buyer in the Call-Off Procedure are identified. The Supplier shall liaise with the Buyer and agree:

19.23.1 A programme of audits across Buyer Premises;

19.23.2 How the Supplier will deploy its allocated resources to deliver the audits;

19.23.3 How priorities, including any set by the Buyer, will be captured within the proposed audit programme; and

19.23.4 The reporting formats to be applied.

19.24 Upon completion of the Asset Verification Audit, the Supplier shall produce and submit an Asset Verification Report detailing findings and remedial action required to ensure compliance with the Buyer’s statutory and / or insurance obligations. The Supplier shall include costs for the provision of this Asset Verification Audit within their mobilisation costs.

19.25 Where the Buyer agrees the content of the Asset Verification Report, the Supplier shall produce an Asset Verification Rectification Plan and any associated pricing adjustments, to include costs associated with the Delivery of PPM and associated Reactive Maintenance Works, the work will be managed in accordance with the priorities and timeframes agreed with the Buyer. All works shall be recorded within and managed via the CAFM system. Any associated adjustments to the prices shall be managed via the Contract Variation Procedure.

19.26 The Supplier shall ensure that where the Asset Verification Audit identifies data inaccuracies which have the potential to impact on health and safety, the Buyer’s operations and / or levels of statutory compliance at/across Buyer Premises, that they are prioritised and that the Buyer made aware of the findings in writing. The Supplier shall provide an Asset Verification Non-Compliance Report, which shall include written evidence of findings, photographs, recommendations, and associated costs to the Buyer to rectify the risks of non-compliance. Where agreed with the Buyer, the Supplier shall produce an Asset Verification Rectification Plan for these Services and ensure all works are managed in accordance with the priorities and timeframes agreed with the Buyer. All works shall be recorded within and managed via the CAFM system. The associated costs for these Services will be managed via Call-Off Schedule 25 - Billable Works and Projects process.

19.27 The Supplier shall be responsible for ensuring that the PPM schedules developed for the Buyer Premises fully address any inaccuracies discovered in the Asset data provided by the Buyer in the Call-Off Procedure as contained within the Asset Verification Report and shall ensure full statutory compliance is Achieved in accordance with the timeframes agreed with the Buyer.

19.28 Within 180 days of Contract commencement or at a frequency specified by the Buyer in the Call-Off Procedure, the Supplier shall provide a Compliance Report highlighting whether the Buyer Premises in its current condition and in the way it is currently used is fully compliant with all legislation and statutory requirements.

19.29 The Supplier shall, upon commencement of the Contract Mobilisation Period and within 180 days, acknowledge, agree and confirm that it will have conducted its own analysis of the data provided and undertaken its own review of the Buyer’s Assets and satisfied itself as to the accuracy, completeness and fitness for purpose of all such Disclosed Data upon which it places reliance; and

19.30 The Supplier shall not be entitled to make claim after 180 days against the Buyer whether in Contract, or tort under Statute or otherwise for damages, or for additional payments under this agreement.

# Work Package C: Social Value

**20. Service C1 - Social Value**

20.1 The following requirements and Standards shall apply to this Service - SC1.

20.2 The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies to consider the additional social, economic, and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity. These benefits are over and above the core deliverables of Contracts. This Framework Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the Project Contract.

20.3 The Supplier shall work collaboratively with the Buyer in adopting the Social Value Model outlined within Procurement Policy Note (PPN) 06/20, issued by the Cabinet Office. The Supplier shall note the PPN applies to procurements covered by the Public Contracts Regulations 2015, and applies to all Central HM Government Departments, their Executive Agencies and Non-Departmental Public Bodies.

20.4 The Supplier shall comply with and / or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract. The requirements will include (but not be limited to) the following priorities / themes outlined within the social value model;

20.4.2 Tackling Economic Inequality, where the aim is to create new businesses, new jobs and new skills and increase supply chain resilience and capacity via the Delivery of Services that:

20.4.2.1 Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation;

20.4.2.2 Create employment opportunities, particularly for those who place barriers for employment and / or those who are located in deprived areas;

20.4.2.1 Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation;

20.4.2.3 Create employment and training opportunities, particularly for those in industries with known skill shortages or in high growth sectors;

20.4.2.4 Support educational attainment relevant to the Contract, including training schemes that address skill-gaps and result in recognised qualifications;

20.4.2.5 Influence staff, suppliers, customers and communities through the delivery of the Contract to support employment and skills opportunities in high growth sectors;

20.4.2.6 Create a diverse supply chain to deliver the Contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals;

20.4.2.7 Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and / or higher quality goods and Services;

20.4.2.8 Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity;

20.4.2.9 Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in the delivery of the Contract;

20.4.2.10 Demonstrate action to identify and manage cyber security risks in the delivery of the Contract including in the supply chain; and

20.4.2.11 Influence staff, Suppliers, customers, and communities through the delivery of the Contract to support resilience and capacity in the supply chain.

20.4.3 Fighting Climate Change, where the aim is to create effective stewardship of the environment via the delivery of the Services that:

20.4.3.1 Deliver additional environmental benefits in the performance of the Contract including working toward carbon net zero and reduced greenhouse gas emissions; and

20.4.3.2 Influence staff, suppliers, customers, and communities through the delivery of the Contract to support environmental protection and improvement.

20.4.4 Equal Opportunity, where the aim is to remove the disability employment gap and tackle workforce inequality via the delivery of the Services that:

20.4.4.1 Demonstrate action to increase the representation of disabled people in the Supplier Staff;

20.4.4.2 Support people with disabilities in developing new skills relevant to the Contract and / or Services, including through training schemes that result in recognised qualifications;

20.4.4.3 Influence staff, suppliers, customers and communities through the delivery of the Contract to support people with disabilities;

20.4.4.4 Demonstrate action to identify and tackle inequality in employment, skills and pay in the Supplier Staff;

20.4.4.5 Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the Contract and / or the Services; and

20.4.4.6 Demonstrate action to identify and manage the risks of modern slavery in the delivery of the Contract, including in the Supplier's appointed supply chain.

20.4.5 Wellbeing, where the aim is to improve health and wellbeing and community integration via the delivery of the Services that:

20.4.5.1 Demonstrate action to support the health and wellbeing, including physical and mental health, in the Supplier Staff;

20.4.5.2 Influence staff, suppliers, customers and communities through the delivery of the Contract and / or the Services to support health and wellbeing, including physical and mental health;

20.4.5.3 Demonstrate collaboration with users and communities in the codesign and delivery of the Contract to support strong integrated communities; and

20.4.5.4 Influence staff, Suppliers, customers and communities through the delivery of the Contract to support strong, integrated communities.

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

20.6.1 The Procurement Policy Note (PPN) 06/20;

20.6.2 The 25 Year Environment Plan;

20.6.3 Greening Government Commitments;

20.6.4 Improving Lives: The future of work, health and disability;

20.6.5 The mental health at work commitment;

20.6.6 Becoming a disability confident employer;

20.6.7 Thriving at Work: The Stevenson / Farmer review of mental health and employers;

20.6.8 The Good Work Plan 2018; and

20.6.9 Guide for Line Managers: Recruiting, managing and developing people with a disability or health condition.

20.6 Where PPN 06/20 does not apply to the Buyer, the Supplier shall recognise that the National Social Value Measurement - Themes, Outcomes and Measurements (TOMs) framework may apply that adopt a different set of themes, objectives and measurements. These include the National TOMs proxy values, developed from the HM Treasury Green Book and other relevant public sector and impact assessment guides, that may be used by the Buyer to assess the financial impact that any measure will make on the Call-Off Contract.

20.7 The Supplier shall comply with and / or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract. The Buyer’s requirements for this Service will be set out by the Buyer in the evaluation criteria and may include (but not be limited to) the following priorities / themes outlined within the National Social Value Measurement (TOMs) framework:

20.7.1 Jobs; promote local skills and employment;

20.7.2 Growth; supporting growth of responsible regional businesses;

20.7.3 Social; healthier, safer and more resilient communities;

20.7.4 Environment; protecting and improving our environment; and

20.7.5 Innovation; promoting innovation.

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

20.8.1 The TOMs Social Value Portal;

20.8.2 The National Outcomes and Measures (TOMs) framework; and

20.8.3 The LGA publication A social value toolkit for district councils.

20.9 The Buyer will identify bespoke Social Value priorities based on its own Social Value themes and outcomes. Details of these requirements will form part of the evaluation criteria.

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

20.11 The Supplier shall be responsible for recording and reporting performance against the social value requirements as outlined by the Buyer in the evaluation criteria.

20.12 The specific requirements shall be specified by the Buyer in the evaluation criteria and may include but not be limited to:

20.12.1 Utilisation of a Social Value Procurement Calculator, for example, the TOMs calculator;

20.12.2 Utilisation of the KPI Model performance process outlined by the Buyer in the Call-Off Procedure; and

20.12.3 Utilisation of a Social Value Measurement Calculator;

20.12.4 Further details of the Social Value Measurement Calculator to apply will be provided by the Buyer in the Call-Off Procedure.

20.13 The Supplier shall ensure the completion of social value outcomes are reported within the CAFM or other central systems as defined by the Buyer in the Call-Off Procedure. The Buyer shall ensure that all social value performance reports are compiled and submitted to the Buyer Monthly in the format requested by the Buyer, in the Call-Off Procedure.

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

# Work Package D: Carbon Net Zero

**21. Service D1: Carbon Net Zero**

21.1 The following requirements and Standards shall apply to this Service - SD1.

21.2 The Supplier shall recognise the HM Government's target to reduce the UK's Nationally Delivered Contribution (NDC) under the Paris Climate Agreement and the following targets set to reduce the UK's greenhouse gas emissions:

21.2.1 To reduce greenhouse gas emissions by at least 68% by 2030 compared to 1990 levels;

21.2.2 To reduce greenhouse gas emissions by at least 78% by 2035 compared to 1990 levels; and

21.2.3 To Achieve carbon net zero by 2050 compared to 1990 levels.

21.3 The Supplier shall ensure they have suitably qualified Personnel employed on the Contract to assist the Buyer on their road to decarbonisation. Details of the qualifications and experience required will be defined by the Buyer in the Call-Off Procedure.

21.4 The Supplier will have their own carbon net zero strategy and shall ensure they collaborate with the Buyer to support their transition to Net Zero. This shall include but not be limited to:

21.4.1 Provide details of its own carbon performance on the Buyer’s Call-Off Contract at Contract commencement and provide (annual) updates thereafter;

21.4.2 Development of carbon footprint appraisal for Buyer Premises (where not already in place);

21.4.3 Development of a Contract specific carbon net zero strategy for the Buyer Premises which shall include but not be limited to the assessment of carbon net zero benefits associated with the introduction of smart FM solutions to reduce energy consumption, emissions and impacts from poorly performing Assets and / or building infrastructure;

21.4.4 Development of a Contract specific carbon net zero action plan for the Buyer Premises;

21.4.5 Development of Contract specific carbon net zero measurement and reporting capability; and

21.4.6 Development of smart FM initiatives (e.g., reductions in energy consumption, impacts from poorly performing Assets, use of new technology, etc.

21.5 The Supplier shall be compliant with all legal obligations outlined within the Streamlined Energy & Carbon Reporting (SECR) Regulations 2018 across all Scope 1, 2 & 3 reporting measures. In addition to the legal requirements, the Supplier shall be responsible for issuing details of the Carbon Reduction Plan (CRP) to the Buyer on an annual basis:

21.5.1 Scope 1: direct emissions the Supplier produces as a business (e.g., use of company vehicles);

21.5.2 Scope 2: indirect emissions the Supplier produces (e.g. your emissions from purchased electricity);

21.5.3 Scope 3: other indirect emissions along the Supplier’s entire supply chain (e.g., raw materials, logistics, business travel by employees and employee travel to work related emissions);

21.5.4 Where the Supplier is not required to complete the mandatory reporting, the Buyer may request that the Supplier adopt a voluntary reporting regime covering all or elements of Scope 1,2 and 3 as appropriate. Further details of these voluntary reporting requirements will be provided by the Buyer in the Call-Off Procedure; and

21.5.5 The Supplier shall ensure that the processes they adopt to measure and report greenhouse gas emissions comply with the Streamlined Energy & Carbon Reporting (SECR) Regulations and are fully aligned to guidance published by HM Government, to include but not be limited to:

21.5.5.1 Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019);

21.5.5.2 Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019);

21.5.5.3 Ten Point Plan for a Green Industrial Revolution;

21.5.5.4 The Industrial Decarbonisation Strategy;

21.5.5.5 Greening Government Commitments;

21.5.5.6 The Energy White Paper; and

21.5.5.7 The Together for Our Planet campaign.

21.6 The Supplier shall ensure the reporting methodology follows the Green House Gas (GHG) protocol and is closely aligned with ISO 14064 / PAS 2050 & 2060 standards.

21.7 The Supplier shall be required to obtain prior Approval from the Buyer where they plan to appoint external third-party supplier(s) to measure and report on greenhouse gas emissions associated with the Call-Off Contract.

21.8 The Supplier shall ensure that they cooperate fully and work collaboratively with the Buyer and any appointed third-party suppliers where the Buyer requests that the carbon emissions calculation methodology being applied on the Call-Off Contract by the Supplier be independently verified.

21.9 Where requested to do so, the Supplier shall provide a professional advice service on all matters relating to greenhouse gas emissions and carbon net zero for each Buyer Premises. The cost of this service shall be included in the Charges.

21.10 The Buyer may require specific carbon net zero Services to assist them on their journey to carbon net zero in line with the HM Government's target of cutting emissions by 78% by 2035 compared to 1990 levels and achieving carbon net zero by 2050. These could include but not be limited to:

21.10.1 Delivery of carbon net zero site surveys and issue of reports;

21.10.2 Delivery of carbon net zero innovation and investment plans (e.g., Asset efficiency surveys, Asset replacement / retrofit options, clean energy solutions and infrastructure surveys). These shall include but not be limited to:

21.10.2.1 Clean energy solutions;

21.10.2.2 Asset replacement / retrofit schemes (e.g. installation of electric heat pumps, BMS installation / upgrade, smart metering and smart lighting solutions);

21.10.2.3 Use of intelligent software to monitor working conditions (e.g., lighting levels, office temperatures);

21.10.2.4 Use of intelligent systems to aid with the delivery of smarter cleaning, energy usage and maintenance solutions;

21.10.2.5 Use of intelligent systems to aid with the management of hybrid working;

21.10.2.6 Use of new technology, to include CCTV, movement sensors, drones, and robotic solutions, to support the Delivery of Services where appropriate; and

21.10.2.7 Use of automated room booking systems and technology to maximise efficient use of facilities at the Buyer Premises and to monitor space utilisation.

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

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

# Work Package E – Maintenance Services

**22. Service E: Maintenance Services**

22.1 In respect of all of the Services, the Supplier shall provide a comprehensive PPM system in accordance with SFG20, to include all statutory tasks, mandatory tasks, function critical tasks and discretionary tasks, or (if not applicable), with good industry practice and Standards defined by the Buyer in the Call-Off Procedure.

22.2 The Supplier shall undertake all planned and reactive maintenance related activities within the Operational Working Hours of the Buyer Premises, which for some areas can be a 24 hours per day, 365 days a year operation. The Supplier shall provide 24 / 7 site cover for the Morriston site and reactive cover for all other sites across the other Buyer Premises. There will be occasions when delivering maintenance activities within Operational Working Hours is not suitable, therefore flexible alternative arrangements shall be revised to reflect these. Operational working hours are contained within **Annex** **A** - Standards and Processes.

22.2.1 The Buyer shall deliver the Services in a manner that will cause minimum disruption to the Buyer’s businesses and staff. Where possible, the Supplier shall carry out any work or operations that would materially disrupt the Buyer’s businesses outside Normal Working Hours;

22.2.2  For works outside Normal Working Hours, the Supplier will work with the Buyer to ensure that disruption to scheduled Buyer overtime working is avoided or minimised;

22.2.3 If the Supplier cannot avoid carrying out works during Normal Working Hours, it must demonstrate that it there is no practical alternative. If works are required during Normal Working Hours, the Buyer requires the Supplier to agree with the affected businesses including:

* A method statement for the works, including actions to eliminate or minimise the disruption to the business.
* The level of disruption that the businesses are prepared to tolerate during the works.

22.2.4   The Buyer requires the Supplier to provide any additional services agreed with the businesses as being required to minimise disruption; and

22.2.5 Neither the Supplier nor their Sub-contractors shall be allowed to undertake any drilling works during Normal Working Hours, without the express permission of the Buyer.

22.3 The Supplier will be responsible for the Delivery of all PPM Services in line with SFG20 and shall ensure that Statutory Compliance is achieved and maintained at all Buyer Premises. The Service shall be inclusive of the Delivery of all statutory inspections, risk assessments, written scheme of examination and insurance inspections as required to Achieve full statutory compliance at Buyer Premises.

22.3.1 The Supplier shall be responsible for verifying the anniversary dates of the statutory inspections of all applicable equipment and for the alignment within the new planned maintenance plan. It is expected that this will be planned on a 51-week calendar;

22.3.2 The [Supplier](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) shall submit a PPM plan setting out their proposed schedule for inspections, servicing, overhauls, and other planned maintenance activities;

22.3.3 The PPM shall be driven by the requirement to keep the Buyer’s [plant](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) and equipment safe and in Good Working Order and compliant with Statutory requirements at all times, such that it is capable of supporting the output requirements defined below;

22.3.4 The [Supplier](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)  shall, for all of the Buyer Premises, provide a reactive maintenance service, on a 24 hours per day 365 days per year basis;

22.3.5 The [Supplier](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)  shall respond to maintenance requests and return the equipment to its required operational state within specified '[Respond and First Repair](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)' and 'Rectify' times depending on the criticality of the system fault in question; and

22.3.6 The [Supplier](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)  will provide a list of critical spares and key parts of equipment critical to the Buyers operations. These are parts of equipment / system that should be routinely held due to a high incident of [failure](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) or its [failure](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) has been identified as having a material impact upon the Buyers business. The [Supplier](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)  will ensure that these critical spares and key parts (to be agreed with the Buyer) are available on-site, and immediately replaced when used.

22.4 The Supplier will be responsible for ensuring all PPM activities and Services are fully compliant with all emergency legislation implemented during national crisis and best practice guidelines issued by HM Government. Where these requirements make it necessary to revise current PPM activities, these will be highlighted to the Buyer and be managed via the Contract Variation Procedure.

22.5 The Supplier shall recognise Buyer requirements in regard to the PPM 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 PPM regime and managed via the CAFM system in accordance with the Asset information requirements to ensure that all Services are Delivered in full compliance with the Buyer’s legal, statutory and lease obligations.

22.6 Where SFG20 is not applicable to a PPM 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 in line with manufacturers recommendations to meet the Buyer’s requirements. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and upload to their CAFM system.

22.7 The Supplier shall inform the Buyer of enhancements and / or modifications to SFG20 PPM management regimes where they are likely to impact on the agreed Charges for maintenance Services e.g., changes in PPM task frequencies. Where the Buyer agrees the implementation of the change, they will be managed via the Contract Variation Procedure.

22.8 The Supplier shall ensure that the PPM schedules capture the requirements outlined within the Buyer’s quality management plan, sustainability, and biodiversity management plan.

22.9 Where agreed with the Buyer, the PPM schedule should include any agreed maintenance system, such as business-focused maintenance (BFM), condition-based maintenance (CBM) etc. The revised PPM processes and scheduling shall be reflected within SFG20 where appropriate and be managed via the Supplier’s CAFM system.

22.10 The Supplier shall provide installation work associated with planned and Reactive Maintenance Works and Billable Works without compromising the integrity of any historic Buyer Premise and in a manner so as to avoid damage. Prior to carrying out work to a historic Buyer Premise, the Supplier shall undertake a written scheme of investigation, prepare a method statement and Safe System of Work, and discuss their proposal with the Buyer to seek formal Approval to proceed with any works.

22.11 PPM tasks shall be generated through the CAFM system on a Monthly basis, in advance. The Supplier shall work to an annual PPM programme and ensure that an annual PPM schedule for the relevant year is available on the CAFM system for each respective Buyer Premises in accordance with the following process:

22.11.1 Not less than six (6) weeks prior to the start of an annual PPM programme, the Supplier shall provide the Buyer with a proposed annual PPM programme;

22.11.2 The Buyer will notify the Supplier of any comments, within 10 Working Days of receipt;

22.11.3 The Supplier will revise the proposed annual PPM programme to take account of the Buyer’s comments; and

22.11.4 The Supplier will then re-submit the proposed annual PPM programme to the Buyer.

22.12 In the absence of any comments from the Buyer, the Supplier is in no way relieved of any of its obligations under this Framework Schedule 1 - Specification including the PPM strategy.

22.13 The Supplier shall, subject to the Inclusive Repair Threshold defined in the cost model, maintain Assets leased to or leased by the Buyer in accordance with the requirement of the lease or as specified by the Buyer. All PPM regimes will be approved by the Buyer prior to upload on the CAFM system and undertaking any works. Further details of the Services required shall be defined by the Buyer in the Call-Off Procedure.

22.14 The Supplier shall prioritise work on the system and make any proposed improvements and adjustments to suit availability of resources. Any such proposed improvements and adjustments shall be submitted to the Buyer for Approval.

22.15 The annual PPM programme shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all Services.

22.16 The Supplier shall ensure they operate a Safe System of Work in accordance with its Health and Safety Policy and the Buyer’s Health and Safety Policy – **Annex I** and that risk assessments are Site specific and not generic and shall include the following:

22.16.1 Asset criticality;

22.16.2 Any relevant equipment manufacturers’ recommendations;

22.16.3 Industry Standard specification;

22.16.4 The Supplier’s experience of similar equipment and Services; and

22.16.5 The risk to and / or impact upon the business that could result from failure of the Asset.

22.17 The Supplier shall ensure that:

22.17.1 The PPM works task sheet clearly identifies the Asset type, location, SFG20 task instruction and frequency or if not applicable, details of the work required and frequency as defined and agreed with the Buyer;

22.17.2 Where the time between activities is greater than one year, those activities are to be undertaken on an appropriate rolling programme as agreed with the Buyer in the Call-Off Procedure;

22.17.3 Costs for all Replacement Equipment, to include consumable items, Assets, and associated component parts, which are required to satisfactorily maintain the Services, are of the same manufacturer, quality and type or better as provided for the original installation. Costs for the provision of these consumables and Replacement Equipment, to include parts, Assets and associated components shall be included in the Charges;

22.17.4 Details of all warranties and associated maintenance and / or inspection requirements associated with new, and Replacement Equipment installed at Buyer Premises by the Supplier are fully recorded within the CAFM system;

22.17.5 All Services associated with the maintenance or Assets and / or systems under warranty are Delivered in strict accordance with the warranty requirements at all times; and

22.17.6 Where instructed by the Buyer, Replacement Equipment, to include parts, Assets and associated components shall be subject to a whole lifecycle carbon assessment in line with the Buyer’s carbon net zero strategy and associated decarbonisation plan. The Supplier shall ensure Replacement Equipment, to include parts and Assets are of the same manufacturer as the equipment being serviced wherever possible. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.

22.18 Where instructed by the Buyer, the Supplier may be required to provide extended warranties on newly installed Assets / systems at Buyer Premises. Further details of these requirements will be highlighted within Framework Schedule 6 – Order Form.

22.19 The Supplier shall be responsible for the safekeeping and storage of any materials that may be directly delivered to the Buyer Premises, including other site-specific critical spares as agreed with the Buyer.

22.20 The Supplier shall in advance and to avoid undue delay, agree access arrangements for restricted areas with the Buyer’s Authorised Representatives, such as Site Security or authorised persons to avoid being denied entry and delaying the execution of the Services. In multi-occupancy buildings, the Supplier shall liaise with landlords, landlord’s representatives, and other relevant parties to ensure that the method statements are aligned with all of the building users in respect of all of the Services.

22.21 The Supplier shall agree with the Buyer the process relating to the retention of all statutory and mandatory certificates and related documentation.

22.22 The Supplier shall provide expert and technical advice on all maintenance matters upon the request of the Buyer.

**23.   Service E1 - Mechanical and Electrical Engineering Maintenance**

23.1 The following requirements and Standards shall apply to this Service - SE1.

23.2 The Supplier shall provide a professionally managed Mechanical and Electrical (M&E) maintenance Service, which ensures the maintenance and operation of all items of plant and equipment within the Buyer Premises, are in accordance with the Buyer’s requirements.

23.3 The Supplier shall ensure the successful operation and optimum condition of all the Buyer’s mechanical, electrical and plumbing systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers and installers’ recommendations and statutory obligations. A list of plant and systems to be maintained shall be listed within the Asset registers in Call-Off Schedule 20 – Specification.

23.4 For the avoidance of doubt, these requirements include the maintenance of all gas, and oil-fired systems and all associated infrastructure, to include storage tanks, pipework, flues, and air supply systems, cylinder storage facilities, bund storage equipment and detection systems as present within the Buyer Premises.

23.5 The Supplier shall be responsible for the inclusion of all Assets irrespective of their inclusion in Call-Off Schedule 4 - Call-Off Tender.

23.6 The Supplier shall implement an annual PPM programme that fully meets the maintenance requirements of the Chartered Institution of Building Service Engineers (CIBSE) SFG20, or if not applicable, the maintenance requirements specified by the manufacturers, the Heating and Ventilation Contractors Association (HVCA) and other relevant professional bodies. The overriding responsibility of the Supplier shall be to ensure that maintenance Services to the built and installed Assets within the Buyer Premises are Delivered as required throughout the Call-Off Contract.

23.7 The Supplier shall provide and review the current PPM schedule during the Mobilisation Period. The Supplier shall ensure the maintenance and operation of the built and installed Assets, within the Buyer Premises are maintained and operational for the duration of the Call-Off Contract.

23.8 Information on the specific built and installed Assets, in the form of reports and surveys has been included within Call-Off Schedule 4 - Call-Off Tender. This information is given to the Supplier to assist them in preparing a relevant and competitive Tender, but in no way limits the overall responsibility of the Supplier.

23.9 The Supplier shall satisfy itself as to the accuracy of the information provided by the Buyer.

23.10 It is a fundamental requirement of the Services that the Supplier is cognisant of the intimate relationship between operational elements and those elements of life cycle management. The Supplier shall provide the Buyer with a demonstration of the appropriate methodologies. The Supplier shall look to implement a holistic annual PPM schedule to maximise the life of all built and installed Assets.

23.11 The Supplier shall transmit notification of the PPM 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’s Authorised Representatives, Site security or authorised persons shall agree access arrangements for restricted areas in order to avoid any interruption to business.

23.12 The Supplier shall provide all PPM activities, other than daily nominated or advised tasks, within seventy-two (72) hours of scheduled date.

23.13 The Supplier shall monitor the Services so that operating conditions can be maintained and the quality-of-service provision can be recorded. The Supplier shall be responsible for establishing and maintaining the necessary systems including the use of the CAFM system to log and record responses to problems as they occur as well as recording the performance of equipment, systems and Supplier Staff.

23.14 Special note shall be made of specific warranty period maintenance requirements.

23.15 The Supplier shall maintain a safe environment and Safe at Work practices, including the use of appropriate processes and systems to ensure that the required standards are maintained, and that any reduction in the quality of any of the Services is recognised and corrected.

23.16  The Supplier shall ensure that all statutory and mandatory maintenance, testing and

inspection is carried out in a timely manner such that the Buyer Premises always meets legislative requirements and can produce the required test certificates.

23.17 The Supplier must immediately inform the Buyer of any instances of statutory non-compliance regardless of circumstances e.g., due to failure of equipment during inspection or a missed inspection.

23.18 At all Buyer Premises where there is a standby power supply, the Supplier should ensure that this is maintained so that there is the continued operation of electrical equipment during a mains [failure](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686).

23.19 External Lighting.  The Supplier must ensure that external lighting is provided to allow safe access to all Buyer Premises and complies with health and safety legislation and all [other](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) applicable legislation. This includes effective lighting of car parks on Buyer Premises.

23.20 External lighting to be used only during Buyer Premises opening hours and during winter months. The [Buyer](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) may require exceptions to this general rule - e.g. where, for security reasons, external lighting is required throughout the night.

23.21 Internal Lighting.  Lighting shall be in accordance with the Chartered Institute of Building Services Engineers ([CIBSE](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)) Code for Interior Lighting. No areas shall be less than 100 lux (in accordance with [HSE Guidance note HSG 38 (1997)](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)). Viewing VDUs in low / no light increases eyestrain, so we shall apply LG7 for general offices, LG3 for areas with visual display terminals, and LG1 for industrial areas.

23.22  Emergency Lighting. The Supplier must ensure that all Buyer Premises have emergency lighting which complies with health and safety legislation and will enable users to exit the Buyer Premises safely, i.e. without the risk of injury.

23.23 Water supply, storage and distribution systems, drainage and waste systems;

23.23.1   The Supplier  must ensure that there are water supplies, and storage and distribution systems to provide a continuous supply of water to all required points within each Buyer Premises. To the extent that it is within their control, the Supplier  shall ensure that the water supply is suitable for direct consumption.

23.23.2   Where there is a requirement for hot or cold water, the Supplier  will provide systems that can maintain the supply, and deliver water at the required temperatures and in sufficient quantities to meet the [Buyer](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)’s demand.

23.23.3    Domestic hot water must be stored at a temperature of greater than 60° C and circulated at temperature to ensure a non-return water temperature of 50°C. At all draw off points, the temperature of the hot water must exceed 45°C but not exceed 55°C. In any event all water systems must be compliant with the prevailing legislation including legionella prevention and testing recommendations and requirements.

23.23.4 Adequate drainage and waste systems including sanitary ware, sinks, gullies and connections to the appropriate soil waste and drainage systems shall be provided by the Supplier. Adequate surface water drainage must be provided by the Supplier  to ensure continued use of the Buyer Premises and its facilities. In addition, the Supplier must take measures to prevent the transfer of odours from the waste and drainage systems into [other](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) areas of the Buyers Premises.

23.23.5   Water circulation should be provided at rates which minimise the risk of Legionnaires' disease in accordance with legislation.

**24.   Service E2 - Ventilation and Air Conditioning Systems Maintenance**

24.1 The following requirements and Standards shall apply to this Service - SE2.

24.2 The Supplier shall maintain ventilation, comfort cooling and air conditioning systems by using the same principles employed for other mechanical and electrical systems. Some of the air conditioning systems shall be designated by the Buyer as business critical systems where appropriate.

24.3 This provision includes all catering extract and forced air systems including but not limited to ductwork and terminal units.

24.4 The Supplier shall deliver air quality monitoring at the Buyer Premises to meet COSHH 2002 and EH40 statutory requirements and all other statutory and best practice requirements linked to the delivery of the Service, including HSEG409, HSG173 and CIBSE KS17. Where the installation of new fixed monitoring equipment is required to deliver these Services, the costs shall be met by the Buyer.

24.5 The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service SC3 Environmental Cleaning (below). The Supplier shall maintain such systems and ensure compliance with legal obligations in respect of health and safety and the management of greenhouse gases and ozone depleting substances, and any other Specification or Standard required by the Buyer.

24.5.1 Ventilation and air conditioning. The building's systems shall be based on the following external conditions:

•  Summer ambient 28°C db / 22°C wb

•  Winter ambient -4°C (minus four degrees Celsius) saturated

Taking into account all factors which affect temperature control, such as business operations, and, subject to any specific temperature requirements of particular parts of the business (e.g. computer rooms), the heating and air conditioning systems should maintain the ambient air temperature within cellular and open plan workstation areas, meeting rooms, circulation, dining and [other](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) common parts areas as follows:

|  |  |
| --- | --- |
| Winter | 20° c - 24° c |
| Summer | 21° c - 24° c |

* It shall be possible to maintain the room air temperature at the control point to within ±1°C of the set point temperature.
* Summer temperatures lower than ambient can only be maintained in air-conditioned or comfort cooled areas. Where requested by the Buyer, the Supplier shall provide additional, portable cooling. Such provision will be at the Buyer’s cost.

24.5.2 Carbon Dioxide, In consideration of the guidance set out in the Occupational Exposure Standards contained within [HSE Guidance Note EH40/02](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686), carbon dioxide levels in air conditioned properties (the only areas where these levels can be controlled) shall be no more than 1,000 parts per million ([ppm](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)).

24.5.3  Draughts shall be below the maximum recommended mean air velocities (as recommended by both Building Services Research & Information Association, [BSRIA](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) and [CIBSE](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)) of:

|  |  |
| --- | --- |
| Winter | 0.15 m/s |
| Summer | 0.25 m/s |

24.5.4 Humidity. Internal humidity can be controlled only in air-conditioned areas. As recommended in British Standard BS EN ISO 7730 (1995) Conditions for Thermal Comfort, and in Property Advisors to the Civil Estate ([PACE](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)) publication Requirements for Office Buildings ([ROB 1999](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)), relative humidity levels will normally be maintained at 40% to 70e%.

24.5.5 Air Changes. Where possible, the ventilation requirements set out below should be met. However, it should be noted that some of the Buyer Premises do not currently have the systems to meet these levels, and ventilation should therefore be maintained at the maximum levels possible for these Buyer Premises.

|  |  |
| --- | --- |
| Within toilets | 10 air changes per hour |

**25.   Service E3 – Environmental Cleaning Service**

25.1 The following requirements and Standards shall apply to this Service - SE3.

25.2 The Supplier shall clean kitchen extract and cell ventilation systems to ensure compliance with all statutory requirements.

25.3 The Supplier shall in accordance with SFG20, manufacturers instruction and best practice, thoroughly clean general mechanical ventilation, and environmental systems. This shall include air conditioning systems, LEV ductwork and extract hoods to ensure compliance with all statutory requirements.

25.4 The Supplier shall deliver the Services in compliance with all statutory requirements.

25.5 Where the Buyer requests additional cleaning Services at a frequency which exceeds the requirements of the statutory requirements, these shall be rechargeable and managed via the Billable Works and Projects process.

25.6 The Supplier shall ensure that all works are recorded and managed via the Supplier’s CAFM system.

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

**26.   Service E4 - Fire Detection and Firefighting Systems Maintenance**

26.1 The following requirements and Standards shall apply to this Service - SE4.

26.2 The Supplier shall be responsible for ensuring the Buyer complies with legislative and statutory requirements. The Supplier is to provide a service comprising of certification of the Buyer Premises and the equipment to ensure compliance at all times. The Supplier shall be responsible for ensuring all fire-fighting equipment and systems are tested in accordance with the applicable British Standards, Approved Codes of Practice, manufacturer’s recommendations, and industry best practice.

26.2.1 The Buyer requires statutory testing, planned and reactive maintenance of the fire equipment that is deployed across the Buyer Premises to ensure that the equipment is in good order, ready for use when required and complies with all statutory requirements, and is certified as required.

26.2.2 Fire equipment shall be maintained in accordance with SFG20 schedules, the manufacturer's service and maintenance instructions or to the standards set out in the relevant British quality standards or relevant codes of practice.

26.2.3 The Supplier will ensure that all fire equipment is compliant with the requirements of the relevant fire regulations and all applicable legislation.

26.2.4 Records of all servicing and maintenance carried out shall be retained for a minimum period as applicable to the asset and associated statutory requirements. These records shall provide for traceability from initiation to completion of servicing and shall include the recording of any advice given to the Buyer regarding any Nonconforming Equipment and any recommended corrective action raised via the CAFM system.

26.2.5 In all cases evidence of inspections shall be issued to the Buyer and uploaded onto the CAFM system.

26.2.6 If the Statutory service / maintenance task has not been completed in one working day, a written report detailing any unserviceable or missing equipment or incomplete tasks, for all fire safety systems, will be submitted to the Supplier’s representative by the Supplier or maintenance engineer during the same working day.

26.2.7 If the Non - Statutory service / maintenance task has not been completed in one working day, a written report detailing any unserviceable or missing equipment or incomplete tasks, for all fire safety systems, will be submitted to the Supplier’s representative by the Supplier or maintenance engineer within 2 working days.

26.2.8 All work carried out will be by a third-party accredited company. BAFE SP205 *Life Safety Fire Risk Assessment* Registered Company. These companies will have been independently assessed via UKAS Accredited Certification Bodies (NSI or SSAIB) to demonstrate their competency to deliver this service.

26.3 All work activities on fire safety Services will be undertaken by competent persons in a safe manner to meet the overarching requirements of the Health and Safety at Work Act 1974 and other associated statutory regulations. Risk assessment will be undertaken for all work activities, following these assessments work method statements will be developed to mitigate identified risks and which address other statutory regulations, e.g., the Manual Handling Operations Regulations and for work where chemical products are used the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

26.4 No chemical products will be used by the Supplier unless they have been formally authorised, in writing, by the Buyer in advance and will only be used in the most controlled conditions by qualified Supplier Staff, as per the risk assessment and method statement and will not be allowed to come into contact with the Buyer’s Personnel, visitors or other personnel working on the site.

26.5 All systems / equipment shall be tested, including statutory, planned periodic and reactive maintenance. Equipment / systems to be tested includes but is not limited to:

|  |  |
| --- | --- |
| **Fire Detection** | **Firefighting Systems** |
| Fire alarm panels | Fire Extinguishers (various types) & fire blankets |
| Manual Call Points | Sprinkler system |
| Detectors (various types) | Hydrants |
| Flashing Beacons | Dry Riser |
| Sounders  | Gas Extinguishing Systems |
| Winmag interface | Firefighting lifts & standby generator  |
| Ancillary devices  | Fire Curtains & Fire Dampers |

26.6 The Supplier, in conjunction with the Buyer’s Site security services, 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 (where site operations allow) as per agreed schedule. Voice announcement system broadcasts or announcements shall all be delivered by the Supplier in conjunction with the Buyer’s Site security services, performed professionally and in accordance with the Buyer’s requirements.

26.7 The Supplier shall be responsible for resetting all equipment upon completion of the fire alarm testing, to include but not limited to, air conditioning systems, gas supplies and gas suppression systems.

26.8 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 logbook at the Buyer Premises and centrally within the management regime. Details of the outcome of the tests should be passed to the Buyer’s Authorised Representative at the Buyer Premises.

26.9 All abnormal test results shall be immediately advised to the Buyer’s Authorised Representatives and dealt with under the auspices of the reactive maintenance Services.

26.10 It is the responsibility of the Supplier to notify the CAFM system / Helpdesk of each instance where works are raised because of testing of firefighting or detection systems.

26.11 The Supplier shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Buyer Premises, including the updating of all relevant floor plans / drawings.

26.12 The Supplier shall inform the Buyer’s Authorised Representative when they are to undertake maintenance work to the fire safety systems.

26.13 The Supplier will ensure that the Buyer Premises remain statutory compliant and safe to occupy at all times. Statutory works relating to fire safety services will be managed through the CAFM system, the Supplier’s electronic maintenance management system, as per the planned maintenance Work Order process and only undertaken by suitably qualified Competent Persons.

26.14 The Supplier will notify the Buyer in writing any changes in legislation covering fire safety services and of the actions taken to implement the changes within 5 Working Days.

26.15 Upon completion of works on fire safety services, the Site fire safety logbook will be updated. Certification to be provided as soon as practically possible, but no later than 21 Working Days. In the interim the engineers’ worksheets must be provided to evidence work undertaken.

26.16 The Supplier will ensure that any remedial works identified upon receipt of a report or certificate will be rectified via the PPM follow-up Work Order process. Any fire extinguishers found to be in an unserviceable condition will immediately be replaced. The cost of this service shall be included in the Charges.

26.17 The Supplier will ensure all health and safety files, plant and equipment operation and maintenance manuals including record drawings are kept up to date following modification or replacement due to project or life cycle replacement works.

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

27.1 The following requirements and Standards shall apply to this Service - SE5.

27.2 The Supplier shall provide a fully comprehensive maintenance regime to the lifts, hoists, and conveyance systems within the Buyer Premises. The Supplier shall be responsible for meeting minimum response times contained within the performance regime if there are problems with such system’s components, items and panels.

27.3 All lifts and hoists must be in Good Working Order and operating in accordance with their design parameters. They must be maintained and used within their specified load limits and with regular checking of lifting points. The Supplier shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM system. The Supplier shall:

27.3.1 Manage thorough examination of lifts by an independent competent person and forward reports to the Buyer;

27.3.2 Keep lift records;

27.3.3 Act on any recommendations that cost less than the Inclusive Repair Threshold;

27.3.4 Inform the Buyer of any work required costing more than the Inclusive Repair Threshold;

27.3.5 Inform the Buyer of any lift that is out of service, the reason why and the time the lift will be back in service;

27.3.6 Ensure that lift cars are taken out of service in the case of dangerous situations, including when emergency call and alarm systems are not fully functional;

27.3.7 Ensure the competency of those who carry out the work and train Supplier Staff in the rescue and freeing of trapped passengers;

27.3.8 Ensuring the availability of Replacement Equipment and on-site critical spares;

27.3.9 Carry out a detailed risk assessment for all works;

27.3.10 Include fireman lifts and lift evacuation systems;

27.3.11 Liaise and give a minimum of 10 Working Days’ notice to the Buyer of any service or the undertaking of works which may disrupt Site operation due to a lift being unavailable for use;

27.3.12 For the purpose of clarification, the Supplier shall be responsible for the maintenance of all phones in the Buyer’s lifts. The Buyer shall be responsible for phone lines;

27.3.13 Ensure that emergency alarms and call assistance systems within all lifts are fully functional at all times that the lift is in service; and

27.3.14 Provide the Buyer with full assurance of compliance with the Lift Operating and Lifting Equipment Regulations 1998 (LOLER) and any superseding regulations.

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

28.1 The following requirements and Standards shall apply to this Service – SE6.

28.1.1 The Buyer requires an overall maintenance service for all applicable security systems. Security systems are held across all the Buyer sites and will require both reactive and PPM;

28.1.2 The following services are to be delivered in full compliance with the required security standards as detailed in the FM Service Standards, within **Annex A** – Standards and Processes and Call Off **Schedule 9** - Security.

28.1.3 The Supplier will collaborate with the Buyer and provide access to all documentation related to the service as requested by the Buyer when conducting its own spot checks of the arrangements laid down by the Buyer to satisfy itself of the adequacy of the arrangements. These inspections may take place at any time during the Call-Off Contract without any prior notice;

28.1.4 The Supplier shall maintain and make available to the Buyer, a comprehensive asset list with location drawings and all passwords for security and access equipment on the Buyer’s properties. Copies of which must be available at the Buyer’s Morriston site;

28.1.5 It will be the Supplier’s responsibility to ensure that all applicable softwear licenses are in place and current for, but not limited to, the following items;

* Closed Circuit Television (CCTV) systems
* Body worn video cameras
* Intruder detection systems (Coretech)
* Automatic Numberplate Recognition (ANPR) systems
* Radio communications systems
* Key safe systems (Trakka)
* Plan Access control systems

28.1.6 It will be the Supplier’s responsibility to ensure that all staff have security clearance appropriate to the systems, locations and areas where working, e.g. high risk areas.

28.2 The Buyer uses electronic access control systems at all the Buyer sites.

28.3 The Supplier shall maintain all security, access and intruder systems within all the Buyer sites, and any new systems put in place, to ensure correct functioning throughout the course of the Call-Off Contract.

28.3.1 To ensure continuity of service and minimize risk to the Buyer’s business operations, the Buyer is proposing that the incumbent specialist Sub-contractor Computerised & Digital Security Systems (CDS Integrated Security Systems) is engaged as a nominated supplier to continue to provide planned and reactive maintenance works to the systems.

28.4 The Supplier shall deliver maintenance services for the full range of access control equipment in use at the properties. This equipment includes but is not limited to the following:

* Scanner
* Control terminals
* Barrier / door control mechanisms
* Other associated equipment including servers and access card printers and visitor booking system.
* Security Turnstiles

28.5 It will be the Supplier’s responsibility to ensure the continued functioning of security, access, and intruder systems.

28.6 The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale as set out in **Annex A** - Standards and Processes.

28.7 The Supplier shall liaise with the Buyer’s Authorised Representative and any relevant HM Government security equipment specialists over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by HM Government Staff.

28.8 The Supplier shall maintain electronic records of all preventative and reactive maintenance tasks carried out.

28.9 Procure access control cards when required by the Buyer. Costs for these shall be managed via Call-Off Schedule 25 – Billable Works and Projects.

28.10 The Supplier shall operate and maintain equipment, in accordance with statutory / legal compliance and maintenance requirements as set out in SFG20, Industry Best Practice and Manufacturers recommendations.

28.11 The Supplier shall be responsible for establishing, reviewing, and maintaining a schedule of and supply of critical spares as agreed with the Buyer.

28.12 The Supplier shall be responsible for the safekeeping and storage of any materials that may be directly delivered to the Buyer Premises, including critical spares as agreed with the Buyer.

28.13 The Supplier will be required to ensure any personnel carrying out works relevant to security systems have the appropriate qualifications and follow standards when doing so. The Supplier will need to provide proof of qualifications upon request.

28.14 Any equipment for the below services which need to be disposed of will be the responsibility of the Supplier. They will need to ensure they are disposed of in line with environmental government standards and relevant security standards.

28.15 The Supplier shall submit a full report to the Buyer, on the first full working day following any reactive call out, incorporating all details of the actions taken to resolve the issue / fault and proposed actions to be taken to rectify the fault. Including full details of the proposed replacement.

28.16 The Supplier, wherever possible, shall use replacement and spare parts which match the existing equipment and must ensure compatibility with the operational requirements of the equipment and systems. Replacement equipment must be compliant with the security requirements of the Home Office and approved for use. Where opportunities are identified to improve reliability or service provided by the equipment, either by technological advancement or other means, the Supplier shall provide the Buyer with a quotation for the replacement, in advance of installation. When an Asset is Beyond Economic Repair the cost of replacement shall be met by the Supplier up to the Inclusive Repair Threshold.

28.17 The Supplier shall, at the discretion of the Buyer, ensure a full repair in response to an emergency call out. The emergency call out will be responded to on site in a maximum of 4 hours from the point of the call to the Supplier. Telephone support can be provided within 1 hour, resolution to be achieved within 24hours.

28.18 The Supplier will ensure that any engineer attending the Buyer’s Premises, has the applicable Security Clearance as agreed by the Buyer.

28.19 Where required there will be additional security clearance for suppliers working in high-risk areas.

28.20 The Supplier take a pro-active approach to maintenance of security systems and shall provide a copy of their PPM Schedule for incorporation into the Helpdesk CAFM system.

28.21 The Supplier shall provide the Helpdesk with regular timely updates, to include but not limited to:

* Dates and times for attendance for planned works ( not less than 10 Working Days prior to attendance).
* Dates and times for attendance for reactive works (On placement of call - within 1 hour for emergency reactive work and 4 hours of request for non-urgent work).
* Completion of work updates (within 24 hours).

28.22 The Supplier shall be responsible for ensuring that all Services are delivered in compliance with the Buyer’s health and safety and site risk assessments.

**Closed Circuit Television (CCTV) Systems**

28.23 The Buyer uses CCTV across all its Swansea sites which requires the CCTV systems to be available, working, and effective 24 / 7, 365 days per year.

28.24 The Supplier shall maintain all Closed-Circuit Television (CCTV) Systems within the Buyer Premises, and any new systems put in place to ensure correct functioning throughout the course of the Call-Off Contract.

28.25 The Supplier shall deliver maintenance services for the full range of CCTV equipment in use at all the Buyer sites. This equipment includes, but is not limited to, the following:

* Cameras and lenses
* Camera housings
* Pan / tilt units
* Masts / poles
* Telemetry systems
* Control systems
* Playback and recording equipment
* Cabling, secure links and other connections
* Brackets and fixings
* Other associated equipment

28.26 The Supplier shall liaise with the Buyer and any relevant HM Government security equipment specialists over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by HM Government Staff.

28.27 The Supplier will ensure all equipment aligns with the relevant government standards, and any updates made to these are to be agreed with the Buyer and able to run via ethernet in the event of any power failures.

28.28 The Supplier will be required to keep an up-to-date database regarding all the devices used for the service for assurance and reporting purposes, which the Buyer will have access to.

28.29 The Supplier may also be required to provide services in support of the Buyer accommodation projects or the installation of additional CCTV equipment via Call-Off Schedule 25 - Billable Works and Projects.

28.30 The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Buyer any revisions to the CCTV systems that may be advantageous.

**Body-worn Cameras**

28.31 The Supplier shall maintain all Body-worn cameras and Systems within the Buyer and any new systems put in place to ensure correct functioning throughout the course of the Call-Off Contract.

28.32 The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale. As set out in **Annex A** - Standards and Processes.

28.33 The Supplier shall liaise with the Buyer and any relevant HM Government security equipment specialists over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by HM Government Staff.

**Key Safe System**

28.34 The Supplier shall be responsible for the provision and maintenance of all key safes. 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.

**Radio licensing and maintenance**

28.35 The Supplier shall be responsible for the provision and maintenance of all radio systems, masts, licensing 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.

**Automatic Number Plate Recognition (ANPR) System**

28.36 Where automatic number plate recognition systems, 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 all the Buyer estate.

**29.   Service E7 - Internal and External Building Fabric Maintenance**

29.1 The following requirements and Standards shall apply to this Service - SE7.

29.2 The Supplier shall provide a professionally managed, Planned Preventative Fabric Maintenance Service in accordance with a system and programme of building fabric maintenance. This programme shall take account of the Asset registers, PPM schedules and all relevant lease obligations.

29.2.1 Variations from periodic maintenance shall be agreed between the Supplier and the Buyer in advance.

29.3 The Supplier shall ensure that all structures and associated fixtures and fittings at the relevant sites are safe and in good working order. Specifically:

29.3.1 Deliver a maintenance service that offers the required standard of planned and reactive maintenance support for all the properties that it covers;

29.3.2 Provide a standard of service that helps ensure the Buyer’s facilities are safe, available and fit for use and accords with the Authority's output requirements described in this document;

29.3.3 Provide processes, systems, and controls to maintain a safe environment and safe working practices;

29.3.4 At each of the properties within the scope of the [Project](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686), the items covered by the [Project](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) shall include, but not be limited to:

* Building finishes and structures
* Windows, frames, and external glazing
* Roof, roof barriers, guttering and downpipes
* Internal, external, above, and below ground drainage
* External doors
* External road surfaces, footways / footpaths/pavements, kerbs, edgings, and pre-formed channels, (including road drainage and storm drains). Road and playground markings
* External structures [including](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) all properties, external stairways and ramps, courtyard and terrace paving, etc
* External signage, sculptures, wooden or composite furniture, smoking, bus and bicycle shelters
* Perimeter fencing, walls, gates, boundaries, etc
* Floors, partitions, internal walls, and ceilings
* Doors and door furniture ([including](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) the repair / replacement of locks and keys)
* Internal and external Finishes
* Floors, circulation areas and floor coverings
* Curtains, blinds, and wall coverings
* Internal signage
* Sail Architectural Feature on Morriston site
* Fixed and portable Irrigation systems
* Lighting columns and bollards
* Flooring
* Underground walkway ducts (confined spaces)
* Duct risers
* Building Expansion joints;

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

29.3.4.2 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 trip hazards to the Buyer, its Staff and building users;

29.3.4.3 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;

29.3.4.4 The Supplier shall ensure that all external furniture, bicycle stores, smoking shelters and the like are well maintained, regularly cleaned, and kept in good repair;

29.3.4.5 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; and

29.3.4.6 Internal and external signage must comply with the Welsh Language Act and to the relevant British Standards e.g., BS5499 & BS EN ISO 7010.

29.3.5  The Supplier shall deliver maintenance services for the full range of properties and property components [including](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) but not limited to those listed above. An up-to-date Asset register will be provided to the Supplier.

29.3.6 All building structures and finishes (e.g., walls, brickwork, cladding, rendering etc) must protect against the elements and be of an appearance appropriate for the properties use. All building structures and finishes must be in [Good Repair and Decorative Order](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686).

29.3.7  All windows, frames and external glazing must be impervious to water penetration, free of draughts when closed, and open easily to allow ventilation (where required). Where required they must be capable of being secured in accordance with the National Protective Security Authority (NPSA) guidance and be compliant with the relevant British quality standards. The glazing must be intact and undamaged, and fixtures and fittings must operate correctly.

29.3.8   The roof must provide full protection from the ingress of water, wind and [other](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) elements. Guttering and downpipes must allow the efficient run-off of rainwater.

29.3.9  Where required all external doors must be compliant with NPSA guidance and with the relevant British quality standards. They must be impervious to water penetration, free from draughts, and open easily when unlocked. In addition, external doors must be capable of being secured in accordance with the Buyer’s current security policies.

29.3.10   All roads, car parks and [other](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) areas accessed by vehicles shall be kept free from potholes, loose surfaces and excesses of accumulated water. Road markings shall be clearly visible and shall contribute to the overall positive appearance of the Buyer Premises.

29.3.11   The Supplier shall supply and maintain external signage in accordance with the Buyer’s current specification (style, size, font and colour).

29.3.12   All external walls and gates, within the restriction of planning requirements, must provide reasonable protection of Buyer’s staff and visitors and the Buyer’s assets, data and business interests.

29.3.13   All floors, partitions, internal walls and ceilings must be safe and provide sufficient support to enable the safe use of the properties for the required operations.

29.3.14   All internal doors (and door fixtures and fittings) must be compliant with the relevant British quality standards.

29.3.15   External doors must be impervious to water penetration, free from draughts, and open easily when unlocked. Where required they must be capable of being secured in accordance with NPSA guidance and be compliant with the relevant British quality standards.

29.3.16   The Supplier must provide and install all materials and access equipment required to maintain the internal and external finishes of the properties in a state of repair and decorative order suitable for the properties use and the businesses requirements.

29.3.17  Floors and circulation areas must be fit for their intended use and so far, as reasonably practicable kept free from obstructions and hazardous objects. They must comply with all relevant health and safety regulations.

29.3.18  Floor coverings should be safe and free from defects and / or major damage. They should be maintained in Good Repair and Decorative Order (for example, no rips or tears).

29.3.19   These must be of an appropriate appearance, as well as in Good Repair and Decorative Order for their location within the properties. Accordingly, they must operate correctly, be free from defects, and be free from rips, tears, discolouration, or staining.

29.3.20   The Supplier shall provide statutory, identity and directional signage that enables orientation and access to different parts of the properties. Statutory signage will be subject to completion tests, however, any new or replacement identity and directional signage must comply with the Buyer’s current signage schemes with regard to style, logo, colour schemes and size.

29.3.21   All internal signs must be clear and legible and must reflect the Buyer’s operational requirements, as well as the property design and layout.

29.3.22 All internal and external fixtures and fittings should be maintained by the Supplier to the same standard as set out in the original design, unless agreed otherwise with the Buyer and confirmed in writing.

29.3.23   The Buyer requires the Supplier to deliver the services in a manner that will cause minimum disruption to the Buyer’s businesses and members of their staff. The Supplier shall carry out any work or operations that would materially disrupt the Buyer’s businesses outside [Normal Working Hours](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686), unless otherwise agreed by the Buyer.

29.3.24   If the Supplier cannot avoid carrying out works during [Normal Working Hours](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686), it must demonstrate that there is no practical alternative. If works are required during [Normal Working Hours](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686), The Buyer requires the Supplier to agree with the affected businesses:

* A method statement for the works, [including](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) actions to eliminate or minimise the disruption to the business.
* The level of disruption that the businesses are prepared to tolerate during the works.

29.3.25   The Buyer requires the Supplier to provide any additional services or accommodation agreed with the businesses as being required to minimise disruption.

 29.4 Variations from periodic maintenance shall be agreed between the Supplier and the Buyer in advance.

29.5 PPM 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 Supplier’s CAFM system. The works task sheet shall clearly identify the Asset type, location and work required. The Buyer shall agree access arrangements for restricted areas in order to avoid any interruption to business.

29.6 The Supplier shall ensure that in instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety and working at height when replacing lamps. For the avoidance of doubt, the Supplier shall be responsible for funding the replacement of all lamps and light fittings below the Inclusive Repair Threshold within their fixed price.

29.7 The Supplier shall ensure that:

29.7.1 In instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety and working at height when replacing lamps;

29.7.2 The consistency in colour balancing throughout the area is maintained and in keeping with the Buyer’s requirements;

29.7.3 They are cognisant of the impact that lighting control systems have on the life expectancy of lamps;

29.7.4 Luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance;

29.7.5 All lamps and tubes in prestige areas such as reception areas and ministerial suite, in conference and meeting rooms and all emergency lighting shall be fully operational at all times subject to response and rectification times;

29.7.6 Control and execution of this Service is managed entirely by the CAFM system in line with the overall PPM schedule and subject to the same performance Standards; and

29.7.7 They dispose of old lamps, fluorescent tubes and fittings in accordance with environmental best practice and any relevant legislation, using the most economically advantageous and environmentally beneficial methods. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Buyer has access.

29.8 The Supplier shall acknowledge the Buyer’s PPM schedules contained within Call-Off Schedule 4 - Call-Off Tender. The Supplier shall include all building fabric maintenance tasks within Call-Off Schedule 20 – Specification, in addition to any further requirements. The Service shall include but shall not be limited to an annual integrity inspection and report of building fabric components such as hearing loops, wheelchairs, evacuation chairs, fire curtains, mobile racking systems and high-density storage systems.

29.9 The Supplier shall agree access arrangements for restricted areas with the Buyer’s Authorised Representatives, Site security, or authorised persons in advance, to avoid being denied entry and delaying the execution of the Service. In multi-occupancy buildings the Supplier shall be required to agree access arrangements with Buyer’s Authorised Representatives, Site security or authorised persons and other relevant parties to ensure that the method statements are aligned with all the building users' requirements.

29.10 The Supplier shall be required to undertake redecoration works on a cyclical / periodic basis to comply with the Buyer’s lease obligations, Contract specification standard or agreed HM Government freehold buildings standards, where this is requested. The Supplier shall liaise with the Buyer to establish these obligations and provide quotations for all redecoration works as per the Billable Works process detailed in Call-Off Schedule 25 - Billable Works and Projects.

29.11 The Supplier shall provide Life Cycle Replacement (LCR) redecoration works on an elective basis as per the Billable Works process detailed in Call-Off Schedule 25 - Billable Works and Projects and upon instruction from the Buyer Authorised Representative. Any redecoration work required because of reactive maintenance shall be included with the reactive maintenance work and IRT threshold.

29.12 The Supplier shall provide a gutter clearance service and shall ensure drainage systems including but not limited to pipes, gutters, manholes and parapet gutters are kept functional and remain free from debris, leaves, and other blockages at all times.

29.13 Where Buyer Premises exceed four (4) storeys and have no fixed roof access equipment fitted to enable the delivery of the gutter cleaning service the Supplier shall be responsible for the provision of the portable equipment required to deliver the Service. costs for the provision of the portable equipment shall be managed via the Billable Works and Projects process.

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

29.15 The Supplier shall be responsible for the safe storage and maintenance of the cradle and all access equipment for their use on the Contract by the Buyer. All maintenance works undertaken shall be in accordance with the manufacturer’s recommendations.

29.16 The Supplier shall be responsible for the provision of:

29.16.1 Repairs;

29.16.2 Replacement equipment;

29.16.3 Operator Training;

29.16.4 Insurance cover;

29.16.5 Certification;

29.16.6 Risk assessments; and

29.16.7 Calibration.

29.17 The Supplier shall, at the end of the Contract Period, be responsible for the return of the cradle and all access equipment issued to them by the Buyer for their use on the Call-Off Contract in their original condition, allowing for fair wear and tear, and in good working order. Any items missing or damaged, other than by fair wear and tear, shall be replaced by the Supplier at no cost to the Buyer.

29.18 Details of the equipment to be issued to the Supplier will be defined by the Buyer in the Call-Off Procedure.

29.19 The Supplier shall execute the Service during the operational working hours. The Service may be executed outside these hours for operational reasons, to meet deadlines or other requirements including avoidance of disruption and noise.

29.20 The Supplier shall be responsible for the maintenance and statutory inspections of the Buyer’s health and safety and building protection systems including, but not be limited to:

29.20.1 Safety eyebolts;

29.20.2 Fixed roof-edge protection handrail systems;

29.20.3 Free-standing roof-edge protection handrail systems;

29.20.4 Cradle access systems;

29.20.5 Fall and arrest safety lifelines and man safe systems;

29.20.6 Lightning protection systems;

29.20.7 Flood protection systems;

29.20.8 Window and door security equipment, e.g. shutters, window bars and grilles;

29.20.9 Waste storage and recycling facilities;

29.20.10 External fire exits and fire escape routes;

29.20.11 Doors including locks and door furniture;

29.20.12 External lighting systems, including pathway and street lighting;

29.20.13 External vehicle storage facilities; e.g. cycle and motorcycle enclosures; and

29.21 The Supplier shall ensure that the integrity of all fire doors and associated fire protection systems are tested regularly in accordance with the Buyer Premises fire risk assessment to ensure they retain their designated fire integrity rating and will function correctly and will perform to their designed standard in the event of a fire. The items to be tested shall include but not be limited to:

29.21.1 Door frames;

29.21.2 Door leaves;

29.21.3 Door glazing;

29.21.4 Door hinges;

29.21.5 Door seals;

29.21.6 Door handles;

29.21.7 Door self-closing devices;

29.21.8 Door hold-open devices; and

29.21.9 Door signage.

29.22 The Supplier shall ensure all PPM works are managed in compliance with SFG20 and / or Buyer specified requirements and is logged and recorded within the CAFM system.

29.23 The Supplier shall inform the Buyer immediately if a fault is discovered which has potential to impact on the Buyer’s fire safety and / or safe evacuation procedures in place within the Buyer Premises.

29.24 The Supplier shall undertake a review of the fire door and associated systems during the Mobilisation Period and shall submit a report for the reporting of the condition of the PPM items, which shall be agreed with the Buyer prior to the commencement of the first round of PPM scheduled inspections.

29.25 The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection and shall be reported via email by the Supplier within twenty-four (24) hours of the inspection of any defects of a health and safety nature it finds during its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection.

29.26 The Supplier shall be responsible for the provision of a minor work repair service.

29.27 An adaptable and responsive repairs Service to the Buyer Premises during operational Working Hours.

29.28 The Supplier shall ensure that those persons undertaking this service shall have general expertise in the wide range of maintenance and repair requests that are likely to be demanded of this Service.

29.29 With sole contact being made through and monitored by the helpdesk, the minor repairs Service shall be available to deal with general small repairs and decoration on a planned, reactive or ad hoc basis. The Supplier shall ensure that Approval to proceed with the task has been received from the Buyer prior to the commencement of any works. Tasks likely to fall within the remit of the minor repairs Service include but are not limited to:

29.29.1. Picture hanging;

29.29.2. Shelf hanging;

29.29.3. Pin-board installation;

29.29.4. Light-bulb changing;

29.29.5. Toilet-seat replacement;

29.29.6. Clearing pipe / drain blockages;

29.29.7. Building fabric inspections;

29.29.8. Carpet repairs;

29.29.9. Movement of boxes and small-scale furniture movement (maximum of 9 persons or 2 desks).

29.30 Costs for the minor repairs Service are to be included in the Charges.

**30.   Service E8 - Reactive Maintenance Services**

30.1 The following requirements and Standards shall apply to this Service SE8.

30.2 The Supplier shall provide a professionally managed Service for reactive repairs and maintenance 24 hours per day, 365 days per year.

30.3 This Service shall be managed through the CAFM system. All Reactive Maintenance Works (including labour, materials, profit, Overheads, and any other relevant costs) up to an Inclusive Repair Threshold (threshold to be agreed in the Call-Off Procedure) shall be carried out and included within the Supplier’s Charges.

30.4 All reactive repairs and maintenance (including labour, materials, profit, Overheads, and any other relevant costs) above the Inclusive Repair Threshold (threshold to be agreed in the Call-Off Procedure) and works arising from PPM, are to be managed using the Billable Works and Approvals Process as outlined Call-off Schedule 25 - Billable Works and Projects. All Works Arising from PPM (including labour, materials, profit, Overheads, and any other relevant costs) up to an Inclusive Repair Threshold (threshold to be agreed in the Call-Off Procedure) shall be carried out and included within the Supplier’s Charges.

30.5 The Helpdesk element of the CAFM system shall be the sole focus of reactive maintenance activities.

30.6 The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning and shall advise the Buyer when the cost of repairing and / or maintaining an Asset outweighs the cost of replacing it and is likely to cause on-going unplanned downtime or pose potential health and safety risks (Beyond Economic Repair).

30.7 When an Asset is Beyond Economic Repair the cost of replacement shall be met by the Supplier up to the Inclusive Repair Threshold. Where the cost of replacement exceeds the Inclusive Repair Threshold, only the cost above this value shall be billed to the Buyer through the Approval process as detailed in Call-Off Schedule 25 -Billable Works and Projects. For the avoidance of doubt, this requirement includes the replacement of entire Assets as well as component parts of Assets where replacement is deemed appropriate. The Buyer shall be the final arbiter on whether an Asset is Beyond Economic Repair but will act reasonably in reaching such decisions considering any one of the following:

30.7.1 If the projected cost of the repair exceeds the cost of replacing the Asset;

30.7.2 If the part(s) required to repair the Asset are no longer available unless there is a possibility of manufacture of part as a cost-effective alternative; and / or

30.7.3. Any recommendations carried out because of Condition Surveys.

30.8 Where replacement has been deemed appropriate by the Buyer, the Supplier shall assist the Buyer in determining a suitable replacement option considering operational use, whole life cost and required life factor.

30.9 The Supplier shall proceed with emergency tasks in accordance with Work Package Q (Helpdesk), in the event of critical or emergency tasks to mitigate health and safety or Business Continuity and Disaster Recovery risks (as further explained in Call-Off Schedule 8 – Business Continuity and Disaster Recovery)**.** The Supplier shall seek formal Approval from the Buyer and shall keep the Buyer advised at all times on the status, technical issues and cost of the task.

30.10 The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.

30.11 The Supplier shall ensure that all its conducting maintenance work remain fully engaged to ensure a fault free operation. The inherent skills of the Supplier’s Staff shall ensure the timely identification and rectification of faults. Both faults identified by the Buyer and the Supplier’s Staff shall be logged through the CAFM system for quality analysis. Every reactive Service Request shall have an associated history, including completion date and time, within the Helpdesk system.

30.12 Where the Supplier encounters reactive maintenance tasks which they believe have been caused by willful damage or vandalism, they shall be required to produce a damage report in support of their assessment which shall include:

30.12.1 The date and time the damage was identified;

30.12.2 A summary of the findings upon inspection;

30.12.3 Photographic evidence of the damage;

30.12.4 Details of the condition at the previous maintenance work or inspection; and

30.12.5 An estimate of the cost of repair or replacement.

30.13 Where the Buyer agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Billable Works process, as further explained in Call-Off Schedule 25 - Billable Works and Projects.

30.14 The Supplier shall ensure that all Supplier Staff attend to calls, with suitable and sufficient equipment and suitable training to deal with the reactive maintenance repair in a competent, safe and efficient manner.

30.15 The Supplier shall at all times ensure that its Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive maintenance. The Supplier shall ensure that Supplier Staff who are dispatched to reactive activities are appropriately trained to deliver a first-time fix. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be evidenced.

30.16 The Supplier shall respond to maintenance requests and return the equipment to its required operational condition within specified '[Respond and First Repair](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)' and '[Rectify](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)' times depending on the criticality of the system fault in question.

30.17 The Supplier will provide for agreement with the Buyer a list of critical spares. These are critical spares that should be routinely held due to a high incident of failure or its [failure](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) has been identified as having a material impact upon the Buyer’s business. The Supplier will ensure that these [key part](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686)s are available on-site.

30.18 The Supplier shall recognise the Buyer’s option to call upon office furniture movement Services. Office movement Services may be required for both larger and more complex tasks. For example, a small task may include, but not be limited to moving a filing cabinet or two desks; 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.

30.19 Where required, larger office movement Services may be requested by the Buyer on an ad hoc basis, within and outside of operational Working Hours, the Supplier shall be responsible for delivering the Services. Costs for this service shall be managed via Call-Off Schedule 25 – Billable Works and Projects.

30.20 The Supplier shall recognise the Buyer’s option to call upon an escort service. Escort services may be required for accompanying visitors at the discretion of the Buyer. Costs for this service shall be managed via Call-Off Schedule 25 – Billable Works and Projects.

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

31.1 The following requirements and Standards shall apply to this Service - SE9.

31.2 Where the Buyer requires a planned re-lamping service of entire offices or floors within Buyer Premises, the Supplier shall adopt an organised approach to re-lamping across the Buyer Premises. The Supplier shall monitor this Service for efficiency with a view to achieving the greatest possible reductions in disruption to the Buyer’s core business, replacement frequency and cost. A consistent colour / warmth is critical in presentational and prestige areas. These Services will be managed via the Billable Works process, as further explained in Call-Off Schedule 25 - Billable Works and Projects**.**

31.3 The Supplier shall be cognisant of the impact that lighting control systems have on the life expectancy of lamps. Details of the location of such systems within the Buyer Premises are held in Call-Off Schedule 4 - Call-Off Tender. The Supplier shall make proposals for the enhancement and expansion of lighting control systems.

31.4 The Supplier shall work alongside the Buyer and highlight opportunities for greater energy performance, reduced carbon emissions and utility costs as technology associated with lighting, sensor technology and lighting controls develop throughout the Call-Off Contract Period.  The Supplier shall assess the benefits of new technology prior to commencing any planned re-lamping works across Buyer Premises and issue recommendations where opportunities to improve environmental performance, reduce carbon emissions and / or reduce utility costs exist. Where the Buyer agrees with the Supplier's recommendations and an upgrade takes place, a review of the consumables and the Charges shall be considered via the Contract Variation Procedure in accordance with Clause 24 of the Core Terms of the Call-Off Contract.

31.5 The Supplier shall dispose of old lamps, fluorescent tubes and electronic equipment in accordance with environmental best practice and any relevant legislation, using the most economically advantageous method. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Buyer has access.

**32.   Service E10 - Automated Barrier Control System Maintenance**

32.1 The following requirements and Standards shall apply to this Service E10.

32.2 Where automated barriers, shutters, turn-styles, doors, and specialist security 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.

32.3 The Supplier shall deliver maintenance services for the full range of access control equipment in use at the properties.

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

33.1 The following requirements and Standards shall apply to this Service - SE11.

33.2 The operation of the Buyer’s building engineering Service is to be Achieved through the BMS. The Supplier shall operate the BMS in a competent, pro-active manner so as to control all of BMS and the internal environment and to maintain a secure, energy efficient and reliable Service.

33.3 The Supplier shall monitor any departures from agreed environmental parameters (section 24.5.1.) and shall take actions to rectify any deviation.

33.4 Before adjusting set points or modifying software the Supplier shall fully understand the effect these actions may have on the air conditioning and other building Service systems process, and take account of the internal and external environment.

33.5 The Supplier shall ensure that the BMS is periodically upgraded as and when software versions are issued. All upgrades must ensure site security and meet all information security standards.

33.6 To ensure continuity of service and minimize risk to the Buyer’s business’ operations, the Buyer is proposing that the incumbent specialist Sub-contractor “Schneider Electrical” are engaged as a nominated supplier to continue to provide planned and reactive maintenance works to the BMS.

33.7 The Supplier shall ensure that the BMS forms part of the maintained Assets and is maintained and serviced as part of the general maintenance regime and within the limits set by the Inclusive Repair Threshold.

33.8 The Supplier shall ensure that the BMS is configured to automatically operate building systems at optimum energy efficiency.

33.9 The Supplier shall ensure that the Buyer has “read only” access to, and visibility of the BMS system at all times.

33.10 The Supplier shall ensure that the BMS shall provide a visual dashboard of real-time operational performance and building environmental conditions.

33.11 The Supplier shall ensure that the BMS is connected to a remote monitoring system (such as Remote Advisor) which provides secure access to data, reports, and summaries to drive energy and water efficiency.

**34.   Service E12 - Standby Power System Maintenance**

34.1 The following requirements and Standards shall apply to this Service - SE12.

34.2 The Supplier shall:

34.2.1 Be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment, ensuring that there is continued operation of electrical equipment during mains failure;

34.2.2 Ensure that the backup equipment is available at all times and starts within ten (10) seconds of a mains power supply interruption or fluctuation;

34.2.3 Liaise with the Buyer for the annual load testing of this equipment;

34.2.4 Be responsible for the accurate recording of systems that are connected to the generators and Uninterruptable Power Supply (UPS) systems;

34.2.5 Be responsible for ensuring that the systems are not overloaded and the balance between phases and correct power factor balancing is maintained;

34.2.6 Ensure that fuel levels in storage tanks are maintained at a minimum of seventy five per cent (75%) capacity;

34.2.7 Ensure that invoices for fuel are reviewed for accuracy and dealt with as Pass Through costs; and

34.2.8 Conduct as a minimum one (1) annual black test on all standby power systems installed.

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

35.1 The following requirements and Standards shall apply to this Service - SE13.

35.2 The Supplier shall:

35.2.1 Maintain HV switchgear using the same principles employed for other mechanical and electrical systems 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. HV switchgear is designated by the Buyer as a business critical system;

35.2.2 Ensure that substations are clean, dry, and ventilated. The Supplier shall ensure that tubular heaters are fitted where necessary to avoid condensation;

35.2.3 Ensure that hardwood, metal or concrete duct covers are in place, except when work is being carried out. Under no circumstances shall items which are not directly concerned with the operation and maintenance of the HV installation be kept in the substation;

35.2.4  Ensure that HV equipment is regularly inspected, maintained and tested to ensure that it is in a safe and serviceable condition;

35.2.5 Verify HV equipment PPM records and implement a programme of annual inspection and maintenance including annual HV shutdown where applicable;

35.2.6 Ensure that any of its Staff operating in an HV environment are authorised, suitably qualified and competent and shall at the very least:

35.2.6.1. Be an electrical craftsman; and

35.2.6.2. Be over the age of twenty-three (23) years.

35.2.7 Ensure there is a qualified named High Voltage Authorised Person (HVAP) engineer for the Buyer Premises(s) and that this AP is available to respond and support the Buyer’s estate at all times; and

35.2.8 Ensure that a Permit to Work system is used for this Service.

35.3 The Buyer requires the Supplier to deliver the services in a manner that will cause minimum disruption to the Buyer’s businesses and their staff. The Supplier shall carry out any work or operations that would materially disrupt the Buyer’s businesses outside [Normal Working Hours](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686), unless otherwise agreed by the Buyer.

**36.   Service E14 - Catering Equipment Maintenance**

36.1 The following requirements and Standards shall apply to this Service - SE14.

36.2 The Supplier shall provide a professional maintenance Service of all commercial catering equipment used in the provision of catering Services under the Call-Off Contract using the same principles employed for other mechanical and electrical systems. This shall be carried out in accordance with all relevant regulations relating to the servicing of gas and electrical installations.

36.3 The Supplier shall maintain catering equipment owned by the Buyer but operated by a third-party supplier.

36.4 The Supplier shall ensure all catering equipment is safe, in good condition, free from defects, damage, want of repair or any other failure. Exhibiting only that degree of wear and tear that would be considered reasonable by a qualified person experienced in the maintenance of such equipment, considering the age of the equipment and the date of the next service.

36.5 Where the Supplier identifies faulty white goods which are beyond economic repair, the Supplier shall ensure replacement is managed on a “like for like” basis. Costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.

**37.   Service E15 - Audio Visual (AV) Equipment Maintenance – N/A**

**38.   Service E16 - Television Cabling Maintenance – N/A**

**39.   Service E17 - Mail Room Equipment Maintenance – N/A**

**40.   Service E18 - Office Machinery Servicing and Maintenance – N/A**

**41.   Service E19 - Voice Announcement System Maintenance**

41.1. The following requirements and Standards shall apply to this Service SE20.

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

**42.   Service E20 - Locksmith Services**

42.1. The following requirements and Standards shall apply to this Service - SE20.

42.2. The Buyer will appoint a Specialist Independent Locksmith to provide this service.

42.2.1 Specialist keys for controlled areas will be managed by the Buyer’s Site security and will be access controlled via a Traka Safe (or similar) system.

42.2.2 Only authorised personnel will be allowed access to the specialist keys.

42.2.3 Specialist keys will be limited in number.

42.3 The Supplier shall:

42.3.1 Be responsible for the costs and replacement of all associated locks and keys (suite), where specialist keys which have been allocated to the Supplier or to their Sub-contractors are lost and / or unaccountable.

42.3.2 Ensure any additional keys or locks needed are requested through Buyer’s Authorised Representative which must be obtained via their nominated supplier.

42.3.3 Provide maintenance and repair services to standard door hardware and furniture.

42.3.4 Demonstrate through the appropriate level of security clearance, as specified by the Buyer, that any Supplier Staff involved in the provision of the Services under section 42 are appropriate to the operating environment and have all necessary training and security clearances.

**43.   Service E21 - Specialist Maintenance Services**

43.1 The following requirements and Standards shall apply to this Service - SE21.

43.2 The Supplier shall be responsible for undertaking inspections and all maintenance activities for the specialist maintenance services in line with manufacturers recommendations, SFG20, best practice and any applicable statutory requirements. These shall include but not be limited to:

43.2.1 Specialist wastepaper extraction systems;

43.2.2 Waster paper compactors;

43.2.3 Mobile Elevated Working Platform (MEWP); e.g. Genie Lift at the Innovation building (location subject to change dependent on business requirements);

43.2.4 High density storage systems – at Main site, D Block Ground Floor East & C Block 1st Floor West (location subject to change dependent on business requirements);

43.2.5 Pallet and other Racking Systems – at Main site, C & D Block basements, Ty Felin & Ty Forrest – unit 16 (location subject to change dependent on business requirements);

43.2.6 Rainwater Harvesting Systems, Main site A & B Blocks & Ty Forest;

43.2.7 Paper and plastic - Shredding equipment – In line with the Buyer requirements;

43.2.8 Guillotine, cutting machine;

43.2.9. Environmental monitoring equipment;

43.2.10 Renewable energy systems;

43.2.11 Electrical vehicle charge points and infrastructure (responsibility for maintaining the power supply to the charger, and supporting charger ppm by others only);

43.2.12 Solar voltaic panels, wind turbines and all associated infrastructure;

43.2.13 Automated data gathering and sensor equipment associated with smart working environments;

43.2.14 In the event of failure of confidential waste shredding, cutting or compacting systems causing undue delay (over 4 hours), the Supplier shall be responsible for providing temporary mobile shredding and compacting facilities;

43.2.15 Water coolers, water heaters and tea point boilers (point of use);

43.2.16 Drain / petrol Interceptors;

43.2.17. Evacuation Chairs; and

43.2.18 Ensure appropriate change in clock time bi-weekly to all clocks within the Buyer Premises for building controls and external lighting to account for changes in sunset and sunrise times.

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

# Work Package F – Statutory Obligations

**44.   Service F: Generic Statutory Obligations Requirements**

44.1 The Supplier shall at all times ensure that:

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

44.1.2 It provides any training required by the procedures and statutory provisions in respect of all staff (whether the Buyer’s Staff or Supplier Staff) at the Buyer Premises, including but not limited to staff inductions and Site specific instructions at all Buyer Premises;

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

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

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

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

**45.   Service F1 – Asbestos Management**

45.1 The following requirements and Standards shall apply to this Service - SF1.

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

45.3 The Supplier shall undertake an initial review of the Buyer’s Asbestos Management Plan present at the Buyer Premises within the first sixty (60) days of the Contract and be responsible for undertaking regular (at least annual) reviews of the Asbestos Management Plan thereafter. The Supplier will also be responsible for communicating the Asbestos Management Plan to any third party supplier they use to carry out services.

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

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

45.6 The Buyer will appoint an approved Competent Person or Body to undertake the specialist Risk Assessments and Asbestos Management Plans. The Supplier shall be responsible for undertaking any recommendations from such specialist report.

45.6.1 Where the works to be undertaken form part of the planned maintenance, then costs for this shall be included in the Charges.

45.6.2 Where the works to be undertaken are due to legislative changes or upgrades, costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.

45.6.3 Where requested by the Buyer, the Supplier shall be responsible for undertaking the specialist Asbestos annual review, Management Plans and risk assessments. Costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.

45.7 Where asbestos removal works are required by the Buyer, the works shall be undertaken by the Supplier. The costs for the works shall be rechargeable and be subject to the Billable Works and Projects process.

45.8 The Supplier shall publish and convey the contents of the Asbestos register to all Supplier 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.

45.9 The Supplier shall ensure that:

45.9.1 The process of identifying, signing and tagging all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements;

45.9.2 All identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist;

45.9.3 Notifications are issued to HSE for licensed works as required; and

45.9.4 That all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full risk assessments and method statements for safe execution of their task.

45.10 The Supplier shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.

45.11 The Supplier shall ensure all appropriate Supplier Staff and Sub-contractors have been trained by a UK Asbestos Training Association (UKATA) approved training provider.

**46.   Service F2 - Water Hygiene Maintenance**

46.1 The following requirements and Standards shall apply to this Service - SF2.

46.2 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 **Annex A** - Standards and Processes and water treatments to include hard water treatments and PH level testing. These Services shall include the provision of all associated consumables to include water softening cartridges, PH testing equipment and ultraviolet (UV) filters.

 46.3 The Supplier will be registered with the Legionella Control Association, and able to critically assess the Buyer’s water systems, providing documented specialist water management plans for the control of legionella bacteria within the Buyer Premises .

46.4 The Supplier shall have sufficient training, competence, and experience to provide legionella management services and shall be required to provide timely evidence of competence and training as required and requested by the Buyer’s Authorised Representatives.

46.5 The Supplier shall produce and implement an inspection and monitoring regime to check systems and plant for performance, cleanliness, contamination, and damage.

46.6 The Supplier shall be responsible for ensuring that all services provided to the Buyer Premises are compliant with all relevant statutory provisions and industry standards. This includes (but is not exclusive to) HSG274 Part 2, HSG274 Part 3, L8 and BS7592.

46.7 Temperatures shall be monitored to ensure that the required Standard of control is reached within the code of practice guidelines.

46.8 The Supplier shall report any anomalies that may be detected, and detail corrective works where required. Buyer Premises records shall be audited and amended.

46.9 The Supplier shall produce and implement a regime of bacteria sampling to detect Legionella, e-coli and any other water bound bacteria using an UKAS accredited laboratory.

46.10 The Supplier shall ensure that all remedial works and recommendations identified by the approved competent organisation shall be actioned in line with recommended corrective measures and within timescales specified.

46.11 The Supplier must immediately inform all the Buyer’s Authorised Representatives of any instances of statutory noncompliance or significant concerns affecting water safety. This includes positive evidence of legionella or other bacterial contamination in water samples or systems that is outside of prescribed industry specifications, including presumptive testing results.

46.12 The Supplier shall empty tank bunds of all contaminated and uncontaminated water and dispose of water in a manner that accords with the level of contamination.

46.13 The Supplier shall conduct all additional tasks detailed within water management plans and written control schemes. Deviation from tasks specified within Water Management Plans and Written Control Schemes is not permitted unless explicitly agreed in writing by the Buyer’s Authorised Representatives to Suppliers.

46.14 All works that form part of PPM in line with applicable regulations and industry standards shall be inclusive within agreed Contract Charges.

46.15 Where the works to be undertaken are due to legislative changes or upgrades in existing services, costs for this service shall be chargeable by the Supplier and be managed via the Buyer’s Billable Works and Projects Process.

46.16 High levels of communication will be maintained between the Supplier, and the Buyer’s Authorised Representatives to ensure a conjoined approach to the management and control of legionella in water systems is maintained.

46.17 The Supplier shall undertake an initial review of the Buyer’s existing water management plans, risk assessments and written control schemes within the Mobilisation Period of the Contract to gain familiarity with current arrangements.

46.18 The Supplier shall comply with all water management plans, risk assessments and written control schemes at all times during the Contract.

46.19 The Supplier responsibilities include, but are not exclusive to flushing of water outlets, systematic water sampling and analysis of water systems, pH testing, cleaning, disinfection and chlorination of water systems and water temperature monitoring as defined within water management plans and written schemes. Consumables (chemicals, filters associated with water management will be inclusive within agreed Contract Charges.

49.20 The Supplier shall ensure that all samples taken for the analysis of legionella and other bacteria are analysed strictly by UKAS Accredited Testing Laboratories. All Certificates of Analysis provided by UKAS Accredited Testing Laboratories shall be provided to the Buyer Authorised Representatives immediately upon receipt. This includes any communications related to intermediary presumptive testing.

46.21 The Supplier shall ensure that all records demonstrating completion of required tasks are held securely and remain readily available via either a document management portal, or by the provision of physical logbooks, which must always remain on the Buyer Premises. All documentation must be always accessible by the Buyer Authorised Representatives.

46.22 The Supplier shall ensure that all information with regard to water safety management across the Buyer Premises remains strictly private and confidential, unless specifically compelled or requested to be provided to regulators and enforcement agencies.

46.23 The Supplier shall ensure that appropriate risk assessments and Safe Systems of Work are generated and always implemented when conducting works throughout the Buyer Premises as required by Law.

46.24 The Supplier shall remain mindful of the safety of the Buyer Staff, visitors or other Contractors and employ all appropriate safeguards to assure the safety of all Site personnel.

46.25 The Supplier shall be subject to announced and unannounced audits by the Buyer’s Authorised Representatives and other external audit agencies. The Supplier shall fully cooperate with all Auditors and provide all required evidence of compliance with statutory requirements and industry standards.

46.26 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 Supplier Staff or by a third-party supplier.

46.27 The Supplier shall be required to attend Site meetings with the Buyer’s Authorised Representatives as required, which shall be inclusive within agreed Contract Charges.

**47.   Service F3 - Statutory Inspections**

47.1 The following requirements and Standards shall apply to this Service - SF3.

47.2 The Supplier shall be responsible for ensuring that the Buyer Premises achieve full statutory compliance at all times.

47.3 The requirement of this Service is to deliver a service which becomes applicable where the delivery of maintenance Services (as outlined in Work Package E) is not required by the Buyer in the Call-Off Procedure. For the avoidance of doubt, this service excludes PPM activities which are not associated with statutory inspections.

47.4 The Supplier shall be responsible for the delivery of all statutory inspections, certification, air monitoring, risk assessments, written schemes of examination and insurance inspections as required to Achieve and maintain statutory compliance.

47.5 The Service shall be fully inclusive of all of the Buyer’s systems and Assets including M&E systems, safety access equipment, building protection systems, air conditioning systems, gas systems, water systems, pressure systems, fire protection systems, access control and security systems.

47.6 The Supplier shall set up an annual programme of statutory inspections to ensure all Assets and equipment receive the required inspections at the correct time as specified by legislation, approved codes of practice, best practice and manufacturer’s guidelines as appropriate.

47.7 The Supplier will ensure that any specific requirements of the Buyer are included in the planning and delivery of these works.

47.8 The programme of all inspections shall be issued to the Buyer no later than sixty (60) working days in advance of all works taking place.

47.9 The Supplier shall at all times comply with all relevant UK statutory and legislative requirements, including any alterations to any policies as may take place and shall be the sole point of contact for any of the Buyer’s concerns with that aspect of performance.

47.10 Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the Buyer Authorised Representative, landlord and other such persons. The Supplier shall co-operate with the persons executing these inspections.

47.11 The control and execution of this Service shall be managed entirely by the CAFM system and subject to the specified performance Standards, whether fulfilled directly by its Staff or by a third-party supplier.

47.12 The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM system.

**48.   Service F4 - Portable Appliance Testing**

48.1 The following requirements and Standards shall apply to this Service - SF4.

48.2 The Supplier shall be responsible for ensuring that all Buyer Premises and employee home working equipment are tested at the Buyer Premises, in compliance with the Buyer’s risk-based approach.

48.3 Portable Appliance Testing (PAT) of Buyer Equipment shall be carried out in accordance with this Service Requirement. Where electrical equipment can be identified as personal and belonging to Supplier Staff or Buyer Staff, it shall be tested if it is being used at any Buyer Premises and permission has been granted by the Buyer for it to be used as such.

48.4 PAT testing shall be risk based and take account of the individual equipment’s usage and location. The Supplier shall intimate the expected frequency based on the risk presented to the Class 1 and Class 2 electrical and electronic equipment of the Buyer by the working environments within the Buyer Premises.

48.5 As an integral part of the maintenance service the Supplier shall test any item of equipment introduced to the Buyer Premises prior to being used. The Supplier shall then tag and log the tested equipment.

48.6 The Supplier shall ensure that Supplier Staff who control and execute the Service are managed entirely by the CAFM system in line with the overall PPM schedule and shall be subject to the same performance Standards. All reports and recommendations shall be held centrally within the CAFM system.

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

49.1 The following requirements and Standards shall apply to this Service - SF5.

49.2 Where additional specialist surveys, audits and / or testing may be required by the Buyer, these shall be provided upon request and shall include but not be limited to:

49.2.1 Carbon net zero performance assessment, improvement and innovation plans;

49.2.2 Asset verification surveys;

49.2.3 Asset condition surveys;

49.2.4 Topographical surveys;

49.2.5 Hydrographic surveys;

49.2.6 Aerial surveys;

49.2.7 Air quality surveys;

49.2.8 Noise surveys;

49.2.9 Thermal imaging surveys;

49.2.10 Structural surveys;

49.2.11 Dilapidations surveys;

49.2.12 Environmental sampling surveys;

49.2.13 BIM transition;

49.2.14 Opportunities and efficiencies associated with the introduction of new smart technology initiatives; and

49.2.15 Opportunities and efficiencies associated with alternative PPM regimes, such as condition-based maintenance and predictive maintenance regimes.

49.3 Where requested by the Buyer, these surveys will be rechargeable via the Billable Works and Projects process. Further information on requirements will be highlighted in the Call-Off Procedure.

**50.   Service F6 - Condition Surveys**

50.1 The following requirements and Standards shall apply to this Service - SF6.

50.2 The Supplier shall provide a professionally managed planned programme of condition surveys that shall cover all systems, Assets and building fabric and be carried out by competent and qualified staff. Where the Buyer requires Condition Surveys more frequently than annually, then the requirement will be defined in the Call-Off Procedure and be priced accordingly.

50.3 Within six (6) Months of the Contract start the Supplier shall undertake a Verification Audit of the Survey on Expiry report during the Mobilisation Period across all Buyer Premises to ensure that potential errors, inaccuracies, or omissions in the Asset data provided by the Buyer in the Call-Off Procedure are identified.

50.4 The Supplier shall liaise with the Buyer and agree:

50.4.1 The format and content of the Forward Maintenance Register (FMR);

50.4.2 The priorities, including any set by the Buyer, and how they will be captured within the proposed FMR; and

50.4.3 The reporting formats to be applied.

50.5 The Supplier shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys shall cover all systems, Assets and building fabric and be available in hard and electronic format. The Condition Surveys shall form the basis of the Forward Maintenance Register where required.

50.6 Results from Condition Surveys shall generate a report which shall include the condition of the Assets, systems and building fabric, recommendations, and budgetary costs.

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

50.8 Upon request additional Condition Surveys shall be rechargeable via the Billable Works and Approvals process detailed in Call-Off Schedule 25 - Billable Works and Projects.

**51.   Service F7 - Electrical Testing**

51.1 The following requirements and Standards shall apply to this Service - SF7.

51.2 The Supplier shall undertake an Electrical Installation Condition Report (EICR) in accordance with Electricity at Work Regulations 1989 and BS 7671 (as amended).

51.3 The Supplier shall:

 51.3.1 Undertake the Statutory EICR inspection on or before the 5-year anniversary date of the previous inspection; and

51.3.2 When completed, reports must include all updated schematic drawings and certificates.

**52.   Service F8 - Fire Risk Assessments**

52.1 The following requirements and Standards shall apply to this Service - SF8.

52.2 The Supplier shall review the fire risk assessment and fire safety plans at Buyer Premises and undertake subsequent reviews as an in-scope Service. The costs for these Services shall be included in the Charges.

52.3 The Buyer will appoint an approved competent person or body to undertake the specialist Fire risk assessments and Fire safety management plans. The Supplier shall be responsible for undertaking any recommendations from such specialist report.

52.3.1 Where the works to be undertaken form part of the planned maintenance, then costs for this shall be included in the Charges; and

52.3.2 Where the works to be undertaken are due to legislative changes, upgrades or change of use, costs for this service shall be rechargeable via the Billable Works and Projects process.

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

53.1 The following requirements and Standards shall apply to this Service - SF9.

53.2 The Supplier shall support the Authority and individual Buyer requirements for Delivery of a number of strategic priorities related to the wider HM Government policy by the adoption of measures to improve efficiency and value for money.

53.3 These shall include:

53.3.1 Delivering projects in line with the HM Government’s Common Minimum Standards where applicable;

53.3.2 Government Soft Landings (GSL); and

53.3.3 Building information Modelling (BIM) Level 2 for all Projects.

53.4 The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.

53.5 The Supplier shall comply with BIM Level 2 Standards and any updates to these Standards. Where Buyer requirements exceed this level, further information will be provided in the Call-Off Procedure. The Supplier shall:

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

53.5.2 Comply with the reasonable instructions of the BIM Information Manager in relation to the BIM documents.

53.6 Neither party shall be liable to the other for any amendment or modification of material produced in accordance with the BIM documents, except where such amendment or modification:

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

53.6.2 Was permitted by the BIM documents; or

53.6.3 Was made for a permitted use following termination of the engagement of the party that produced it (or on whose behalf it was produced) in relation to this Contract.

53.7 The Supplier will need to use systems that meet the Government’s requirements for BIM (Level 2) and ensure that all data on these systems have appropriate security markings.

53.8 The Supplier shall ensure that any Sub-contractors that it engages are bound by obligations no less onerous than those which apply to the Supplier.

53.9 The Supplier should be aware that for the purposes of this Framework PAS 1192:2 relates to project Delivery within the suite of BIM Standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.

53.10 It is expected that the classification Standards applied should as a minimum reference Uniclass 2015, SFG20 and the NRM3 to enable the ease of transfer between projects and Asset management operations.

53.11 The Buyer shall be responsible, upon request, for the provision of a fully complete Asset register as a minimum codified in line with the above Standards and presented using a Construction Operations Building information Exchange (COBie) file either in .XLS or .XML.

**54.       Service F10 - Display Energy Certificates (DECs)**

54.1 The following requirements and Standards shall apply to this Service - SF10.

54.2 The Supplier shall be responsible for Display Energy Certificates (DECs) and shall perform or provide for the audit, issue and display and renewal the energy certificates at Buyer Premises as required by the Buyer, including those Buyer Premises which require DECs under Government legislation. The Supplier shall appoint an accredited energy surveyor and ensure all DECs are displayed by the required date.

**55.       Service F11 - Energy Performance Certificates (EPCs)**

55.1 The following requirements and Standards shall apply to this Service - SF11.

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

**56.       Service F12 - Radon Gas Management Services**

56.1 The following requirements and Standards shall apply to this Service - SF12.

56.2 Where the Buyer Premises are located in radon affected areas (as defined within the Public Health England and British Geological Surveys definitive radon dataset), the Supplier shall be responsible for managing radon on behalf of the Buyer. The requirements shall include but not be limited to the Delivery of radon surveys and radon risk assessments.

56.3 In all cases where the Buyer Premises are located in radon affected areas, Supplier responsibilities shall include but not be limited to:

56.3.1 Undertaking radon risk assessments and surveys;

56.3.3 Liaising with the UK Health Security Agency (UKHSA) as / where appropriate;

56.3.4 Liaising with the Local Authority and the Buyer as / where appropriate;

56.3.5 Liaising with the Buyer to provide information on the scope and costs of works required to ensure compliance with all legislation and statutory requirements; and

56.3.6 Ensuring the Buyer is kept fully updated on all radon related works and issues to maintain to ensure all potential impacts on all stakeholders are mitigated as far as is possible.

56.4 Further information on these requirements will be provided in the Call-Off Procedure.

**57.       Service F13 - Permit to Work**

57.1 The following requirements and Standards shall apply to this Service - SF13.

57.2 The Supplier shall:

57.2.1 Be responsible for issuing and managing all Permits to Work systems on behalf of the Buyer for each Buyer Premises, all works being undertaken or managed by the Supplier, including, but not limited to, hot works, confined spaces, live electrical working, working on or near high voltage, excavations, temporary disconnection of safety systems and working at height to ensure the provision of sufficient, suitably qualified and experienced staff including, Authorising Engineers (AE) and Authorised Persons (AP) required to effectively operate and administer the Permit to Work where works have been assigned to and are the responsibility of the Supplier;

57.2.2 Be responsible for issuing and managing all Permits to Work, including but not limited to, hot works, confined spaces, live electrical working, working on or near high voltage, excavations, temporary disconnection of safety systems and working at height permits for each the Buyer Premises as required by the Buyer and shall ensure the provision of sufficient, suitably qualified and experienced Authorising Engineers (AE) and Authorised Persons (AP) required to effectively operate and administer the Permit to Work upon the request of the Buyer where works are to be Delivered by the Buyer appointed third-party suppliers. These Services shall be managed in accordance with Call-Off Schedule 25 - Billable Works and Projects;

57.2.3 Also include the management and compliance with business unit specific access control requirements;

57.2.4 Be required to manage and agree all third-party consents as part of this process (for example landlords) before commencing works or Services. The Supplier shall liaise with the Helpdesk and any estates management Suppliers in order to comply with this requirement. All Permits to Work shall be supported by full risk assessments and method statements for undertaking the work;

57.2.5 Be responsible for the setting-up and the operation of a Safe System of Work, including risk assessments and method statements, with regard to all aspects of its operation. As part of this process the Supplier shall ensure that Supplier Staff and Sub-contractors who are undertaking work at the Buyer Premises, have been inducted to the relevant Site and consult the asbestos register and sign to indicate that this has been carried out;

57.2.6 Operate the Permit to Work system through the CAFM system. The Supplier shall ensure that the permit is approved by the Buyer and that the timing for when it can occur is agreed with the Buyer;

57.2.7 Be cognisant that the Buyer Authorised Representative will have access via a web portal to the CAFM system and to details of planned visits to Site, including the status of Permit to Work. The Supplier shall not be allowed on any Buyer Premises should the Permit to Work not be indicated as authorised within the CAFM system;

57.2.8 Contact the Buyer Authorised Representative to show that the Permit to Work has been received, has the necessary authorisation and all of the relevant parties are aware of the programmed work or Service and the timescales for Delivery; and

57.2.9 Ensure original signed copy of Permit to Work is stored and be readily available to the Buyer for a minimum of three years. The register of Permit of Works must be retained for a minimum of three (3) years following the last entry, or as defined in the maintenance records.

# Work Package G – Landscaping Services – N/A

**58.   Service G1 - Hard Landscaping Services**

**59.   Service G2 - Soft Landscaping Services**

**60.   Service G3 - Tree Surgery (Arboriculture)**

**61.   Service G4 - Planned Snow and Ice Clearance**

**62.   Service G5 - Reactive Snow and Ice Clearance**

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

**64.   Service G7 - Internal Planting**

**65.   Service G8 - Cut Flowers and Christmas Trees**

# Work Package H – Catering Services – N/A

**66.   Service H: Generic Catering Requirements**

**67.   Service H1 - Chilled Potable Water**

**68.   Service H2 – Retail Services / Convenience Store**

**69.   Service H3 - Deli / Coffee Bar**

**70.   Service H4 - Events and Functions**

**71.   Service H5 - Full Service Restaurant**

**72.   Service H6 - Hospitality and Meetings**

**73.   Service H7 - Outside Catering**

**74.   Service H8 - Trolley Service**

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

**76.   Service H10 - Residential Catering Services**

# Work Package I – Cleaning Services – N/A

**77.   Service I: Generic Cleaning Requirements**

**78.   Service I1 - Routine Cleaning**

**79.   Service I2 - Infection Control / Touchpoint Cleaning**

**80.   Service I3 - Cleaning of Integral Barrier Mats**

**81.   Service I4 - Mobile Cleaning Services**

**82.   Service I5 – Deep (Periodic) Cleaning**

**83.   Service I6 - Cleaning of External Areas**

**84.   Service I7 - Window Cleaning (Internal)**

**85. Service I8 - Window Cleaning (External)**

**86.   Service I9 - Cleaning of Communications and Equipment Rooms**

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

**88.   Service I11 – Housekeeping**

**89.   Service I12 - IT Equipment Cleaning**

**90.   Service 113 - Specialist Cleaning**

**91.   Service I14 – Cleaning of Curtains and Window Blinds**

**92.   Service I15 - Medical and Clinical Cleaning**

**93.   Service I16 - Pest Control Services**

**94.   Service I17 - Linen and Laundry Services**

**95.   Service I18 - Hotel Services**

# Work Package J – Workplace FM Services

**96.   Service J1 - Mail Services – N/A**

**97.   Service J2 - Internal Messenger Service – N/A**

**98.   Service J3 - Courier Booking and Distribution Services – N/A**

**99.   Service J4 – Repair Person Services – N/A**

**100.   Service J5 - Move and Space Management (Internal Moves) – N/A**

**101.   Service J6 – Porterage – N/A**

**102. Service J7 – Clocks – N/A**

**103.   Service J8 – Signage – N/A**

**104.   Service J9 - Archiving (On-Site) – N/A**

**105.   Service J10 - Furniture Management – N/A**

**106.   Service J11 - Space Management – N/A**

**107.   Service J12 - Cable Management – N/A**

**108 Service J13 - Reprographics Service – N/A**

**109. Service J14 - Stores and Goods Management Services – N/A**

**110. Service J15 - Portable Washroom Solutions – N/A**

**111. Service J16 – Additional Support Services – N/A**

# Work Package K: Visitor Support Services – N/A

**112. Service K1 - Reception Service**

**113. Service K2 - Taxi Booking Service**

**114. Service K3 - Car Park Management and Booking**

**115. Service K4 - Voice Announcement System Operation**

**116. Service K5 - Concierge Services**

# Work Package L: Security Services – N/A

**118. Service L1 - Static Guarding Service**

**119. Service L2 - CCTV / Alarm Monitoring**

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

**121. Service L4 - Control of Access - Vehicles**

**122. Service L5 - Emergency Response**

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

**124. Service L7 - Management of Visitors and Passes**

**125. Service L8 - Reactive Guarding**

**126. Service L9 - Additional Security Services**

**127. Service L10 - Enhanced Security Requirements**

**128. Service L11 - Key Holding**

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

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

**131. Service L14 - Remote CCTV / Alarm Monitoring**

**132. Service L.15 - Blended Static Guarding Service**

# Work Package M: Waste Services

**133. Service M1 - On-Site / Mobile Classified Waste Shredding Services – N/A**

**134. Service M2 - Off-Site Classified Waste Shredding Services – N/A**

**135. Service M3 - General waste N/A**

**136. Service M4 - Recycled Waste and Waste for Re-Use N/A**

**137. Service M5 - Hazardous Waste N/A**

**138. Service M6 - Specialist Waste Destruction Services – N/A**

**139. Service M7 - Clinical Waste** **N/A**

**140. Service M8 - Feminine Hygiene Waste – N/A**

# Work Package N: Miscellaneous FM Services

**141. Service N1 - Childcare Facility – N/A**

**142. Service N2 - Sports and Leisure - N/A**

**143. Service N3 - Transport, Driver and Vehicle Service – N/A**

**144. Service N4 - First Aid and Medical Service – N/A**

**145. Service N5 - Flag Flying Service – N/A**

**146. Service N6 - Journal, Magazine and Newspaper Supply – N/A**

**147. Service N7 - Hairdressing Services – N/A**

**148. Service N8 - Footwear Cobbling Services – N/A**

**149. Service N9 – Provision of Chaplaincy Support Services – N/A**

**150. Service N10 - Housing and Residential Accommodation Management – N/A**

**151. Service N11 - Energy and Utilities Management Bureau Services**

151.1 The following requirements and Standards shall apply to this Service - SN11.

151.2 The Supplier shall provide, operate and manage energy and utilities to ensure availability at all times to meet business need and availability of all equipment required to measure, record and manage the use of utilities. Furthermore, the Supplier shall:

151.2.1 Provide an Energy and Utilities Management Bureau that reports to the Buyer in support of the Buyer’s objectives to reduce water consumption, energy consumption and minimise associated carbon emissions;

151.2.2 Develop and communicate energy and water management policies and initiatives to save energy and operating costs, consistent with the Buyer’s environmental policies and wider HM Government initiatives;

151.2.3 Ensure all equipment is working efficiently and maintaining regularly in accordance with the manufacturers’ guidance or industry best practice;

151.2.4 Perform energy Audits;

151.2.5 Support the Buyer to achieve environmental targets by identifying opportunities and initiatives for reducing electricity, water, and gas consumption, and reducing CO2 emissions;

151.2.6 Ensure all relevant Supplier Staff have training to assist with energy and water management and support energy reduction initiatives;

151.2.7 Ensure that any legal requirements are identified and changes in legislation are notified to the Buyer; demonstrating compliance with relevant environmental legislation and policies;

151.2.8 Ensure the format, standard and frequency of reporting is developed and agreed with the Buyer (Monthly reporting is required) and respond to any reasonable ad hoc requests from the Buyer within working five (5) days of the date of the original request; and

151.2.9 Act on the Buyer’s behalf and manage the direct relationship and co-ordination with all utility providers supplying all the Buyer’s properties.

151.3 The Supplier shall ensure effective interfaces exist with all key stakeholders and be responsible for the provision of expert technical expertise, monitoring, targeting and analysis of all energy and water consumption data at the Buyer Premises, regional, area and Contract level.

151.4 All related activities and data will be managed and recorded via the Supplier’s CAFM system.

151.5 The Supplier shall be responsible for the provision of professional Services supplying proven data, expert technical advice and information to the Buyer, including:

151.5.1 Provision of meter reading Services at dates determined by the Buyer for each Buyer Premises;

151.5.2 Establishing annual budgets for all the Buyer’s business departments;

151.5.3 Tariff analysis;

151.5.4 Standard and advanced monitoring, targeting and analysis based on daily profile data for energy and water consumption;

151.5.5 Provision of an invoice Verification Service for the payment of all energy and water bills. The Supplier will ensure all invoices are appropriate for the volume of fuel / energy used. Further details will be provided, including details on pricing, by the Buyer in the Call-Off Procedure;

151.5.7 Monthly reporting on energy and water consumption at Contract, regional, area, business and building level (in a manner / report to be agreed during the Mobilisation Period);

151.5.8 Energy benchmarking and comparison of energy and water related Services across the whole of the Buyer Premises;

151.5.9 Issue of recommendations on potential utility and carbon saving initiatives;

151.5.10 Identification of areas where there are excessive energy or water use in the Buyer Premises;

151.5.11 Identification, evaluation and prioritisation of viable opportunities for renewable energy generation;

151.5.12 Monitoring and reporting on the effectiveness of completed energy or water saving initiatives;

151.5.13 Accurate reporting against the relevant Greening Government Commitments and wider reporting requirements as specified by the Buyer to remain legislatively compliant;

151.5.14 Targeting and project planning future energy and water management initiatives;

151.5.15 Support the Buyer’s financial management by apportioning utility costs to each Buyer Premises and department (in a manner / report to be agreed during the Mobilisation Period); and

151.5.16 Where necessary and appropriate, provide accurate meter readings to the nominated Energy and Utilities Management Bureau in a regular timely manner in line with Supplier’s energy invoicing, invoice verification, and management reporting requirements.

151.6 The Supplier shall be responsible for undertaking a survey of the Buyer Premises to identify and assess existing utility metering provision, energy targeting and benchmarking regimes and shall provide recommendations to the Buyer in the agreed format.

151.7 Further details of the Services required shall be defined by the Buyer in the Call-Off Procedure.

151.8 The Supplier shall ensure that the consumption of utilities is 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.

151.9 The Supplier will ensure that the service and all incidental and related activities are,

 at all times, performed in compliance with all applicable [legislation](https://pfi.affinitext.com/viewer/book?id=58978&toc_id=3931573&highlight=1&index_name=c_eb1881441a1d9daa8270c40080390c37&query_string=utilities%20and%20energy&sub_query=&exact=0&title_only=0&case_sensitive=0&stemmed=0) ([including](https://pfi.affinitext.com/viewer/book?id=58978&toc_id=3931573&highlight=1&index_name=c_eb1881441a1d9daa8270c40080390c37&query_string=utilities%20and%20energy&sub_query=&exact=0&title_only=0&case_sensitive=0&stemmed=0) all

 Health and Safety legislation) and [Good Industry Practice](https://pfi.affinitext.com/viewer/book?id=58978&toc_id=3931573&highlight=1&index_name=c_eb1881441a1d9daa8270c40080390c37&query_string=utilities%20and%20energy&sub_query=&exact=0&title_only=0&case_sensitive=0&stemmed=0).

**152. Service N12 – Janitor Services - N/A**

**153. Service N13 – Specialist Health FM Services – N/A**

# Work Package O: Specialist (Defence) FM Services – N/A

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

**155. Service O:2 - Management and Control of Ranges and Training Areas (MCRT) (including the Operation of a Bidding and Allocation Management (BAMS) system)**

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

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

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

# Work Package P: Occupancy and Property Management Services – N/A

**159. Service P:1 - Applications and Allocations Services**

**160. Service P:2 - Occupancy Management**

**161. Service P:3 - Rental Services**

**162. Service P:4 - Emergency Accommodation**

**163. Service P:5 - Occupation Management**

**164. Service P:6 – Not Used**

**165. Service P:7 - Housing Stock Management**

**166. Service P:8 - Accommodation Stores Service**

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

**168. Service P:10 - Third Party Claims**

**169. Service P:11 - Customer Service Centre**

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

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

**172. Service P:14 - Accommodation Compliance Services**

**173. Service P:15 - Accommodation Maintenance Services**

# Work Package Q CAFM Services

**174. Service Q.1 – Soft FM CAFM Services – NA**

**175. Service Q.2 - Hard FM CAFM Requirements**

175.1 The following requirements and Standards shall apply to this Service – SQ2.

175.2 Where the Buyer requirements include the provision of a Total Facilities Management (TFM) and / or Hard FM requirement in the Call-Off Procedure the Supplier shall provide the system and software required to deliver the Services for the Buyer. Where the Buyer requires a CAFM provision that interfaces with the Buyer’s existing supplier CAFM system, the Supplier shall be responsible for the provision of this interface. Costs for these Services should be included within the Supplier costs within the Charges.

175.3 The Supplier shall be responsible for the provision of fifty (50) Buyer licenses, 5 of which will have super user access, to allow access to the to the CAFM system. Costs for this provision should be included within the Supplier costs within the Charges. The Supplier’s CAFM system must not be a bespoke in-house system but be commercially available on the market. The Supplier must not replace the Agreed CAFM system without the express permission of the Buyer. Further details of the Buyer’s requirements for this Service will be provided as part of the Call-Off Procedure.

175.4 The Supplier shall be responsible for ensuring:

175.4.1 The CAFM system has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed and monitored through the CAFM system;

175.4.2 The CAFM system enables the Buyer full access to the live CAFM system data at all times and be responsible for ensuring that the data can be accessed electronically via the Buyer’s internal network i.e., a web-based application which can be accessed via a web browser, including but not limited to Google Chrome;

175.4.3 The CAFM system has the capability to enable live reporting on levels of statutory compliance across all in-scope Services and the Buyer Premises;

175.4.4 The availability of an application programming interface or export function for the systems data at all times to the Buyer;

175.4.5 The CAFM system has the capability to enable all feedback information associated with its activities and information relating to the completion of Service Requests to be promptly and accurately entered into the CAFM system;

175.4.6 The necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM system to the mutual benefit of both itself and the Buyer are provided. This shall include:

175.4.6.1. The adoption of point cloud survey information;

175.4.5.2. Building Information models;

175.4.6.3. Photogrammetry; and

175.4.6.4. Telemetry.

175.4.7 All response and rectification periods required by the Buyer are maintained within the CAFM system and the CAFM system has the capability to produce automated alerts as reactive or planned works that are about to breach agreed KPIs;

175.4.8 The CAFM system has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion;

175.4.9 All parent and child relationships be codified and recorded within any data or information exchange from the CAFM system(s); and

175.4.10 The CAFM system must be a propriety system available in the marketplace and not a bespoke in-house system created for the Supplier. Once the CAFM system has been agreed between the Supplier and the Buyer, no changes can be made without the agreement and written consent of the Buyer’s representative.

175.5 **The CAFM system shall have the capability to**:

175.5.1 Record and report by each Buyer Premises Site or other location;

175.5.2 Review work assignment to Supplier Staff and Sub-contractors;

175.5.3 Record and track the history of reactive work on specific Assets as required by the Buyer;

175.5.4 Track progress on logged activities, issue status updates and the provision of on-screen alerts;

175.5.5 Provide automated email notifications of work requests;

175.5.6 Provide automatic status updates to the Buyer Authorised Representatives;

175.5.7 Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all the Buyer Premises (e.g. contract and statutory compliance dashboard);

175.5.8 Provide search and visibility of calls and activities logged directly by the Buyer Staff via an interface or other electronic means;

175.5.9 Provide automatic associated hazard warnings, for example asbestos alerts;

175.5.10 Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;

175.5.11 Provide clear and proactive management of agreed KPIs;

175.5.12 Provide accurate reporting management information and KPI performance data to meet the requirements of the Buyer and the relevant Authority;

175.5.13 Log Service Requests via intranet and internet;

175.5.14 Automatically prioritise work and job escalation when appropriate;

175.5.15 Ensure the annual PPM planner is always readily available and free to view in line with SGF20 requirements for all hard services, soft services and grounds maintenance;

175.5.16 The Supplier CAFM System must have the functionality to update Work Orders remotely via digital electronic devices for real time updates;

175.5.17 Individually reference all Assets and have the capability to identify Assets in four (4) hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;

175.5.18 Having the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any the Buyer Premises. The Supplier shall take into account the appropriate data security considerations of how this information is stored and be aware of the National Protective Security Authority (NPSA) guidance;

175.5.19 Identify all Assets which are scheduled for maintenance or require attention due to malfunction on job sheets, using digital formats / forms wherever possible, with respect to type and accurate location;

175.5.20 Ensure that all PPM and reactive maintenance activities are managed, executed, and monitored through the CAFM system;

175.5.21 Capture all greenhouse gas emission and carbon net zero related data as it applies to the Buyer’s Assets and systems;

175.5.22 Operate in a way that integrates data with the Buyer’s IT systems, the CAFM system of an independent Helpdesk and / or assurance service Supplier where appropriate. Where this is a requirement, further information will be provided by the Buyer in the Call-Off Procedure;

175.5.23 Operate in a way that it enables the capture of third-party data where appropriate. Where this is a requirement, further information will be provided by the Buyer in the Call-Off Procedure;

175.5.24 Interact with the Buyer’s IT systems, an independent Helpdesk, assurance and / or performance partner where appropriate. In such a situation, the Supplier shall be required to use the Authority’s defined master data to report activities against. This will be defined by the Buyer in the Call-Off Procedure;

175.5.25 Record data which shall be aligned with the Buyer’s Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime and / or requirements specified by the Buyer in the Call-Off Procedure; and

175.5.26 Produce and maintain a Contract fixed Asset register in line with the Asset information requirements schedule as defined by the Buyer in the Call-Off Procedure. This shall be compiled from Condition Surveys, location surveys, schematic drawings, operating and maintenance manuals and all Asset register details entered into the CAFM system at the Buyer Premises.

175.6 The Supplier shall work with the Buyer to limit the requirement for further survey and Asset Verification in the event of the coming to an end of their Contract.

175.7 The Supplier shall create a measure within the CAFM system which allows the suspension of any reactive activity which results in a repair which cannot be completed due to lead times of Replacement Equipment or the need for the Buyer’s sanction of costs (e.g. automated delay request and authorisation process). The Supplier shall agree in advance with the Buyer the exact criteria for suspension.

175.8 At the end of the Contract, the Supplier shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a Construction Operations Building information Exchange. Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.

175.9 The Supplier shall ensure that the Asset tracking functionality shall operate in line with the Asset information requirements of the Buyer and have the capability to:

175.9.1 Provide various forms of information relating to Assets including location, warranty, parts and maintenance records;

175.9.2 Construction Operation Building information Exchange (COBie) sheets;

175.9.4 Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20, NRM3 and Uniclass 2015;

175.9.5 Provide the ability to record planned and reactive maintenance information to enable full visibility of an Asset’s service history;

175.9.6 Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;

175.9.7. Identify movement and tracking of Assets within existing or external systems;

175.9.8 Associate Assets to the Buyer’s staff departments or locations;

175.9.9 Associate Asset Contract for automatic issue of related Service Requests to maintaining third party Suppliers;

175.9.10 Provide an export capability of Asset data to third party applications using industry standard tools, for example an application programming interface (API) or through export to a suitable interoperable file format aligned to the information structure of COBie and the classification Standards of SFG20, NRM3 and Uniclass 2015;

175.9.11 Provide full Asset reporting for distribution to interested parties defined by the Buyer;

175.9.12 Utilise the NRM3 standard to classify the information;

175.9.15 Provide storage and maintenance of hazardous related data, for example asbestos;

175.9.16 Track the condition of the Buyer Premises including structure, fabric and mechanical elements;

175.9.17 Monitor building lifecycle costs and energy efficiency;

175.9.18 Provide status reports and updates on the level of statutory compliance at the Buyer Premises; and

175.9.19 Provide a repository for all the Buyer documents to include but not limited to Computer Aided Design (CAD) drawings, schematic drawings, photographs, Building Information Modeling (BIM) drawings, statutory certificates in various formats to include 2D, 3D and scanned documents.

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

175.10.1 Track costs through multi-level hierarchy of budgets, contracts and projects;

175.10.2 Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;

175.10.3 Provide details of spend for planned and reactive maintenance expenditure against specific Asset types and systems;

175.10.4 Capture all costs including direct labour, Sub-contractor labour, Replacement Equipment, materials and consumable costs associated with PPM and reactive maintenance Services;

175.10.5 Provide details of benchmarking data;

175.10.6 Discount purchase orders or individual line items;

175.10.7 Provide purchase order receipt acknowledgement;

175.10.8 Navigate, search and view all budget information;

175.10.9 Link trade rates to the contractual resource rates agreed with the Buyer;

175.10.10 Provide projects functionality which enables tracking of project spend, progress against the defined Royal Institute of British Architects (RIBA) outputs, key Milestone Dates and stakeholders;

175.10.11 Provide costs for all Billable Works, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the Buyer in the Call-Off Procedure;

175.10.12 Easily distribute information to stakeholders;

175.10.11 Ensure financial reports are available for ad-hoc reporting or scheduled generation basis;

175.10.12 Navigate data tree to ensure simple management and retrieval of all facilities information; and

175.10.13 Manage health and safety equipment and Service Requests.

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

175.11.1 Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure;

175.11.2 Ensure easy movement and tracking of Assets within the CAFM system;

175.11.3. Store all details of the Buyer Premises related documents including photographs, CAD plans, floor plans, external grounds drawings;

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

175.11.3.1 Health and safety documentation;

175.11.3.2 Written schemes of examination;

175.11.3.3 Written schemes of control;

175.11.3.4 Fire risk assessments;

175.11.3.5 Electrical testing data;

175.11.3.6 Asset data / registers;

175.11.3.7 Asset condition data;

175.11.3.8 PPM schedules;

175.11.3.9 Asbestos management plans;

175.11.3.10 COSHH risk assessments;

175.11.3.11 Energy performance / utility usage data;

175.11.3.12 Audit reports;

175.11.3.13 Asset data;

175.11.3.14 Insurance inspection records;

175.11.4.15 Water risk assessments;

175.11.3.16 Emergency isolation and utility metering data;

175.11.3.17 Security assignment instructions;

175.11.3.18 Business continuity and disaster recovery data; and

175.11.3.19 Emergency Out of Hours contact details.

175.11.4 Store all details of the Buyer’s Buyer Premises related properties including photographs, CAD plans, floor plans, external grounds drawings, facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;

175.11.5 Navigate the storage of the Buyer Premises contact information; and

175.11.6 Generate property management reports.

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

175.12.1 Report on Helpdesk performance management;

175.12.2 Report on levels of statutory compliance;

175.12.3 Automatically generate reports;

175.12.4 Provide direct email distribution to stakeholders;

175.12.5 Produce specific corporate reporting requirements;

175.12.6 Analyse data;

175.12.7 Provide extensive reports as standard;

175.12.8 Provide measured performance benchmarking; and

175.12.9 Provide cost control and monitoring.

175.13 The Supplier shall ensure that that in line with best practice, the CAFM system has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of service without degradation.

175.14 At the end of the Call-Off Contract Period, or in the event of termination of the Call Off Contract and for any reason, ownership of the Buyer’s data contained within the CAFM system shall remain with the Buyer.

# Work Package R: Helpdesk Services

**176. Service R.1 – Helpdesk Services**

176.1 The following requirements and Standards shall apply to this Service - SR1.

176.2 The Supplier shall provide a fully staffed, supervised Helpdesk Service linked to a commercially available CAFM system for all FM related Service Requests and fault reporting, twenty-four (24) hours per day 365 days per year. The Buyer and the Supplier shall agree a reporting function in relation to the Helpdesk requirements during the Mobilisation Period.

176.2.1 The Helpdesk will be the central point of contact for all Service Requests, including but not limited to;

* + - * Maintenance of Supplier Premises
			* Electrical and mechanical planned and reactive works
			* Internal and External Building Fabric Repairs
			* Grounds maintenance planned maintenance and reactive works
			* Pest control
			* Cleaning planned maintenance and reactive works
			* Waste disposal
			* Catering
			* Transport
			* Minor moves of furniture or office equipment
			* Porterage services

176.3 The Supplier shall:

176.3.1 Collaborate with the Buyer to create maintain and develop Services which Deliver a common user experience for all users of the Service;

176.3.2 Ensure that the Helpdesk operates as both a strategic management and quality monitoring tool is also the focus for all day-to-day operational activities across all aspects of the FM Services;

176.3.3 Ensure that the Helpdesk provides a telephone single point of contact (free of charge for the Buyer Staff, the Buyer Premises Occupants, and stakeholders from UK landlines);

176.3.4 Ensure continued Service delivery on site for all Services under its control during the core service hours (as agreed by the Buyer), and offsite for out of hours which for some areas can be a 24 hours per day, 365 days a year operation. The Supplier shall provide site cover for the Morriston site and reactive cover for all other Sites at all times;

176.3.5 Collaborate with the Buyer to ensure that the Helpdesk is used as a proactive mechanism to identify and address re-occurring issues; and

176.3.6 Ensure Helpdesk function has a power business information layer which will display a reporting function to be agreed with the Buyer.

176.4 The Supplier Helpdesk shall accept Service requests from all the Buyer’s staff, Buyer Premises occupants / users and stakeholders who are reporting faults or requesting provision of any in scope Services.

176.5 Where the Supplier Helpdesk receives Service requests for out-of-scope Services, the Supplier shall accept and forward the calls as appropriate (in line with Contract response and rectification times) and record details on the CAFM system. The cost of this service shall be included in the Charges. Further details of these Services shall be provided by the Buyer in the Call-Off Procedure.

176.6 The Supplier Helpdesk shall accept Service Requests raised by telephone calls, emails, and web portals.

176.7 The Supplier shall ensure that all Service Requests are logged on to the CAFM system without unnecessary delay, allocated a unique reference number and responded to as follows:

176.7.1 Telephone call requests answered within twenty (20) seconds and immediately logged;

176.7.2 Email requests within fifteen (15) minutes; and

176.7.3 Portal requests within fifteen (15) minutes.

176.8 The Supplier shall be responsible for the issue of an acknowledgment within fifteen (15) minutes of receipt and shall issue an update to the Buyer advising on the action to be taken within one (1) hour of the request being logged on the CAFM system or upon request.

176.9 If for any reason the Helpdesk response to a telephone request exceeds twenty (20) seconds before being answered by a Helpdesk operator, then the caller shall be made aware of where they are in the queue, approximately how long they will be required to wait.

176.10 The Supplier Helpdesk shall record details of the Service Request on the CAFM

 System, to include:

176.10.1 Name;

176.10.2 Contact details, to include telephone number, email address and work location;

176.10.3 Location of the Buyer Premises to which the request is related;

176.10.4 Nature of the request;

176.10.5 Date and time;

176.10.6 The actual response time as specified within the agreed;

176.10.7 A 'Unique Service Request' reference number;

176.10.8 Action taken; and

176.10.9 Details of progress throughout the Service Request management lifecycle.

176.11 Once agreed, no changes will be made to the platform without the Buyer consent through the agreed change control process. Further information will be provided by the Buyer in the Call-Off Procedure.

176.12 The Supplier shall ensure that the person who raised the task is updated regarding the status and progress of any open Service requests through each stage of the Process, including notifications of delays, closure or completion.

176.13 If there is a delay with the Supplier raising a Service Request due to a missed email or web portal, the Service Request will be raised at the time and date the original request was sent.

176.14 The Supplier shall ensure that where a Service Request is unlikely to be completed in accordance with the timeframes specified in the agreed KPI, they ensure they follow the extension request process (as outlined in Schedule 14 - KPIs and Payment – Extension Requests). The Supplier shall ensure that all revision to timeframes as agreed and authorised with the Buyer are recorded on the CAFM system.

176.15 The Supplier will notify a Buyer Authorised Representative of any incident raised which could have an impact on critical services and their delivery.

176.16 To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service Request failed to be completed within the agreed KPI on the CAFM system and issue daily reports to the Buyer. Further information will be provided by the Buyer in the Call-Off Procedure.

176.17 The Supplier shall:

176.17.1 Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM system;

176.17.2 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. Recordings to be made available to the Buyer upon request. Further details will be provided by the Buyer in the Call-Off Procedure;

176.17.3 Provide appropriate staff to ensure that the Helpdesk can operate within the requested performance parameters as agreed between the Buyer and the Supplier;

176.17.4 Ensure that all staff appointed to operate on the Helpdesk are capable of handling all faults and in scope Service Requests, irrespective of the time of the day;

176.17.5 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; and

176.17.6 Provide all staff appointed to operate on the Helpdesk with site specific training, including:

176.17.6.1 Training on the CAFM system package;

176.17.6.2 Customer Service skills;

176.17.6.3 Service call management;

176.17.6.4 Listening skills;

176.17.6.5 Escalation procedures;

176.17.6.6 The Buyer’s emergency procedures;

176.17.6.7 Training in respect of all operational areas of the Buyer Premises;

176.17.6.8 The Buyer’s SLA and expected response times; and

176.17.6.9 Estate wide site familiarization.

176.17.7 Ensure that all staff appointed to operate on the Helpdesk have the appropriate security clearance to work on the Buyer account.

176.18 The Supplier shall provide weekly reports to the Buyer detailing:

176.18.1   Helpdesk performance in terms of call answering times, Service Requests correctly routed, jobs closed off correctly and any service issues during the period;

176.18.2  Numbers of Service Requests, analysed by service type;

176.18.3   [Suppliers’](https://pfi.affinitext.com/viewer/book?id=58978&folder_id=22686) performance, showing number of jobs, percentage completed on time; and

176.18.4   Details of jobs not completed on time.

176.19 In addition to the weekly reports described above, the Supplier shall also provide Monthly, Quarterly, and Annual summaries. These summary reports shall include fault trend analysis.

# Work Package S: Management of Billable Works

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

177.1 The following requirements and Standards shall apply to this Service - SS1.

177.2 The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

177.2.1 The Supplier shall note that during the term of the Contract and at the discretion of the Buyer, the Supplier may be given the opportunity with reasonable notice to bid for Capital Expenditure projects work.  There is no guarantee nor commitment of this work and the Supplier will be invited to provide a quotation against a Statement of Work (SoW) issued by the Buyer. For the avoidance of doubt, the Buyer will clearly set out expectation of the project work that is to be undertaken via the SoW.  This will include detail around whether the project work must form part of ongoing Lifecycle Replacement and Asset Management programmes. The Supplier’s delivery of the Services shall be subject to the bid price as agreed by the Buyer and Supplier set out at tender stage.

177.3 The Supplier shall note and accept that the Buyer may appoint alternative suppliers to deliver any Billable Works outside of the Call-Off Contract procured either directly by the Buyer or via alternative CCS procurement solutions.

177.4 The Supplier shall work in partnership and co-operatively with the Buyer and any alternative supplier(s) during any billable work undertaken outside of the Call Off Contract.

177.4.1 This shall include ongoing Lifecycle Replacement and Asset Management programmes.

177.5 The Supplier shall be responsible for ensuring the resources required to successfully deliver and manage these Services are provided in accordance with the requirements of the Buyer as set out within the Buyer’s Billable Works data contained within **Annex B** - Service Deliverables Matrix. These shall include but not be limited to:

177.5.1 Billable Works Quantity Surveyor (QS) Personnel;

177.5.2 Billable Works Management Personnel; and

177.5.3 Billable Works Administrative Support Personnel.

177.6 Where the Buyer has for whatever reason aborted works being managed by the Supplier via the Billable Works process, the Supplier shall be permitted to recover costs for the work undertaken prior to the notification of the Buyer’s decision to abort the Billable Works. The Supplier shall be responsible for the provision of all data required to evidence its request for payment which shall be provided in writing to the Buyer within [5] Working Days of the occurrence. The Supplier shall ensure all details are recorded on the CAFM (or equivalent) system. The Buyer shall be the final arbiter on the level of repayment issued to the Supplier.

177.7 The Supplier shall recognise the Buyer’s option to introduce specific Billable Work related KPIs as part of its performance management solution. The Supplier shall be responsible for ensuring these are managed via the CAFM (or equivalent) system in accordance with the requirements detailed within Call-Off Schedule 5 – Pricing and Call-Off Schedule 14 - KPI and Payment. Further details of these requirements will be provided by the Buyer during the term of the Contract.

177.8 Where the Buyer opts for the Supplier to deliver Projects the Supplier shall manage the projects in accordance with the RIBA Plan 2013 (or subsequent updates). The costs for the management Services shall be as defined within the rates specified within the Supplier’s Framework Prices.

177.9 The Buyer shall be final the arbiter on whether Billable Works are classified as a project requiring the RIBA management approach.

177.10 The Supplier shall carry out Installation Works in accordance with any installation programme agreed by the Buyer and the Supplier.

177.11 The Installation Works shall be executed in the manner set out in the Call-Off Contract or, where not so set out, to the reasonable satisfaction of the Buyer, and all work on any Site shall be carried out in accordance with such reasonable directions as the Buyer may give.

177.12 The Buyer or an Authorised Representative shall have at all reasonable times and upon giving reasonable notice, the right to inspect the state and progress of the Installation Works and to ascertain whether they are being properly executed.

177.13 The Supplier shall carry out the testing and commissioning of the Installation Works in accordance with the testing and commissioning requirements of the Call-Off Schedule 13 Part B (Testing).

177.14 No rights of estoppel or waiver shall arise as a result of the acceptance by the Buyer of the Installation Works.

177.15 Throughout the Call-Off Contract Period, the Supplier shall be responsible for procuring and maintaining (at its own cost) at all times all licenses, Approvals and consents necessary to enable the Supplier and the Supplier Staff to carry out the Installation Works.