



Ministry  
of Justice



Crown  
Commercial  
Service

**VOLUME 3A: SERVICE SPECIFICATION**

FOR

**SOFT FM SERVICES**

**WORK PACKAGE C – SOFT FM NORTH**

Future Facilities Management Project

**CONTENTS**

<b>A. GENERAL REQUIREMENTS:</b>	<b>Page</b>
1. <a href="#">INTEGRATION</a>	6
2. <a href="#">HEALTH &amp; SAFETY</a>	7
3. <a href="#">MANAGEMENT SERVICES</a>	9
4. <a href="#">SERVICE DELIVERY PLANS</a>	10
5. <a href="#">FIRE SAFETY</a>	10
6. <a href="#">PERMIT TO WORK</a>	11
7. <a href="#">ACCESSIBILITY SERVICES</a>	13
8. <a href="#">RISK MANAGEMENT</a>	14
9. <a href="#">CUSTOMER SATISFACTION</a>	15
10. <a href="#">REPORTING</a>	16
11. <a href="#">PERFORMANCE SELF-MONITORING</a>	18
12. <a href="#">BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN</a>	19
13. <a href="#">QUALITY MANAGEMENT SYSTEM</a>	20
14. <a href="#">STAFF AND TRAINING</a>	22
15. <a href="#">SELECTION AND MANAGEMENT OF SUB-CONTRACTORS</a>	24
16. <a href="#">MOBILISATION</a>	25
18. <a href="#">SUSTAINABILITY</a>	31
19. <a href="#">EXIT AND TRANSFER</a>	32
25. <a href="#">SPARES AND CONSUMABLES (CC41A / G:22)</a>	33
30. <a href="#">FIRE DETECTION AND FIGHTING SYSTEMS (CC41E / G:11)</a>	34
44. <a href="#">CONTROL OF ASBESTOS (CE2M / G:09)</a>	35
<b>C. SERVICE:</b>	
49. <a href="#">INTERNAL PLANTING (CC123 / I:08)</a>	38
50. <a href="#">CUT FLOWERS AND CHRISTMAS TREES (CC124 / I:05)</a>	38
53. <a href="#">FURNITURE MANAGEMENT (CC37 / I:07)</a>	39

Future Facilities Management Project

**E. CATERING:**

57. <a href="#">CATERING GENERAL REQUIREMENTS (CD2N / E:02)</a>	42
60. <a href="#">RESIDENTIAL CATERING SERVICE (CD2K)</a>	43
61. <a href="#">DELI / COFFEE BAR (CD2E / E:07)</a>	43
62. <a href="#">EVENTS AND FUNCTIONS (CD2F / E:08)</a>	44
63. <a href="#">FULL SERVICE RESTAURANT (CD2G / E:09)</a>	44
64. <a href="#">HOSPITALITY AND MEETINGS (CD2M / E:10)</a>	45
65. <a href="#">OUTSIDE CATERING (CD2H / E:11)</a>	45
67. <a href="#">VENDING (FOOD AND BEVERAGES) (CD22 / E:13)</a>	45

**F. CLEANING:**

68. <a href="#">GENERAL CLEANING REQUIREMENTS (CC10J / B:02)</a>	47
69. <a href="#">BARRIER MATTING (CC10AC / B:04)</a>	49
70. <a href="#">CARPET CLEANING (CC10W / B:05)</a>	50
71. <a href="#">CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS (CC10C / B:03)</a>	50
72. <a href="#">DEEP CLEANING (CC10G / B:09)</a>	51
73. <a href="#">EXTERNAL CLEANING (CC10E / B:07)</a>	51
74. <a href="#">HOUSEKEEPING (CC10X / B:15)</a>	53
75. <a href="#">IT EQUIPMENT CLEANING (CC10Z / B:16)</a>	54
77. <a href="#">LINEN AND LAUNDRY (CC10M / B:15)</a>	54
78. <a href="#">PEST CONTROL (CC10N / B:18)</a>	55
79. <a href="#">REACTIVE CLEANING (CC10O / B:19)</a>	57
80. <a href="#">ROUTINE CLEANING (CC10Q / B:21 AND B:22)</a>	57
81. <a href="#">SPECIALIST ANTIQUE CLEANING (CC10AB / B:24)</a>	59
82. <a href="#">TELEPHONE SANITISATION (CC10AD / B:25)</a>	60
83. <a href="#">WINDOW CLEANING (EXTERNAL) (CC10U / B:27)</a>	60
84. <a href="#">WINDOW CLEANING (INTERNAL) (CC10V / B:28)</a>	60

**G. GENERIC SERVICES:**

89. <a href="#">COURIER BOOKING AND EXTERNAL DISTRIBUTION (CD4 / J:06)</a>	62
90. <a href="#">DRIVER SERVICE (CE2V / J:08)</a>	63
91. <a href="#">FIRST AID AND MEDICAL SERVICES (CE2W / J:09)</a>	63

Future Facilities Management Project	
92. <a href="#">FLAG FLYING SERVICE (CE2P / J:10)</a>	63
93. <a href="#">STATUTORY INSPECTIONS, COMPLIANCE PLANS, AUDITS &amp; RISK ASSESSMENTS (CE2X / J:26)</a>	64
94. <a href="#">INTERNAL MESSENGER SERVICE (CD521 / J:11)</a>	65
95. <a href="#">JOURNAL, MAGAZINE AND NEWSPAPER SUPPLY (CD522 / J:12)</a>	65
96. <a href="#">MAIL ROOM EQUIPMENT MAINTENANCE (CC41R / J:14)</a>	65
97. <a href="#">MAIL SERVICES (CD524 / J:15)</a>	65
98. <a href="#">MANAGEMENT OF VISITORS AND PASSES (CD525 / J:16)</a>	67
99. <a href="#">MOVE AND SPACE MANAGEMENT – INTERNAL MOVES (CC7A / J:17)</a>	67
100. <a href="#">OFFICE MACHINERY SERVICING AND MAINTENANCE (CC415 / J:18)</a>	68
101. <a href="#">PORTERAGE (CD523 / J:20)</a>	68
102. <a href="#">RECEPTION SERVICE AND CONCIERGE FUNCTION (CD3 / J:21)</a>	69
103. <a href="#">REPROGRAPHICS SERVICE (CD61 / J:22)</a>	73
104. <a href="#">SPACE MANAGEMENT (CE2Q / J:23)</a>	73
105. <a href="#">SPORTS AND LEISURE (CE2R / J:24)</a>	79
106. <a href="#">STATIONERY SUPPLY (CE2S / J:25)</a>	79
107. <a href="#">TAXI BOOKING SERVICE (CD81 / J:28)</a>	80
108. <a href="#">VOICE ANNOUNCEMENT SYSTEM OPERATION AND MAINTENANCE (CE20 / J:29)</a>	80
<b><u>H. SECURITY:</u></b>	
109. <a href="#">ADDITIONAL SECURITY SERVICES (CC9A / D:05)</a>	81
110. <a href="#">CCTV ALARM / MONITORING (CC9B / D:06)</a>	81
111. <a href="#">CONTROL OF ACCESS AND SECURITY PASSES (CC9D / D:08)</a>	83
112. <a href="#">EMERGENCY RESPONSE (CC9E / D:09)</a>	84
113. <a href="#">ENHANCED SECURITY REQUIREMENTS (CC9F / D:10)</a>	85
114. <a href="#">(MANNED) GUARDING SERVICE (CC9G / D:11)</a>	86
114A – <a href="#">WAKING NIGHT COVER</a>	90
115. <a href="#">KEY HOLDING (CC9F / D:12)</a>	97
116. <a href="#">LOCK UP / OPEN UP OF AFFECTED PROPERTY (CC91 / D:13)</a>	97
117. <a href="#">PATROLS (FIXED OR STATIC GUARDING) (CC9J / D:14)</a>	98
118. <a href="#">PATROLS (MOBILE VIA A SPECIFIC VISITING VEHICLE) (CC9K / D:15)</a>	99
119. <a href="#">REACTIVE GUARDING (CC9L / D:16)</a>	100

Future Facilities Management Project

**I. WASTE MANAGEMENT:**

120.	<a href="#">CLASSIFIED WASTE (CC113 / C:04)</a>	101
121.	<a href="#">GENERAL WASTE (CC111 / C:05)</a>	102
122.	<a href="#">RECYCLED WASTE (CC115 / C:07)</a>	105
123.	<a href="#">SPECIAL OR HAZARDOUS WASTE (CC112 / C:09)</a>	107

**J. HELPDESK AND CAFM:**

124.	<a href="#">HELPDESK</a>	110
125.	<a href="#">CAFM</a>	111

**ANNEX A - GLOSSARY OF DEFINED TERMS**

**ANNEX B – SUSTAINABILITY REQUIREMENTS**

**ANNEX C – CHECKLISTS**

**ANNEX D – AUTHORITY RISK MATRIX 5X5**

**ANNEX E – WELSH LANGUAGE REQUIREMENTS**

**ANNEX F – SUPPLIER SYSTEMS AND CAFM AND REPORTING REQUIREMENTS**

**ANNEX G – APPROVED PREMISES SPECIFIC REQUIREMENTS**

**ANNEX H – RESPONSE AND RECTIFICATION TIMES**

**ANNEX I – AUTHORITY PPM STANDARD – SPECIFICATION A**

**ANNEX J – CCS FM SERVICE STANDARDS**

**ANNEX K – SERVICE DATA MATRIX**

**ANNEX L – AUTHORITY ASSET HIERARCHY**

**ANNEX M – POLICIES**

**ANNEX N – CODE OF CONDUCT**

**ANNEX O – WASTE DATA COLLECTION TEMPLATE**

## **PART A: GENERAL REQUIREMENTS**

### **1 INTEGRATION**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 1.1 The Supplier shall provide an integrated service across a range of disciplines.
- 1.2 The Supplier shall ensure a seamless and coordinated delivery of the required Services, taking advantage of synergies between different Services and the benefits that integration will bring. Hard Services, Soft Services and the Integrator, although working off three separate contracts, are to co-ordinate Services to the Affected Properties to ensure Services are delivered efficiently and effectively.
- 1.3 The Supplier shall focus on cross / multi-skilling of Supplier Personnel to allow for efficiencies when delivering the required Services.
- 1.4 The Supplier shall be alert to and provide the benefits of working together between the various Services being delivered to the Authority, and provide the most advantageous options, in relation to the deployment of Supplier Personnel, to deliver the required Services in the most efficient, cost effective and sensible manner.
- 1.5 The Supplier shall deliver the contracted service but also work closely with other delivery partners i.e. but not limited to, Hard Service Supplier and the Integrator where the work is more complex or due to the nature requires multiple providers to work with one another in delivery of the service.
- 1.6 The Supplier shall integrate the supply chain as and when required, ensuring that each member of the supply chain fully understands the deliverables of the Contract to ensure a single solution is provided to the Authority. This will require the Supplier to enter into arrangements with their Supply Chain ensuring contract requirements are delegated down and met throughout by those delivering the service in accordance with the NEC3 Contract clause 91.2.
- 1.7 The Supplier shall deal with persistent non-delivery of the Services by members of its supply chain (both internal and external). In instances where a supply chain partner or the Supplier's Sub-Contractor's performance breaches the Service Level Agreement (SLA) the Authority retains the right to instruct that the Sub-Contractor is replaced and the Supplier is required to comply with that instruction at no additional cost or impact on the service delivery. The Supplier is to act proactively to avoid the Authority having to instruct removal of any supply chain partner.
- 1.8 The Supplier shall deal with dispute resolution within its supply chain (both internal and external).

Future Facilities Management Project

**2 HEALTH AND SAFETY**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 2.1 The Supplier is required to be competent on all related Health and Safety matters to ensure the Services are delivered in full compliance with legal, statutory obligations and Approved Code of Practices (ACOPs). The Supplier must be able to provide professional advice to their own staff, Sub-Contractors and to the client where required.
- 2.2 The Services shall be limited to Affected Property and Facilities Management (FM) issues. The Supplier shall notify the Authority in writing of any potential implications of not implementing the recommendations of any advice given.
- 2.3 The Supplier shall provide a single point of contact for professional advice pertaining to Health and Safety matters as they relate to the delivery of the Services and management at each Affected Property.
- 2.4 The Supplier shall be required to 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 professionally recognised organisation. The 'Health and Safety expert' must also be able to demonstrate relevant competence across the full scope of Health and Safety responsibilities.
- 2.5 The Supplier will protect staff, customers and members of the public at all Affected Properties. This will be through statutory compliance with all relevant legal obligations and Authority Policies relevant to the particular activities and works undertaken at an Affected Property delivered as part of the Contract. The Supplier must utilise their Health and Safety expertise (in accordance with 2.4 above) to approve, manage and audit all their and any Sub-Contractors Risk Assessments and Method Statements to ensure these are suitable and sufficient to manage all activities and works undertaken as part of the Contract. Supplier expertise will be required to support any investigation into breaches of statutory compliance or failure to follow Risk Assessments, Method Statements or Safe Systems of Work. Supplier expertise will also be required to provide lessons learnt and change processes to prevent any re-occurrences. Such lessons learnt shall be shared and communicated to the Authority within five (5) working days.
- 2.6 The Supplier will be responsible, in conjunction with the Authority Representatives, for inputting relevant knowledge and data into the combined completion of the Authority's Health and Safety Annual Risk Assessments at each Affected Property. The Supplier will be responsible for undertaking any actions arising from these reports within the timeframes agreed with the Authority, including in year reviews to ensure they remain fit for purpose. The Supplier will ensure the action logs are updated and both the reports and logs are available for the Authority inspection and are uploaded to both the Supplier and Integrator Computer Aided Facilities Management (CAFM) system within four (4) working days on an individual Affected Property basis.
  - 2.6.1 In relation to the updating of action plans this shall be included within the Lump Sum. In relation to activities arising the Comprehensive Liability Threshold will

Future Facilities Management Project

apply. Costs above the Comprehensive Liability Threshold will be subject to the New Works process.

- 2.7 In addition to compliance and adherence with all the Authority's Policies, as provided at tender and also covering any and all amendments and updates to the Authority's Policies during the life of the Contract, the Supplier is required to hold, or be working towards obtaining the following:
- ISO 9000 Quality;
  - ISO 11000 Collaborative Business Relationships;
  - ISO 14000 Environmental;
  - ISO 17000 Conformity;
  - ISO 31000- Risk Management; and,
  - BS OHAS 18001 Health and Safety (with the requirement to obtain ISO 45001:2016 once this replaces 18001).
- 2.8 The Supplier is to provide an action plan with timescales of progress towards these accreditations.
- 2.9 All Supplier operatives and sub-contracted staff must sign-in to the Site Log Book when attending the Affected Property and must read the section highlighting known building hazards. By signing in, the operative is declaring that they have made themselves aware of the known building hazards before any work commences. No work must commence until staff have signed in and properly assessed any risk related to the building and the impact on their proposed work. The Hard Services Supplier will be responsible for the creation, data gathering and on site provision of the Affected Properties Site Log Book during Mobilisation. The Site Log Book is to be the central control document for the Person in Charge (PiC) of the premises. It also serves as a hard copy record of information held on site and will supplement the Supplier and Integrator CAFM systems where all electronic documentation will be held.
- 2.10 The Supplier will be required to sign into the Site Log Book and make themselves aware of the hazards and to populate those sections pertinent to Soft Services. The Supplier and Hard Services Supplier must therefore have processes to ensure the Site Log Book is populated and available at all times for this purpose
- 2.11 The Log book shall include as a minimum the following sections and information:
- 2.11.1 **Suppliers' Instruction Sheet** - Statement to all visiting Supplier staff and Sub-Contractors that they must sign into and make themselves aware of all the key Health and Safety information for the site including the site asbestos management plan, asbestos register and hazard checklist (Annex Cc).
- 2.11.2 **Section one** - Health and Safety Information for contractors and the PiC of premises. This section should include but not be limited to the following information:
- Hazard and Controls Register and location plans for the site;
  - Record of Sub-Contractor attendance on site;
  - Asbestos Register and associated drawings;
  - Isolation points for gas, water, electricity and vent plant shut down;
  - Permit to Work guidance and checklist;
  - Risk assessment summary; and,

Future Facilities Management Project

- Job Specific Risk Assessments, Safe Systems of Work, Safety Method Statements and Permits to Work where provided by the Supplier.

2.11.3 **Section two - Building Information.** This section should include but not be limited to the following information:

- All relevant certificates or records of maintenance are to be filed as listed in the index; and
- All relevant operating and maintenance information is to be filed as listed in the index.

2.11.4 **Section three - Fire Safety.** This section should include but not be limited to any relevant information on fire safety.

2.11.5 **Section four - Compliance Drawings.** This section should include but not be limited to any relevant drawings or schematics of the site.

2.11.6 **Section five - Information and Guidance for the PiC.** This section should include but not be limited to the following information:

- Office Maintenance Plan; and
- The cleaning schedule or service charter as appropriate.

2.11.7 **Section six – Environment.** This section should include but not limited to information about waste management and recycling.

2.12 The Supplier shall carry out Risk Assessments and provide advice in relation to Display Screen Equipment Risk Assessments for Authority personnel (including pregnant worker assessments and young person's assessments).

### 3 MANAGEMENT SERVICES

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

3.1 The Supplier shall ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Supplier Personnel for the duration of the Contract.

3.2 The Supplier shall develop and maintain appropriate management and staffing levels for the delivery of the Services as documented in the Service Delivery Plan within the CCS FM Service Standards (Annex J). All staff should have the necessary competence and capability to undertake the work they have been assigned. This should be tested on a regular basis by the Supplier and evidence of Supplier competence testing should be uploaded to the CAFM and Integrator systems. Details of workforce competency shall be logged on the Supplier CAFM and also uploaded to the Integrator's system.

3.3 The Supplier shall develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are delivered to the required CCS FM Service Standards (Annex J). The Supplier shall follow these Standards at all times.

#### Future Facilities Management Project

- 3.4 The Supplier shall inform the Authority of any changes to the management structure no less than three (3) months in advance of any planned departure or change, responsibilities, lines of communication and any new working practices and/or service delivery timings. Replacement staff shall be of the same or greater level of experience and competency than those they replace. The calibre of the Supplier's management team is to be maintained or improved throughout the Contract.

### **4 SERVICE DELIVERY PLANS**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 4.1 The Supplier shall prepare a Service Delivery Plan, following Specific, Measurable, Action-oriented, Realistic and Times (SMART) principles, for each of the Authority's requirements, describing its approach to providing the required Services as per the required CCS FM Service Standards (Annex J). This plan should outline as minimum specific services to be delivered, resources required, personnel involved and timeframes.

### **5 FIRE SAFETY**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 5.1 The Supplier shall provide support and guidance related to the Services they provide to the Affected Property pertinent to fire safety, for example, but not limited to COSHH, to assist the Integrator in the production of Fire Risk Assessments and Fire Safety Plans. The Supplier as an in-scope service shall then take responsibility for completing actions they are responsible for within the timeframe indicated within the Fire Risk Assessment and reporting this to the Integrator when issued with the Fire Risk Assessment.
- 5.2 The Supplier shall be required to provide information, Risk Assessments and records to assist the Authority and the Integrator in the compilation of the relevant Fire Risk Assessments, Fire Safety Plans, and to support assurance statements or when requested to do so during any inspections or investigations relating to compliance at each Affected Property occupied by the Authority.
- 5.3 The Security team will provide support to or fulfil the role of Fire and Incident Control Officer within Affected Properties where Manned Guarding is included. This Service comprises the monitoring, weekly audibility test and emergency response to the operation of the fire alarm and emergency evacuation /invacuation procedures.
- 5.4 The Supplier will deliver services in line with the Authority's Fire Policies pertinent to the Affected Property.

Future Facilities Management Project

**6 PERMIT TO WORK**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 6.1 The Supplier shall be responsible for issuing and managing all Permits to Work, including Hot works permits for each Affected Property as required by the Authority. The Supplier will be responsible for ensuring the works are undertaken safely and in accordance with the permit and the Method Statements and Risk Assessments and that all works are in compliance with all statutory, mandatory or industry standards covering the activity.
- 6.2 The Service shall also include the management and compliance with Business Unit specific access control requirements.
- 6.3 The Supplier shall be required to manage all third-party consents as part of this process before commencement of works or Services. The Supplier shall liaise with the Integrator Helpdesk and any estates management Supplier Project Sponsor/Technical Advisory Team in order to comply with any third-party requirements of Permits to Work. All Permits to Work shall be supported by suitable and sufficient Risk Assessments and Method Statements for undertaking the work.
- 6.4 The Supplier shall be responsible for the setting-up and 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 Personnel who are undertaking work at the Affected Properties consult the asbestos register and sign to indicate that this has been carried out.
- 6.5 The Supplier shall operate the Permit to Work system through the Supplier CAFM System and upload records the Integrator CAFM system together with filing all copies of all Permits to Work into the Site log book. The Supplier shall ensure that the timing for the work is agreed with the Authority.
- 6.6 During Mobilisation, the Supplier is to produce Risk Assessments and Method Statements for all Planned Maintenance Activity and ensure these are available on the Integrator System prior to service commencement.
- 6.7 The Supplier shall contact the Authority PiC to show that the Permit to Work has been received and all the relevant parties are aware of the programmed work or Service and the timescales for delivery.
- 6.8 **Risk Assessment:**
  - a) The Supplier must have a Risk Assessment and safe systems of work for each job the Supplier carries out.
  - b) Upon request the Supplier must show and explain their written safe systems of work to the Authority's PiC of the Affected Premises, Authority Client Unit staff, Union Representatives or Consultants.
  - c) If the work changes, the Supplier's Representative must stop and review the Risk Assessment.

Future Facilities Management Project

- 6.9 The Supplier must complete the Permit to Work Record (Appendix Ca) to log each Permit to Work issued at the Affected Property. The Supplier must ensure each completed permit to work and Hot Work Checklist (Appendix Cb) are filed in the site log book and uploaded onto the Supplier and Integrator CAFM system.
- 6.10 As a Supplier or Sub-Contractor working at an Affected Property, the Supplier is responsible for issuing, authorising, operating and supervising a Permit to Work system for the work listed below:
- Hot work, including completion of the Hot Work Checklist (Appendix Cb)
  - Confined space working;
  - Working on or near high voltage services;
  - Any temporary disconnection of safety systems, e.g. fire warning systems or emergency lighting; and
  - Working at height (including adjacent to changes of levels and light wells where a fall is possible).
- 6.11 The PiC does not authorise the Health and Safety aspects of the Permit to Work.
- 6.12 The PiC may impose a permit to access for working in restricted areas such as security rooms.
- 6.13 The Supplier is required to ensure their Representative issuing, authorising and supervising permits must be competent to do so. Each Permit to Work must show, in writing, the:
- Name of the person who issues and authorises the Permit to Work;
  - Location of the work;
  - Specific identified hazards and risks;
  - Necessary precautions e.g. isolation, air testing, emergency arrangements;
  - Equipment that will be used to carry out work and if required the proposed method and location of safe storage of the equipment;
  - Names of the operatives who will do the work and who is in charge;
  - Times and dates during which the Permit to Work will operate;
  - How the work will be monitored to ensure that the safety method statement is followed; and,
  - Records of final inspections.
- 6.14 Additional instructions apply to Hot work and excavations - For Hot works the Supplier must ensure the Permit to Work confirms the following:
- a) Hot work is necessary because there is no practical alternative method of completing the job;
  - b) The location has been examined and all combustible substances in and around the working space have been identified (including any that may be concealed e.g. within walls and cladding);
  - c) All fire alarm/fire detection or fire suppression systems (sprinkler or gas) are operational. Note: Where any fire detection or suppression system has been temporarily deactivated for the purposes of carrying out Hot works, alternative warning arrangements must be in place and communicated to all persons within the Affected Property. All systems must be reinstated as soon as practically possible;

#### Future Facilities Management Project

- d) The Supplier is to ensure there are Competent Person(s) appointed to act as firefighting marshal(s) and have suitable and adequate means of firefighting readily available;
  - e) The Supplier is required to ensure arrangements are in place to thoroughly examine the location and surrounding area where the Hot works have taken place, on completion of the works;
  - f) The location and surrounding area where the Hot works have taken place will be checked and monitored by the Supplier for at least two (2) hours after the work has been completed. Note: The opening hours of the premises must be taken into account when planning work so that two (2) hours of monitoring can take place;
  - g) If in exceptional circumstances it is required to store transportable cylinders on site for the duration of the works the total numbers of cylinders and quantity of gas must be kept to a minimum. The transportable cylinders must be stored externally in a well-ventilated, secure enclosure; and
  - h) The Supplier is required to provide confirmation to the PiC when the work is completed and control of the area handed over to the PiC. Note: The PiC may agree to carry out the two (2) hour monitoring provided that clear instructions are given and that the monitoring may be carried out without placing the PiC at risk from additional hazards e.g. work at height.
- 6.15 There may be occasions when the work that is being undertaken by the Supplier is hindering the Authority's operation and the Supplier may be asked by the Authority to cease that operation or leave site until the visit can be rearranged.
- 6.16 Within the Authority's Leasehold buildings, the terms of the lease will always supersede the requirements as set out above, in relation to Permits to Work. Where a Landlord operates a Supplier Access or Permit to Work system the Supplier will be required to operate and comply with that process or system. The Supplier will need to agree with the Authority as to what other aspects of this contractual requirement will be needed in addition to the Landlord's requirements.

## 7 ACCESSIBILITY SERVICES

### **The costs associated with the delivery of this specification are within the Lump Sum Price with actions arising included within the New Works Process.**

- 7.1 The Supplier shall provide advice relating to the Equality Act 2010 including but not limited to Health and Safety matters.
- 7.2 The Supplier shall manage the procurement of specialist furniture and equipment (not Information Technology (IT) equipment) with the management included within the Lump Sum Price but the actual products on an Elective basis and follow the New Works Process.
- 7.3 The Supplier shall ensure continuous interactions with the Authority's staff and stakeholders, including any Disability Advisor and the Occupational Health and Safety representatives.
- 7.4 The Supplier shall provide advice on further special needs issues including but not limited to technical problem-solving regarding access and signage.

#### Future Facilities Management Project

- 7.5 The Supplier shall 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 Authority of any investment that shall be made to improve the Affected Property. This includes but is not limited to access and egress for use of those with disabilities and to comply with the Equality Act 2010.
- 7.6 The Supplier shall manage the supply of furniture for those with accessibility needs, including but not limited to orthopaedic chairs.
- 7.7 The Supplier shall procure furniture only with the sanction of the Authority and shall use pan-Government contracts approved by the Authority. The Supplier shall be invited to review the use of such contracts for furniture procurement and to make proposals for alternative procurement routes if these can be demonstrated to provide value for money.
- 7.8 The Supplier when requested will provide qualified resources to undertake any specific Accessibility Audits to assess the compliance of Affected Properties against the Equality Act 2010 or later revisions or replacement acts. Formats for these audits will be agreed with the Authority prior to this work taking place and will include prioritised recommendations for adaptations required to meet compliance. Works arising from these Risk Assessments will be undertaken under the New Works Process.

## 8 RISK MANAGEMENT

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 8.1 In conjunction with the Authority, the Supplier shall construct a contract-wide risk register for the management of risks which should also follow the NEC3 Early Warning Notice (NEC3 EWN) procedure for management of risk. The risk register will be constructed so that it is filterable to allow for separation of registers to cover each Business Unit as well as Affected Property listed within the Service Data Matrix (Annex K). The Supplier shall have sole responsibility for the drafting and updating of the risk register on a Quarterly basis. The layout and content of the Risk Register to be agreed with the Authority during Mobilisation.
- 8.2 The risks that the Supplier will monitor shall include (but not be limited to) contract risks, maintenance risks, operational service risks, service continuity risks, Supplier management and staffing risks.
- 8.3 The Supplier shall also be required, as indicated, to operate Business Unit specific risk management systems including the drafting and updating of such systems. The Supplier Risk Log will use the Authority's Standard 5 x 5 Risk Assessment Matrix (Annex D) where the Supplier shall report any risk with a score of 15 or over to the Authority immediately, via the NEC3 EWN process.

## Future Facilities Management Project

- 8.4 The Supplier shall include all risks as identified within the Forward Maintenance Plan, Asset Surveys and all other sources of information available as part of the management of services onsite to include all risks appropriately rated for each Affected Property to allow the Authority to understand the potential risks at each Affected Property. The risk register is to be uploaded to both the Supplier and Integrator CAFM systems to allow the Integrator to consolidate this information for the Authority.

## 9 CUSTOMER SATISFACTION

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 9.1 The Supplier shall ensure that they have processes in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Contract Term.
- 9.2 The Authority places considerable importance on customer satisfaction and the handling of complaints, service failures and works recalls. The Supplier shall ensure that they have in place processes for managing customer satisfaction, ensuring satisfactory customer service is provided to the Authority, Building Users, all stakeholders and customers at all times.
- 9.3 The Supplier shall ensure that they administer the formal process for handling service failures, complaints and works as developed with the Authority and Integrator during Mobilisation.
- 9.4 **Customer Satisfaction Surveys**
- 9.4.1 The Supplier shall conduct customer satisfaction surveys as part of their ongoing commitment to continuous improvement and performance management (in addition to the requirements of Framework Schedule 12 (Value for Money)). The Authority intends to apply the standard approach to the Net Promoter Score whereby:

The NPS Calculation

Calculate your NPS using the answer to a key question, using a 0-10 scale: How likely is it that you would recommend [brand] to a friend or colleague?

Respondents are grouped as follows:

- Promoters (score 9-10) are loyal enthusiasts who will refer others.
- Passives (score 7-8) are satisfied but unenthusiastic customers.
- Detractors (score 0-6) are unhappy customers who can damage your brand through negative word-of-mouth.

Subtracting the percentage of Detractors from the percentage of Promoters yields the Net Promoter Score, which can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter).

## Future Facilities Management Project

- 9.4.2 The Integrator will be sending surveys to end users in relation to a percentage (c30%) of closed service requests at the point that these are indicated as completed by the Supplier; within the survey will be the Net Promoter Score question as above. The Authority would encourage the Supplier to work with both the Authority and the Integrator to develop a mature approach to reviewing, analysing and acting on service feedback during mobilisation.
- 9.4.3 The Supplier's Service Delivery Plans shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including but not limited to:
- Survey method / medium (on line, paper based etc.);
  - Approach to maximising survey responses;
  - Sample / draft questionnaire; and
  - Approach to the analysis of results.
- 9.4.4 Where the Customer Satisfaction survey results are of a score less than the agreed satisfaction level as detailed in the percentage scores required within the Key Performance Indicators, the Supplier shall investigate the cause of the dissatisfaction and produce an action plan to address the root cause of customer dissatisfaction, and where appropriate carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.

## 10 REPORTING

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 10.1 The Supplier shall ensure that all data including certification, test results and associated Meta-Data used to generate reports is held within or is accessible by the Supplier CAFM System and uploaded to the Integrator on a timely basis and in accordance with the requirements as set out in the Supplier Systems and CAFM and Reporting Requirements (Annex F). The Supplier must operate a quality assurance process to ensure that all data loaded into Supplier systems and transferred to the Integrator, is accurate. Records of quality assurance checks and data validation must be maintained by the Supplier and the records should be available on request and prior to assurance audits.
- 10.2 The Supplier shall ensure that the format, standard and frequency of reporting is developed and agreed with the Authority and delivered in accordance with their requirements including those relating to the role of the Integrator. Suppliers are required to ensure that in developing their reporting solution, they take account of and meet the requirements of working with the Integrator as set out in the Supplier Systems and CAFM and Reporting Requirements (Annex F).
- 10.3 The Supplier shall ensure that the information required to report against its agreed Key Performance Indicators (KPIs) is contained and maintained accurately at all times within the CAFM System and uploaded to the Integrator's CAFM system. The Authority have established the Integrator's CAFM system as the 'one version of the truth' for Management Information reports. The Supplier will provide all the necessary interfaces and updates directly through the Integrator's CAFM system, user interface or an automated interface. KPIs will be measured based on the information on the Integrator's CAFM system alone.
- 10.4 **Reporting Types**

Future Facilities Management Project

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

- Industry-standard FM reports; and
- Performance measurement and statistical reporting.

10.5 The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being delivered including but not limited to:

a) Expert analysis reports;

i) The Supplier shall compile and analyse a suite of specific reports, to be agreed with the Authority and Integrator during the Mobilisation Period, in support of the Authority's performance measurement and management of the Services. The Supplier shall interpret the reports and provide a written commentary of its expert analysis, as specified by the Authority;

b) Ad hoc reporting requirements;

i) The Authority may request the Supplier to create and generate ad hoc reports on its behalf;

ii) Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Authority; and

iii) The Authority is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Authority's Affected Property on an urgent basis. The Supplier shall comply with any such reasonable request in the event information is required under these circumstances;

c) Self-service reporting capability;

i) The Supplier shall provide the Authority and Integrator with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the Authority;

d) Performance measurement and reporting;

i) The Supplier shall report on the Supplier's own performance against the agreed Service Levels and other measures reasonably requested by the Authority. These reports shall include, but not be limited to, summaries at region, business and service level, as appropriate, for the following:

- Achievement against SLAs;
- Reasons for failure to meet any SLAs;
- Performance failures accruing as a result of failure to meet SLAs;
- Progress on outstanding actions; and
- Details of actions plans for the following Month which will be reviewed to check progress and track actions carried out to completion. The Authority shall not unreasonably withhold or delay agreement of these action plans with the Supplier;

ii) The Supplier shall ensure that the CAFM System has the reporting functionality to report against their contractual performance measures that will be agreed between the Contracting Authority, Integrator and the Supplier;

10.6 Supplier performance measurement and reporting. The Supplier shall report against its performance through:

Future Facilities Management Project

- (a) Collection of performance Data and associated information;
    - i) The Supplier shall be required to input performance Data relating to its KPIs into the CAFM System and uploaded in real time to the Integrator system. The Supplier shall collate the Data required to calculate its performance against the obligations in the Supplier Performance Mechanism and transfer this information to the Integrator and Authority. The Integrator Supplier will validate and assure the completeness and accuracy of the reported data for the Authority;
  - (b) Calculation of Supplier performance results against Response and Rectification Times (Annex H) in the Supplier Performance Mechanism;
    - i) The Integrator shall measure the Supplier's performance each Month against each of their KPIs and calculate Payment Mechanism scores in accordance with its Supplier Performance Mechanism;
  - (c) Reporting Supplier Performance Data and associated information;
    - i) The Supplier shall include as a minimum, a report to the Authority, on a Monthly basis, in a format to be specified by the Authority and agreed by the Supplier, during the Mobilisation Period;
    - ii) The Supplier shall provide a quarterly report to the Authority and Integrator detailing the performance scores and associated deductions calculated; and
    - iii) The Supplier shall provide a reconciliation report to the Authority and Integrator within seven calendar days following the end of each Quarter.
  - (d) Statistical information reporting;
    - i) The Supplier shall provide Monthly Comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including, but not limited to:
      - Inbound volume, by type and region;
      - Completed Service Requests, by inbound channel;
      - Average and maximum call waiting times;
      - Average inbound call duration;
      - Volume of duplicate Service Requests;
      - Total outbound calls;
      - Benchmarking; and
      - Volume of requests originated by the Supplier;
- 10.6 The Supplier shall provide the Authority and Integrator with any required reports, written information or statistical information in relation to the Services against all Data held within the CAFM System in response to reasonable ad hoc requests from the Authority.

## 11 PERFORMANCE SELF-MONITORING

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 11.1 The Supplier is required to undertake a performance self-monitoring regime to be defined by the Authority.
- 11.2 Within this, the Supplier is required to:

#### Future Facilities Management Project

- (a) Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
  - (b) Monitor the performance of the Services and produce Monthly performance reports for the Authority; and
  - (c) Maintain a Management Information System (MIS) to analyse information in Real Time on the performance of each required Service. It shall be capable of monitoring Real Time reporting performance against defined performance requirements.
- 11.3 The Management Information System utilised by the Supplier shall, at all times throughout the period of the Contract, be capable of monitoring performance of services and interfacing with the Integrator's systems, notwithstanding any changes in work practices, technology and agreed performance standards.

## **12 BUSINESS CONTINUITY AND DISASTER RECOVERY (BCDR) PLAN**

### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 12.1 The Supplier shall have its own BCDR Plan to ensure that it can continue to deliver the Services at each Affected Property and it will support the development, execution and testing of the Authority's BCDR plans. The Authority's BCDR plan will be tested twice yearly and the Supplier shall fully participate in these tests.
- 12.2 The Supplier shall notify the Authority or its representatives as soon as it becomes aware of a disaster event or a likely disaster event and shall collaborate with the Authority to ensure that the BCDR Plan interface seamlessly supports the Authority's Core Business.
- 12.3 The Supplier shall liaise with the Authority or its representatives to ensure that appropriate communication lines are maintained.
- 12.4 At the request of the Authority, the Supplier shall assist in testing the Authority's BCDR Plan at intervals to be agreed by the Parties. The Supplier's BCDR Plan shall detail the processes and arrangements which the Supplier shall implement and the procedures which the Supplier shall follow in respect of the Services throughout the duration of the Contract.
- 12.5 The Supplier shall ensure that its BCDR Plan addresses the loss of or disruption to all energy supplies and shall ensure that these have been reviewed and tested to a programme agreed with the Authority.
- 12.6 The Supplier shall ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Authority or its representatives of all scheduled interruptions to any energy supply if it may affect the Authority's operations.

#### Future Facilities Management Project

- 12.7 The Supplier's BCDR Plan shall include but not be limited to an approach to business continuity and disaster planning that addresses:
- Loss of access to the Affected Property;
  - Loss of utilities to the Affected Property;
  - Loss of the Supplier's Helpdesk or CAFM system;
  - Loss of subcontractor;
  - Emergency notification & escalation process;
  - Contact lists;
  - Staff training and awareness;
  - BCDR Plan testing; and
  - Post implementation review process.
- 12.8 The Supplier shall coordinate the BCDR Plan with the Authority and utilities providers.
- 12.9 The Supplier shall provide a draft of its BCDR plan as part of the tender response requirements and its final BCDR Plan within sixty (60) Working Days following the Service Commencement Date. The BCDR Plan shall be updated annually thereafter or after significant findings arising from BCDR testing.
- 12.10 The BCDR Plan for each of the Services and for the individual Affected Property will be provided to the Integrator within sixty (60) Working Days following the Service Commencement Date.
- 12.11 The Authority may require the provision of professional advice in relation to its own BCDR Plan including but not limited to safe evacuation of premises during an emergency and the operation of emergency systems. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each Affected Property. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.
- 12.12 The Authority's BCDR Plan is confidential and the Authority will decide which information will be divulged to enable the Supplier to support the Authority and enable full participation in the Contracting Bodies BCDR testing. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Authority.

### **13 QUALITY MANAGEMENT SYSTEM**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 13.1 The Supplier shall have in place ISO 9001 accreditation. The Supplier shall maintain such accreditation throughout the Contract Term. The Supplier shall provide the Authority with evidence of its ISO 9001 accreditation as part of the tender response and upon request at any time during the Contract Term.
- 13.2 The Supplier shall implement a Quality Management Plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining the Authority's existing ISO 9001 accreditation and its related systems.

Future Facilities Management Project

- 13.3 The Supplier shall be responsible for quality assuring the delivery of its (and any sub-contracted) Services and any associated information being provided (including and not limited to performance data and financial information). The Supplier shall provide a detailed explanation of how they intend to meet this requirement and ensure services are delivered and quality checked before the job status is shown as completed, as part of their tender response. The Supplier shall also provide an explanation in the tender response detailing how they intend to quality assure the accuracy of any data provided to the Integrator or the Authority before the information is sent.
- 13.4 The Authority is implementing a holistic approach to compliance and auditing as part of the new FM Service model. This model contemplates a level of trust being vested in the Supplier through self-certification approaches. This is balanced with a controls regime, which will incorporate auditing and service reviews undertaken by the Authority's Integrator Supplier and FM Client Unit. The Supplier shall implement a controls regime that includes as a minimum:
- (a) Ensuring that the Services are delivered in a manner that is consistent with legislative, regulatory and contractual/performance obligations;
  - (b) Ensuring that the Supplier's' ways of working reflects better practices in relation to Health and Safety; examples of which but not limited to:
    - Improvements and more proactivity in tracking compliance related work from initiation to completion including provision of evidential documentation and associated meta-data.
    - Faster turnaround on the supply of test certificates and documentation after the test or Health and Safety work has been undertaken.
    - Better tracking and focus on the timely close out of Health and Safety works and defects identified as a result of compliance testing.
    - Improved reporting on outstanding Health and Safety work.
    - Improved quality assurance processes around Health and Safety work to ensure that completed work can be warranted by the Supplier as fully complete and compliant.
    - Improved processes around the issue and amendment of safe systems of work before operatives commence work.
    - Improved controls to ensure operatives are made fully aware of the building hazards (unique to each site) before they undertake work. The Site Log Book process and signing in process is key to enabling this.
  - (c) Ensuring effective financial controls that provide for appropriate levels of cost assessment and validation of the accuracy of invoices;
  - (d) Reflecting greater levels of audit required on critical buildings/works where such buildings and or works could have a significant impact on Authority operations;
  - (e) Having the required level of technical input to the delivery of services and works; and

Future Facilities Management Project

- (f) Achieving an appropriate risk allocation in undertaking audits, balancing audit cost with relevant risks and control requirements.
- 13.5 In addition to the audits that the Supplier shall undertake, the Supplier shall also be subject to commercial audits and planned building and service audits (at which relevant Supplier's managers will be expected to be present) and random audits covering the same range of issues (at which Supplier's managers will not be present). The outcomes of audits may result in the need for the Supplier to implement remediation plans and/or for the Authority to apply other remedies (including additional audits) as appropriate.
- 13.6 The Supplier's senior manager with governance responsibility for the Contract shall provide a written statement no later than the last Working Day in April and October of each year during the service period which shall be in the form of a letter to the Service Manager and which shall include:
- (a) Confirmation of whether the Services have been provided in the previous six months in accordance with all statutory requirements, including but not limited to those under Health and Safety legislation and mandatory requirements in the Service Information;
  - (b) Any known issues which have been identified with the discharging of such duties and requirements and, if they have not been met, details of where and why; and
  - (c) The actions taken by the Supplier's senior manager to satisfy themselves with the accuracy of the statements made in the letter.

## 14 STAFF AND TRAINING

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 14.1 The Supplier shall attract, recruit and retain Supplier Personnel necessary to deliver the required Services and any future expansion of the required Services.
- 14.2 The Supplier shall:
- (a) Maintain appropriate staff records for all Supplier Personnel;
  - (b) Set out the number of staff training days it expects to deliver per service specialism, per year as part of its tender response and it shall maintain staff training records of all Supplier Personnel and training completed against plan; and
  - (c) Maintain records of any training provided to the Authority's staff.
- 14.3 The Supplier shall ensure that Supplier Personnel 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.

Future Facilities Management Project

- 14.4 Any Supplier Personnel who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.
- 14.5 Any Supplier Personnel who has not received the clearance required by the Authority, and who are required to be at the Affected Property must be accompanied and supervised at all times by an individual who has the appropriate level of clearance.
- 14.5.1 The Supplier will need to check that all staff that transfer have the correct clearance level and their security pass is valid and matches the specific employee. The Supplier should also note that periods of clearance differ and there will be the requirement to monitor clearance expiries and proactively require staff to reapply for their clearance prior to the expiry so that they maintain continuous clearance pursuant to their role.
- 14.6 The Supplier shall provide an induction programme for all Supplier Personnel and for any relevant Authority staff, and also participate in any relevant Authority induction programme.
- 14.7 Where more than one substantiated complaint is made against any individual Supplier Personnel within any Month, the Supplier shall investigate and take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required through the Contract with the Authority.
- 14.8 The Supplier must ensure that the Supplier (and Sub-Contractor) contract personnel must have a good command of the English Language in terms of literacy, i.e. reading, writing and the spoken word, as well as understanding and comprehension. The Supplier shall deliver Services to ensure the requirements of the Welsh Language Scheme as set out in the Welsh Language Requirements (Annex E).
- 14.8.1 In terms of the spoken word, it must be of a level that is understood clearly without difficulty. This will include the ability to communicate effectively with others both orally and in writing.
- 14.8.2 All Supplier personnel must be able to write legibly in order to communicate information clearly and concisely.
- 14.9 The Supplier shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Supplier personnel prior to deployment within each Affected Property. Within Affected Properties that are Headquarters in Whitehall/Westminster, Supplier Personnel must have received Counter Terrorist Check (CTC) national security clearance before they are permitted any unescorted access to the Affected Property. This clearance must be verified by the Employer's Corporate Security and Business Continuity Branch.
- 14.10 All Supplier Personnel who are in a managerial position are required to be attired in suitable smart clothing appropriate for the activity they undertake.

#### Future Facilities Management Project

- 14.11 All Supplier Personnel who are dedicated to the Contract shall be provided by the Supplier uniforms appropriate for their activity branded with the Authority's Shared Estate Cluster branding. The exception to this is the QEII conference centre where the Supplier will provide the uniforms but these shall be branded with the QEII's own logo. Reception and security staff who will have logo free blazers. For the avoidance of doubt suitability of all Supplier personnel's attire and uniforms will be decided by the Authority.
- 14.12 The Supplier may have to undertake system and process training delivered by the Integrator. It is expected that this will be via a 'train the trainer' system where the Integrator will train a number of Supplier Personnel and the Supplier's trainers will cascade further training.

## 15 SELECTION AND MANAGEMENT OF SUB-CONTRACTORS

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 15.1 In compliance with clause 26 of the NEC3 Contract, the Supplier is required to actively manage all aspects of Sub-Contractor involvement in the Contract to ensure that all Services received reflect that required under the Contract, and specifically that which is paid for. An explanation of their Supplier Accreditation process shall be provided as part of the tender response. Key aspects of the role include but are not limited to:
- (a) Protecting the Authority's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Contract;
  - (b) Supervision and performance monitoring against agreed KPIs
  - (c) Benchmarking and market testing of Services against the provision from other service providers;
  - (d) Problem solving and dispute (prevention and) resolution where issues exist;
  - (e) Auditing, inspecting and quality assurance of the Sub-Contractors' work, ensuring that they comply with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
  - (f) Establish and maintain appropriate records and information management systems to record and manage the performance of the Sub-Contractors;
  - (g) Receiving, checking and authorising invoices for payment of additional services; ensuring full details of labour and materials breakdowns are promptly provided in support of any application;
  - (h) Monitoring Sub-Contractors' approach to rectifying defects;
  - (i) Managing communication between the Authority and the Sub-Contractors; and

Future Facilities Management Project

- (j) The Supplier shall warrant that all Sub-Contractors carry adequate public and personnel liability insurance and that they are legally and professionally compliant in all activities whilst operating within the Affected Property. The Supplier shall demonstrate unequivocally the acceptance of these issues.

## 16 MOBILISATION

**The costs associated with the delivery of this specification are payable on a Milestone Basis in Accordance with Draft Contract Schedule O.**

- 16.1 The Mobilisation Period will commence on the Contract Date and align to the phased Service Commencement Dates as follows:

22 January 2018	Phase One:	MoJ's NPS and ALBs plus the CPS
22 January 2018	Phase Two:	MoJ HQ
01 April 2018	Phase Three:	DfE property cluster

- 16.2 The Supplier shall as part of their Mobilisation team nominate appropriately skilled and experienced resources to perform the roles of:

- (a) Programme Manager – to have overall responsibility for the delivery of the Mobilisation who shall be dedicated to the programme;
- (b) Systems lead – to lead all systems related activity including any development required for interfaces with the Integrator;
- (c) Test manager – to undertake all acceptance testing relating to systems, interfaces with the Integrator and in relation to acceptance tests applicable to Mobilisation Milestones;
- (d) Data lead – to lead all data collection and migration activities; and
- (e) People lead – to lead on all aspects of HR mobilisation including TUPE transfers, on-boarding of new staff and training.

- 16.3 The Authority will pay for the Mobilisation on a Milestone basis whereby a percentage of the Mobilisation sum will be payable on the achievement of a particular Milestone; a further percentage will be paid on achievement of all Milestones and the remainder will be paid on completion of Transformation when services are operating as intended. Acceptance tests will apply to each Milestone and Acceptance Certificates will be issued by the Authority in advance of payment of Milestones.

- 16.4 The Milestones that shall apply to the Mobilisation of the Services comprise:

- Milestone 1 – Submission of Mobilisation Plan
- Milestone 2 – Completion of Asset Register of relevant Soft Services assets

Future Facilities Management Project

- Milestone 3 – Submission of Planned services schedule
- Milestone 4 – Resourcing and management
- Milestone 5 – Submission of service plans/contract plans
- Milestone 6 – Testing of interfaces with the Integrator

16.5 The Supplier shall participate in the briefings and workshops with the Authority and the Integrator during Mobilisation in relation to the requirements of the process, data and information flows and interfaces that need to be incorporated into their Service solutions and CAFM systems.

16.6 **Mobilisation Plan**

16.6.1 During the Mobilisation Period, the Supplier shall:

- (a) Work with the incumbent supplier, the Integrator and the Authority to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
- (b) Mobilise all the Services specified in Service Requirements within the Contract;
- (c) Appoint a Supplier Representative who shall act as the Programme Manager and be responsible for the management of the Mobilisation Period, to ensure that the Mobilisation Period is planned and resourced adequately, and act as a point of contact for the Authority and Integrator;
- (d) Produce a mobilisation plan, to be agreed by the Authority, for carrying out the requirements within the Mobilisation Period including, but not limited to key milestones and dependencies:
- (e) A draft mobilisation plan shall be provided as part of the tender response and a final version of the mobilisation plan shall be submitted to the Authority within thirty (30) days of the Service Commencement date;
- (f) Detail how they will work with the incumbent supplier, the Integrator and the Authority Representative to capture and load up information such as Asset Data;
- (g) Liaise with the incumbent supplier to enable the full completion of the Mobilisation Period activities;
- (h) Produce and implement a communications plan, to be agreed with the Authority, including but not limited to the frequency, responsibility for and nature of communication with the Authority and end users of the Services;
- (i) Produce a mobilisation report for each Affected Property to encompass programmes that will fulfil all the Authority's obligations to landlords, and other tenants. The format of reports and programmes shall be in accordance with the Authority's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Authority.
- (j) Construct and maintain a mobilisation risk and issue register in conjunction with the Integrator and the Authority detailing how risks and issues will be effectively communicated to the Authority in order to mitigate them.

Future Facilities Management Project

- (k) Manage and report progress against a Mobilisation plan. The Supplier shall provide weekly Mobilisation summary flash progress reports detailing;
    - i) Activities undertaken and progress made.
    - ii) Progress against plans and milestones.
    - iii) Status of action items agreed at monthly progress meetings.
    - iv) Key risks and issues and mitigation approaches implemented and proposed.
  - l) The Supplier shall provide detailed monthly Mobilisation progress reports within four (4) days of month end (and in sufficient time for monthly progress meeting) detailing;
    - i) Activities undertaken and progress made.
    - ii) Progress against plans and milestones.
    - iii) Key risks, issues and mitigation approaches implemented and proposed.
    - iv) Status of action items agreed at the previous monthly progress meeting.
    - v) Requests for additional functionality and/or process changes.
    - vi) Status and performance of trials and tests of services and Supplier functionality.
    - vii) Update on overall confidence in service go live as intended and/or the need to apply contingency arrangements in respect of FM service go live.
  - m) The Supplier shall attend weekly conference calls and fortnightly progress meetings in accordance with the Authority's requirements during the Mobilisation Period. Mobilisation meetings shall be chaired by the Authority and all meeting minutes shall be kept and published by the Supplier; and
  - n) The Supplier shall ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless change of control between incumbent supplier and the Supplier.
- 16.6.2 During the Mobilisation Period, the incumbent supplier shall retain full responsibility for all extant Services until the Service Commencement Date or as otherwise formally agreed with the Authority. The incoming Supplier's full service obligations shall formally be assumed on the Service Commencement Date as set out in the Service Information within the Contract.
- 16.6.3 The Supplier shall work cooperatively and in partnership with the Authority, incumbent supplier, and other FM and Integrator Supplier(s) where applicable to understand the scope of Services to ensure a mutually beneficial handover of Services.
- 16.7 **Interaction with stakeholders**

## Future Facilities Management Project

- 16.7.1 The Supplier shall conduct site visits where weaknesses in Asset Data have been identified, to reassess the accuracy of the Data and to inform prioritisation of Asset Verification.
- 16.7.2 The Supplier shall undertake their own due diligence on any data provided by the Authority prior to tender submission. The Supplier shall conduct an Asset Verification process on the Asset Data during the Mobilisation and Verification Period in accordance with Contract Schedule O.
- 16.7.3 The Supplier shall familiarise itself with the Authority's Affected Properties and the needs of the Building Users. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison that will be involved with the Building Users in this period and the complexity and diversity of their operating methods.
- 16.7.4 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.
- 16.7.5 During the Mobilisation Period the Supplier shall undertake the routine examinations and inspections of the premises and Services necessary to assume its duties.

## 16.8 **CAFM System and Asset Data**

- 16.8.1 The Supplier shall ensure that via Asset Verification or by other means that all Assets held on Affected Properties are uploaded into the Supplier and Integrator CAFM Systems during the Mobilisation Period. The structure of assets and naming conventions should be in accordance with the Authority Asset Hierarchy (Annex L).
- 16.8.2 The Supplier shall work with the incumbent supplier and the Integrator to facilitate a transfer of all Asset Data and historical maintenance data into the new CAFM System during the Mobilisation Period ready for Service Commencement Date. This asset data will also need to be uploaded to the Integrator CAFM system. This will include the establishment of processes and procedures to enable the production of a Forward Maintenance Register (FMR) within the Integrator CAFM system to record future investment required by the Authority. This may involve transferring existing FMR information from the Incumbent. The format of the FMR will be agreed with the Authority and the Integrator.
- 16.8.3 During the Mobilisation Period the Supplier shall liaise in detail with the Authority and Integrator to ensure that its proposed CAFM systems can interface with the Integrator's systems. The Integrator will not be able to adapt its systems and process to suit the Supplier as these are designed to reflect the needs of the Authority. The Integrator will be establishing processes/Interfaces with the Supplier for the distribution of work, updates etc. This will facilitate Real-Time reporting from the Supplier. The Supplier will need to provide automated processes to transfer reactive and planned/scheduled work orders to and from the Integrator CAFM system and provide necessary licences for their own systems. In relation to the development of Interfaces the following parameters will apply:

(a) Transport and Mechanism

- i) Data will be exchanged via web services using HTTPS
- ii) SOAP based protocols

Future Facilities Management Project

- iii) Port numbers to be defined
  - iv) Data will be in XML
  - (b) Transfer of Files - SFTP will be used for the transfer of files however the meta-data will be sent using HTTPS and XML
  - (c) Error Handling - The system cannot assume that transmission will complete successfully. Failure must be handled at both ends of the interface:
    - i) If there is failure the system must queue requests for later re-issue
    - ii) Continuous failure must alert support staff
    - iii) All failures to be logged
    - iv) Each transmission must have confirmation response. If not received failure is assumed.
  - (d) Data Validation and Transformation - The destination system will validate and transform the data to the correct format for use.
- 16.8.4 The Supplier shall be in continuous contact with the Integrator for the establishment of the CAFM System. The Supplier shall provide the CAFM System to enable delivery of the services for the Authority and at the end of the Contract term, or in the event of termination of the Contract for any reason, ownership of the CAFM System data shall remain with the Authority.
- 16.8.5 During the Mobilisation Period the Supplier shall be responsible for implementing the full CAFM System in accordance with the Authority's requirements as set out in the Service Level Requirements.
- 16.8.6 The Supplier shall 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 Service Levels are applied. Where this information is not available or incomplete, the Supplier shall assess the scope of the Asset and advise the Authority where there are Business Critical Assets or Assets requiring maintenance.
- 16.8.7 The Supplier shall ensure that full CAFM System training is provided to all Supplier Personnel, Sub-Contractors, Integrator and Authority Representatives and other FM Suppliers where applicable prior to Service Commencement Date.
- 16.8.8 The Supplier shall ensure that all Helpdesk/dispatch team staff are fully trained and ready to mobilise the Helpdesk at the Service Commencement Date.
- 16.8.9 Supplier shall provide twenty (20) user licences for the Authority and Integrator which shall be transferable.
- 16.6.10 The Supplier shall ensure that all appropriate information required for a successful mobilisation and transition of Service delivery is obtained from the incumbent supplier before the Service Commencement Date.
- 16.8.11 The Supplier shall note that the Authority cannot guarantee the completeness or accuracy of any information provided by the Authority, or that of the incumbent supplier.

Future Facilities Management Project

16.8.12 The Supplier shall ensure a timely build of all IT platforms in their CAFM System and associated interfaces with the Integrator CAFM to meet the requirements triggered by the Service Commencement Date of the Contract.

16.8.13 The Supplier shall ensure that the following system capability is fully developed at the Service Commencement Date:

- Helpdesk;
- Asset tracking
- Cost control;
- Property management;
- Reporting functionality; and
- Disaster Recovery and Business Continuity.

16.8.14 The Supplier shall ensure the CAFM System can produce all reports required under the MI Reporting Template from the Service Commencement Date.

16.8.15 The Supplier shall ensure the format, standard and frequency of reporting is developed and agreed with the Authority, Integrator and any other FM supplier(s) where applicable, and delivered in accordance with their requirements.

16.8.16 Where applicable, the Supplier shall ensure that the full reporting capability is fully functional within the CAFM System at Service Commencement Date to enable the FM Supplier(s) to report against their contractual performance measures and provide this to the Integrator

16.8.17 Where applicable, the Supplier shall ensure that at Service Commencement Date it has the ability to report on the FM Supplier(s) and any associated Sub-Contractors performance and provide this to the Integrator.

16.8.18 The Supplier shall ensure that the information required to report its KPIs is contained within the CAFM System and electronically uploaded to the Integrator's system.

16.8.19 The Supplier shall ensure that at the end of the Mobilisation Period that the CAFM System has the ability to perform all Services Required under the contract

16.8.20 The Supplier shall ensure that the CAFM System is sufficiently populated at the Service Commencement Date to enable the delivery of the full range of planned and reactive Services for each Affected Property.

**16.9 Security during the Mobilisation Period**

16.9.1 The Supplier shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Supplier Personnel have the necessary security clearance in place before the Service Commencement Date. The Supplier shall ensure that this is reflected in their mobilisation plans. The Supplier shall ensure that a pool of additional pre-cleared mobilisation resources are available to cover sickness, leave and religious festival dates etc.

16.9.2 Supplier Personnel and Sub-Contractors shall not access the Authority's IT systems, or any IT systems linked to the Authority's IT systems, unless they have satisfied the Authority's security requirements.

16.9.3 The Supplier shall be responsible for providing all necessary information to the Authority to facilitate security clearances for the Supplier Personnel and Sub-Contractors in accordance with the Authority's requirements.

#### Future Facilities Management Project

- 16.9.4 The Supplier shall provide the names of all Supplier Personnel and Sub-Contractors and inform the Authority of any alterations and additions as they take place throughout the Contract.
- 16.9.5 The Supplier shall ensure that all Supplier Personnel and Sub-Contractors requiring access to the Authority's Affected Property 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. If a property requires Supplier Personnel or Sub-Contractors to be accompanied by the Authority Representative, the Authority must be given reasonable notice of such a requirement, except in the case of emergency access.
- 16.9.6 The level of clearance required for the mobilisation team is BPSS and CTC for those developing the CAFM IT Solution.

#### **16.10 Planned Preventative Maintenance during the Mobilisation Period**

- 16.10.1 The Supplier shall detail in a Service Delivery Plan any specific requirements of the Authority during the Mobilisation Period including but not limited to the creation of a planned services schedule in electronic and printable fifty-two (52) weekly format for each Affected Property. The Service Delivery Plan shall be presented to the Authority and agreed with them.
- 16.10.2 The Supplier shall ensure that for all Affected Properties, all planned services including a fully compliant and accurate planned services schedule, which plans all required planned services activities for the first twelve (12) Months of the Contract is uploaded to the Supplier and Integrator CAFM Systems and updated and reissued for all other subsequent years of the contract. The plan should also show where tasks with durations that are less frequent than annual have been scheduled over the full term of the contract.

#### **17 - NOT USED**

#### **18 SUSTAINABILITY**

##### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

#### **18.1 Guiding Principles**

- 18.1.1 The Authority is committed to operating a low carbon, resource efficient estate, and recognises the importance of responsible utility management and the efficient use of resources throughout its operations. It seeks to protect the environment by conserving natural resources and reducing harmful emissions. All activities undertaken by the Supplier shall therefore minimise, and where possible, avoid having an impact on the environment and take measures to restore, maintain or enhance biodiversity.
- 18.1.2 The Supplier shall take account of, and comply with, the Authority's Sustainable Operations Policy (Annex Ma) and the Customer's aims, objectives and targets in relation to the framework for Greening Government Operations and Procurement (Annex Mb).

#### Future Facilities Management Project

- 18.1.3 The Supplier shall support and maintain the Authority's Environmental Management Systems (EMSs), and shall, where applicable, implement these systems of the Authority based on a recognised standard, such as ISO 14001.
- 18.1.4 The Supplier shall take cognisance of any new Government initiatives in environmental management, in order to support the Authority in their delivery.
- 18.1.5 The Authority will expect innovation in the delivery of all environmental management and purchasing, as new approaches to environmental management become available, and as Government policy changes. The Supplier shall advise the Authority on new technologies which may be beneficial to the Authority's current strategy.
- 18.1.6 The Supplier must co-operate with any activities or actions which help achieve the Sustainable Operations objectives of the Authority.
- 18.1.7 The Supplier shall provide comprehensive, best practice environmental management in delivering the Services outlined in this Contract, in accordance with the Authority's Sustainable Operations Policy, and to support timely progress towards existing and future Government sustainability targets.
- 18.1.8 The Supplier shall be responsible for implementing the Sustainability Guiding Principles in accordance with the Authority's Requirements as set out in the Sustainability Requirements in Annex B.

## 19 EXIT AND TRANSFER

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 19.1 The Supplier shall ensure that they work closely and co-operatively with the Authority to ensure a smooth and effective handover of responsibility for the provision of all or part of the Services from the Supplier to the incoming suppliers, where all or part of the Services required cease to be provided by the Supplier in accordance with the new contract.
- 19.2 The Supplier shall provide appropriate handover support to any incoming supplier including allowing access during the incoming supplier's Mobilisation Period to allow timely sharing of information.
- 19.3 The Supplier shall ensure that during the transition from the Supplier to the incoming Supplier(s) that all Services are maintained with the minimum disruption to the Authority.
- 19.4 The Supplier shall ensure that after the Service Commencement Date the Supplier shall agree a detailed exit and transfer plan with the Authority within a period to be defined by the Authority. The Supplier shall ensure that this plan is reviewed at intervals (intervals to be defined by the Authority) throughout the duration of this Contract or at such frequencies as requested by the Authority.
- 19.5 The Supplier shall, where requested by the Authority, provide such information as is required for the Authority to aid due diligence and run a competitive tender for re-supply of the Services.

Future Facilities Management Project

- 19.6 Where the Authority notifies the Supplier of the intent to terminate the Contract or at an agreed time prior to the expiry of the Contract, the Supplier shall act reasonably and in good faith to work with the Authority to develop an exit and transfer plan to transfer the Services to the Authority or the incoming supplier(s).
- 19.7 The Supplier shall be responsible for maintaining the exit and transfer plan and updating the risk management plan ensuring that this is made available to the Authority as and when requested.
- 19.8 The Supplier shall allocate a Supplier Representative who will be responsible for managing the exit and transfer plan as finalised and agreed between the Supplier and the Authority.
- 19.9 The Supplier shall co-operate and act reasonably with the Authority and any third parties to ensure that the delivery of the required Services is not negatively impacted during the transition period including but not limited to ensuring that the same levels of Supplier Personnel for each activity are maintained during the transition period between the end of the Contract and the beginning of the Authority's new contract with the incoming supplier(s).
- 19.10 The Supplier shall allow reasonable access to any incoming supplier(s). Access requirements will be defined by the Authority prior to any transition period to a new contract.
- 19.11 The Supplier shall ensure that they continue to provide the required reports and Management Information requirements as stated within this Schedule 2 and Framework Schedule 9 (Management and Performance Information) during the transition period.
- 19.12 The Supplier shall apply to the Authority for access to Affected Properties where de-installation of equipment is required.

**20 - NOT USED**

**21 - NOT USED**

**22 - NOT USED**

**23 - NOT USED**

**24 - NOT USED**

**25 SPARES AND CONSUMABLES (CC41A / G:22)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 25.1 Within the Lump Sum Price, the Supplier shall include and provide for all consumable items which are required to satisfactorily maintain the Soft Services.
- 25.2 The Supplier shall be responsible for the safe keeping and storage of any materials that may be directly delivered to the Affected Property, including other site specific critical spares as agreed with the Authority.

Future Facilities Management Project

25.3 The Supplier will monitor expenditure against the Consumables and provide a Monthly financial report and cumulative total detailing the materials and expenditure.

**26 - NOT USED**

**27 - NOT USED**

**28 - NOT USED**

**29 - NOT USED**

**30 FIRE DETECTION AND FIGHTING SYSTEMS (CC41E / G:11)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

30.1 The Soft Services Supplier will be required to work closely with the Hard Services Supplier in relation to the operation and maintenance of the Fire Alarm and Detection Systems. Both Suppliers will have responsibilities pertaining to testing and operation of the systems within Affected Properties. For avoidance of doubt in Affected Properties, where there is Manned Guarding, the Guards will be required to operate and monitor Fire Detection Systems and in the event of Fire, operate Fire Fighting Systems.

30.2 The Supplier shall test fire-alarm systems and break glasses weekly in a manner that ensures full functionality of the fire alarm system. The Supplier shall undertake the tests at a time to be agreed with the Authority and in accordance with the manufacturer's and installer's requirements. The results shall be recorded within each location and centrally within the Integrator's CAFM System and passed to the Authority Representative at the Affected Property.

30.3 All abnormal test results shall be immediately advised to the Authority Representative at the Affected Property, and a Helpdesk call logged. In addition, the Supplier will undertake a daily (core days only) visual inspection of the Fire System Panel at All Affected Properties. The Supplier should log any faults with the Integrator's Helpdesk.

30.4 The Supplier shall test all lift emergency phones or intercoms weekly with any faults or issues reported to the Integrator's Helpdesk and Authority Representative at the Affected Property.

30.5 Manual Break Glass call point shall be activated cyclically ensuring every call point is tested as part of the weekly Fire Alarm Test and in accordance with manufacturer's and installer's guidance and in line with statutory guidance. The results shall be logged within each location and centrally within the management regime and the Integrator's CAFM System. All abnormal test results shall be reported to the Authority and the Integrator's Helpdesk.

30.6 The Supplier will train all personnel within Affected Properties in the use of all varieties of Fire Extinguishers present within an Affected Property. The Supplier personnel will be required to operate Fire Extinguishers in accordance with the Authority's Fire Fighting Policies.

Future Facilities Management Project

30.7 The Soft Services Supplier's fire alarm Services shall include but shall not be limited to the following:

- (a) Supplier to undertake Daily test
  - i) Check that the panel indicates normal operation. If not, record any fault indicated in the Event Log and report the fault to the responsible person.
  - ii) Check that any fault recorded for the previous day has received attention.
  
- (b) Supplier to undertake Weekly test:
  - i) Operate a manual call point to ensure the system operates properly. Each week a different call point should be checked to ensure all call points are tested cyclically before restarting at the first call point tested.
  - ii) Check access control door devices to ensure devices fail safe open on fire alarm activation.
  - iii) Check that sounders have operated and then reset the system.
  - iv) Complete the Event Log with details of date, time, trigger device tested and enter "Routine Weekly Test" in the event section.

30.8 The Soft Services Supplier's Security Teams will be required to respond to an Alarm Activation. All Supplier Personnel will be required to be trained in Fire and Incident Control for the Affected Property they are working within and to respond accordingly.

**31 - NOT USED**

**32 - NOT USED**

**33 - NOT USED**

**34 - NOT USED**

**35 - NOT USED**

**36 - NOT USED**

**37 (CD2J / G:08) - NOT USED**

**38 (CC41H / G:04) – SEE PORTERAGE 101**

**39 - NOT USED**

**40 - NOT USED**

**41 - NOT USED**

**42 - NOT USED**

**43 - NOT USED**

Future Facilities Management Project

**44 CONTROL OF ASBESTOS (CE2M / G:09)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 44.1 The Hard Services Supplier shall maintain the Asbestos Register such that it contains a comprehensive schedule of all areas within each Affected Property which contain asbestos or asbestos-based products or other deleterious materials.
- 44.2 The Hard Services Supplier shall publish and convey the contents of the Asbestos Register to all Supplier Personnel and other Suppliers working within the Affected Property, who shall relay it to their respective personnel, who are likely to be at risk of interfacing with this substance or have an interface with activities which may expose them to this substance.
- 44.3 The Hard Services Supplier shall ensure that 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.
- 44.4 The Hard Services Supplier shall ensure that all identification, tagging, monitoring and removal are to be carried out by employing suitably licensed and competent specialist contractors including independent air monitoring and analysis, when required.
- 44.5 The Supplier shall ensure 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 method statements for safe execution of their task.
- 44.6 The Supplier shall appoint trained, licensed and competent Supplier Personnel to carry out inspections.
- 44.7 The Hard Services Supplier will provide an up to date and version controlled Asbestos Register on the Integrator's CAFM system as well as a duplicate up to date hard copy. The Hard Copy will be held within the Affected Property to be issued with the site log book. This is to ensure it is accessible to any person from any contract undertaking works at an Affected Property. Updating the Asbestos Register, even when the information is provided by a third party, shall be included within the term service of the Hard Services contract.
- 44.8 All Suppliers shall manage works in accordance with the Control of Asbestos Regulations 2012. Asbestos Containing Material (ACM) must be considered before organising any work irrespective of size and complexity of the task which is of both an intrusive nature or likely to disturb Asbestos material in buildings constructed before 1999. An intrusive Asbestos Survey (Refurbishment and Demolition) of the area must be undertaken by a competent registered Asbestos specialist prior to the works taking place, unless suitable details are held within the Asbestos Register, to confirm that no ACMs are present. If ACMs are detected it will be dealt with in accordance with 44.4 and the works only progressing once the risk of releasing airborne ACMs has been mitigated. In relation to the cost of the surveys for Maintenance and Non-Elective Reactive Repairs will fall within the Comprehensive Liability. For Elective New Works the Comprehensive Liability Threshold shall not apply to the survey cost.

Future Facilities Management Project

**45 - NOT USED**

**46 - NOT USED**

**47 - NOT USED**

**48 - NOT USED**

## PART C: SERVICES

### 49 INTERNAL PLANTING (CC123 / I:08)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 49.1 The Supplier shall provide a horticultural Service in respect of the provision and maintenance of all indoor planting. All plants shall be maintained so as to ensure a pleasing and tidy appearance and to remain in healthy growth. All plants which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.
- 49.2 The Supplier shall ensure that all plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes cognisance of its position within the Affected Property and accords with good horticultural practice.
- 49.3 Soil improvers shall not contain peat or sewage sludge.
- 49.4 Growing media should meet quality Standards as set out in PAS100 and the Quality Protocol.
- 49.5 From 2015, plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.
- 49.6 The Supplier shall consider in every instance whether the use of any form of chemical (for uses including but not limited to fertiliser, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Authority's policy on Greening Government Commitments at all times.
- 49.7 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.
- 49.8 All Supplier Personnel must have clean working methods and must remove all debris around the displays prior to leaving the Affected Property.
- 49.9 The Supplier shall ensure that:
- a. A fully detailed Asset register detailing all plant specimens shall be kept by the Supplier detailing type, location, condition and frequency of visit for all plants on display at each location; and
  - b. All pots/containers are cleaned and replaced where necessary and no instances of damaged pots or containers occur at any time.

### 50 CUT FLOWERS AND CHRISTMAS TREES (CC124 / I:05)

**The costs associated with the delivery of this specification are not included in the Lump Sum Price and shall be dealt with through the New Works Process.**

Future Facilities Management Project

- 50.1 The Supplier shall provide a Cut Flower Service on request from the Authority. This is to include the provision of vases and the delivery of flowers within timescales agreed by the Authority. The Supplier shall:
- (a) Remove dead flowers as necessary;
  - (b) Provide an ad hoc Service for the provision of corporate Christmas trees and suitable support pots on a seasonal basis to the Affected Property;
  - (c) Provide all decorations for Christmas trees (including glitter fairies) and be responsible for decorating the trees in advance of the Christmas season, and in liaison with the Authority; and
  - (d) Purchase all Christmas trees taking cognisance of sustainable development objectives, and dispose of all Christmas trees in an Environmentally Preferable manner, with appropriate certification/evidence retained for later inspection.
- 50.2 The Authority shall provide the Supplier with a detailed list of its staff authorised to order flowers. The Supplier shall reject any orders made by unauthorised staff for cut flowers unless otherwise instructed by the Authority.
- 50.3 The Supplier shall provide a range of various types and costs of cut flowers and arrangements.
- 50.4 In relation to Christmas trees, the Supplier shall ensure that both internal and external pots are suitable for the size of tree and weighted to ensure there is not any danger of collapse and / or damage to the structural integrity of the Affected Property.
- 50.5 The Supplier shall ensure that all Supplier Personnel are fully trained and appropriately qualified within their horticultural speciality and shall have appropriate and approved attire. All Supplier Personnel shall have clean working methods and must remove all debris around the displays prior to leaving the Affected Property. Supplier Personnel shall liaise as required with the Helpdesk both during and outside Core Operational Working Hours.

**51 - NOT USED**

**52 - NOT USED**

**53 FURNITURE MANAGEMENT (CC37 / I:07)**

**The costs associated with the delivery of this specification are included in the Lump Sum Price and Comprehensive Threshold Limit in relation to moves which will be delivered in accordance with the portorage service. Provision of New Furniture shall follow the New Works Process.**

- 53.1 The Supplier shall provide a centrally managed facility to organise the provision and supply of all necessary office items as new Authority staff join, as moves occur, or as new Affected Properties are added to the Affected Property Portfolio.

Future Facilities Management Project

- 53.2 The Supplier shall ensure that all moves of furniture and/or equipment shall be reflected in Computer Aided Design (CAD) drawings (or equivalent) and in the Asset register.
- 53.3 The Authority is likely to expand or contract its usable office space at very short notice. The Supplier shall assist in the management of this natural expansion and contraction.
- 53.4 The Supplier shall procure furniture only with the sanction of the Authority and shall use departmental and pan-Government commercial vehicles that have been approved by the Authority. The Supplier is invited to review the use of such commercial vehicles for furniture procurements and to make proposals for alternative procurement routes such as procuring re-used furniture or leasing / renting furniture if these can be demonstrated to provide value for money.
- 53.5 The Supplier shall manage the storage of all items of furniture associated with office work. This will include desks, storage cabinets, bookcases, shelving, chairs, pedestals and all other equipment and furniture commonly utilised in any office. This requirement excludes all IT equipment.
- 53.6 The Supplier shall provide a holistic approach to the removal and storage of furniture, the provision of furniture from storage and the temporary holding of new furniture awaiting deployment. The Supplier shall ensure that furniture taken from storage is clean and fully functional prior to delivery to the Authority.
- 53.7 The Supplier shall remove any packing materials for equipment immediately on delivery at its intended place, and assemble any furniture as necessary in such a way as to produce minimal disruption to the workings of the Authority. The Supplier shall dispose of any packing materials in accordance with the principles set out in the policy on Greening Government Commitments.
- 53.8 The Supplier shall at all times maintain accurate records of stored furniture and goods, including a photo entry of all stored items, referenced against the Authority's Asset register. The Supplier shall ensure that no item leaves or arrives at the Affected Property without associated logging for corporate governance purposes.
- 53.9 The Supplier shall ensure through appropriate management by the CAFM System that requests for equipping new Authority staff members are directed to the holding stock and not directly to new purchases of equipment. Any Asset tracking labels used shall be attached inconspicuously.
- 53.10 The Supplier shall ensure that the Authority is aware of the contact point for collection, replacement or addition to all furniture and equipment.
- 53.11 The Supplier shall keep the Helpdesk fully informed to enable the Helpdesk to respond to the request originator within anticipated time-scales for deliveries and removals.
- 53.12 The Supplier shall provide a single point of advice for the equipping of any new Authority staff, and shall perform all other necessary liaison functions with other suppliers that will be required to facilitate this process to include but not limited to IT equipment and telephony.

Future Facilities Management Project

- 53.13 The Supplier shall undertake regular audits and reviews of stored equipment. The Supplier shall ensure that no furniture in use in the Affected Property is sent for disposal. Only redundant furniture held in storage may be sent for disposal ensuring that the highest quality stock is always retained. All furniture will be disposed of in accordance with the principles set out in the policy on Greening Government Commitments. When it becomes clear that furniture will not be needed after a certain date it may be advertised to other departments on the Authority's Reuse Notice Board. The proceeds of any furniture disposal shall be returned to the Authority and may be shared with the Supplier subject to the terms of any prior agreement with the Authority.
- 53.14 The Supplier shall have professional knowledge of business standards in the Service Requirements relating to office furniture, including the provision of flexible working spaces and acceptable environmental conditions.
- 53.15 The Supplier shall encourage innovation when providing this Service by remaining constantly updated as to new types of furniture entering the marketplace that could be of use to the Authority. The Supplier shall remain conversant with sustainable developments and green procurement guidelines and new Standards being applied to the industry that the Authority shall comply with. The furniture Government Buying Standard should represent a minimum requirement.
- 53.16 The Supplier shall keep detailed records of issued and disposed furniture on a department-by-department basis for audit purposes, demonstrating any cost. This shall include disposal in an auditable, Environmentally Preferable manner. These records will be available to the Authority on request, and will be kept for the duration of the Contract Period.
- 53.17 Where the MoJ (including the National Probation Service (NPS)) utilise Prison Industries for the provision of new furniture, the Supplier shall provide a collection and delivery service. Synergies in conjunction with the Portage and all other elements of the service provision should be exploited where possible. The Supplier shall provide CTC cleared personnel to collect new furniture from the Prison(s) it is manufactured in and deliver it to Affected Properties, to assemble furniture and to remove any resultant packaging and redundant furniture through the New Works Process as instructed by the Authority based upon the labour rates included within this Contract and competitive vehicle costs.
- 53.18 Within Approved Premises the Supplier will be responsible for the provision of new bedroom furniture, beds and bed linen. The Supplier may be permitted to utilise Prison Service Contracts or source the furniture themselves but must prove value for money and compliance with the standards and requirements within these properties. The procurement of furniture will follow the New Works process.
- 53.19 Mattresses procured for approved premises must have a fire resistant 'Crib' Rating of at least 7.

**54 - NOT USED**

**55 - NOT USED**

**56 - NOT USED**

## PART E: CATERING

### 57 CATERING GENERAL REQUIREMENTS (CD2N /E:02)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 57.1 The Supplier shall be subjected to additional Government Buying Standards in relation to food and catering found within the Government Buying Standard for Food and Catering Services.
- 57.2 The Supplier shall provide a value for money Staff Catering Service which is consistent with current food service trends and the Authority's requirements and expectations.
- 57.3 The Supplier shall provide a range of catering and vending options, serving hot and cold food and drink offers to all Building Users.
- 57.4 The Supplier shall provide a Service which facilitates a contribution by concession fee to space, facilities management and utility costs where feasible and appropriate for the location.
- 57.5 Where contribution by concession fee is not appropriate for the location, the Supplier shall provide the same Services as required by the Authority by other agreed financial remedy.
- 57.6 The Supplier shall ensure that Services are provided at convenient locations with optimal footfall.
- 57.7 Pricing policy shall be benchmarked to high street and Authority budgets as evidenced by the Authority's requirements.
- 57.8 Cash, cashless and credit payment systems shall be made available as options by the Supplier to the Authority.
- 57.9 Services must align with healthy eating, sustainability and provenance guidelines.
- 57.10 The Supplier shall ensure that training schedules are updated regularly.
- 57.11 All service and production equipment and fixtures and fittings shall be provided by the Supplier unless already provided by the Authority.
- 57.12 Offer styles shall be pre-determined by the Authority and shall include but not be limited to the following factors:
- Location of Affected Property;
  - Location of trading points and trolley runs;
  - Affected Property activity;
  - Affected Property footfall;
  - Wider community sales opportunities; and
  - Staff budgets.

Future Facilities Management Project

- 57.13 Where deemed appropriate, the Service outlet provision shall be delivered as shell and core by the Authority along with the provision of air handling and lighting. The Supplier shall be responsible for the rest of the fit-out. In this circumstance, the Supplier shall be responsible for the payment for water, gas, electricity and waste on a pay-as-used basis. The Authority shall arrange sub-metering if necessary.
- 57.14 The Supplier shall provide storage and access to the delivery and waste areas where necessary.
- 57.15 Where an Affected Property is open to the public the Supplier shall offer discounted or preferential pricing for staff using the facility.

**58 - NOT USED**

**59 - NOT USED**

**60 RESIDENTIAL CATERING SERVICE (CD2K)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 60.1 The Supplier shall provide a Catering Service for full time residents at various Affected Properties. This Service shall include full board food offering comprising breakfast, luncheon and dinner where indicated on the Service Data Matrix (Annex K)
- 60.2 This Service may be required to be delivered in a variety of settings including but not limited to custodial centres, detention centres, probation accommodation, bail hostels, youth hostels and residential training facilities.
- 60.3 The Supplier shall provide a Catering Service for Approved Premises in accordance with the Authority's Requirements as set out in the Approved Premises Specific Catering Requirements (Annex G).

**61 DELI / COFFEE BAR (CD2E / E:07)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 61.1 The Supplier shall provide a counter service offering with a mix of ready-made grab and go items and made to order choices. This can be served from a fixed counter or mobile cart.
- 61.2 Some Affected Properties may opt for hot beverage and grab and go offer because of higher returns and space configuration so this option shall be made available if required.

Future Facilities Management Project

**62 EVENTS AND FUNCTIONS (CD2F / E:08)**

**The costs associated with the delivery of this specification are to follow the New Works Process.**

- 62.1 This Service requirement shall be outside the Lump Sum Price and shall be dealt with via the New Works Process.
- 62.2 The Supplier shall provide an on-demand Catering Service for events and functions as required.
- 62.3 This Service shall be chargeable via the New Works process on a per event/function basis to include food, labour and profit / overheads.

**63 FULL SERVICE RESTAURANT (CD2G / E:09)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 63.1 The Supplier shall provide a Full-Service Restaurant provision which shall feature but not be limited to a range of freshly prepared meals, snacks and beverages with a seating area and typically opening for continental and cooked breakfast, lunch and afternoon break. The Supplier shall provide multiple counters including but not limited to hot choices deli, coffee and salads.
- 63.2 The Supplier shall provide a range, choice and quality of menu offers that meets Authority requirements and expectations, maximises utilisation and spend and is commensurate with the operational and physical design of the facility.
- 63.3 The Supplier shall provide a daily menu that is consistent in range, choice and quality as agreed by the Authority.
- 63.4 The Supplier shall provide a minimum daily menu range which shall be agreed with the Authority.
- 63.5 The Supplier shall provide an appropriate daily variety of menu offers which promotes the use of the facility and maintains consumer interest.
- 63.6 The Supplier shall ensure that the menu offering has a range of healthy and balanced options.
- 63.7 The Supplier shall continually review and refine the menu offer in order to meet changing consumer demands and thus maximise sales and levels of utilisation.
- 63.8 The Supplier shall be responsible for providing all menu boards, menus and tariffs and other point of sale merchandising materials.
- 63.9 The Supplier shall ensure that a menu board advertising the full menu range is available, together with the current agreed tariff. The menu board shall be prominently displayed both within the restaurant outlet, externally to the outlet and in prominent locations around the Affected Property. The menu and tariff shall be well presented, printed or type written and clearly legible.

Future Facilities Management Project

- 63.10 Portion sizes shall be agreed in writing between the Supplier and Authority at the outset and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.

**64 HOSPITALITY AND MEETINGS (CD2M / E:10)**

**The costs associated with the delivery of this specification are to follow the New Works Process.**

- 64.1 The Supplier shall provide an on-demand service as required.
- 64.2 The Supplier shall ensure working lunches, beverages, hot meals and buffets are available where required.
- 64.3 The Supplier shall operate an effective booking and charging system for all ad hoc hospitality or meeting catering Services.
- 64.4 Hospitality menus and price lists shall be made available by the Supplier and agreed with the Authority on a regular basis.
- 64.5 Where the Affected Property is open for external trading, preferential prices for internal business should be made available and negotiated / agreed with the Authority.
- 64.6 Commercial prices for external business and opening / operating times should also be agreed with the Authority.

**65 OUTSIDE CATERING (CD2H / E:11)**

**The costs associated with the delivery of this specification are to follow the New Works Process**

- 65.1 The Supplier shall provide an on-demand outside Catering Service as required.

**66 - NOT USED**

**67 VENDING (FOOD AND BEVERAGES) (CD22 / E:13)**

**The costs associated with the delivery of this specification are included in the Lump Sum**

- 67.1 The Supplier shall provide continuous Services primarily for 24/7 workers or where a Catering Service is unviable.
- 67.2 The Supplier shall provide a Vending Service that will include but not be limited to hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items.

Future Facilities Management Project

- 67.3 The Supplier shall ensure that the Vending Service is concession based and provided at nil subsidy in most cases, but ideally as part of the catering concession.
- 67.4 The Vending Service shall meet healthy eating, sustainability and provenance guidelines.
- 67.5 The Supplier shall ensure that the pricing policy is benchmarked to high street and the Authority's budgets.
- 67.6 The Supplier shall ensure that cash, cashless and credit payment systems are available to the Authority where appropriate.
- 67.7 The Supplier shall ensure that vending machines are replenished with appropriate items, including hot and cold beverages, confectionery and cold snacks. Date labels to be checked and removed as required. Storage conditions shall be appropriate to the product.
- 67.8 The Supplier shall clean and maintain vending machines and ensure that they are operable during Core Operational Working Hours.

## PART F: CLEANING

### 68 GENERAL CLEANING REQUIREMENTS (CC10J / B:02)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 68.1 The Cleaning provision will be comprehensive throughout each Affected Property. The Supplier shall ensure that the required Standard, as determined by the Building Categories in the Service Data Matrix (Annex K) referenced to the British Institute of Cleaning Science (BICSc) Standard, Edition 3 (Annex Q), is evidenced daily before the start of the Building Users' business activity within the Office area of the Affected Property and a consistent standard of cleanliness maintained within the Residential Buildings on the estate.
- 68.2 The Supplier shall be required to clean certain areas in the presence of an Authority Representative or under approved escort. These areas and the times for the cleaning to take place shall be agreed with the Authority.
- 68.3 The Supplier shall provide a Cleaning Service throughout the Affected Property that is delivered in a safe and efficient manner as per the required Standards.
- 68.4 The Supplier shall take responsibility for cleaning all internal cleanable areas to minimise degradation and maintain Asset life cycle, including but not limited to:
- Fixtures and fittings
  - Sanitary ware
  - Exposed pipe
  - Ducts
  - Conduit
  - Kitchens and/or tea points,
  - Walls
  - Partitions
  - Floors,
  - All doors (traditional, revolving etc.)
  - Door ironmongery
  - Ledges (including skirting boards dado, picture rails and cornicing)
  - Surfaces
  - Ceilings (including suspended)
  - Grills
  - Cable containment
  - Faceplates
  - Blinds
  - Curtains
  - Display boards
  - Artwork
  - Fixed display equipment,
  - Access control measures (pods/speed styles and gates readers and buttons etc.)
  - Lifts (including call buttons screens and intercoms)
  - Stairs
  - Balustrades
  - Handrails
  - Signs
  - Furniture and finishes.
- 68.5 For the avoidance of doubt any surface that can become dusty and dirty shall be cleaned throughout all Affected Properties. These cleanable areas are to all be cleaned within the frequencies as indicated in the BICSc Standard. Where a particular task is not specified these will be in line with the cleaning of vertical surfaces.
- 68.6 The Supplier shall ensure that all Supplier Personnel wear formal corporate attire at all times including building/identification passes.

Future Facilities Management Project

- 68.7 The Supplier shall, where economically viable, specify and use cleaning materials and practices that are Environmentally friendly and cruelty free, including cleaning product selection, biodegradability and utilisation of refillable containers throughout the entire contract cycle where possible, whilst ensuring levels and standards of cleanliness are achieved.
- 68.8 General cleaning activities shall take place during the Core Operational Working Hours of the Affected Property as approved by the Authority. There will be occasion when cleaning within Core Operational Working Hours is not suitable therefore flexible alternative arrangements shall be agreed by the Authority and the cleaning schedule amended to reflect these.
- 68.9 There shall be no height limit pertaining to the cleaning activity and there are areas above head height that will be required to be kept clean. The Supplier will ensure that all such activities are risk assessed and cleaning operatives are provided with required access equipment included within the lump sum and are trained and competent in its use. The cleaning of areas at height shall be undertaken at a frequency to keep these areas clear of accumulated dust and debris to the satisfaction of the Authority.
- 68.10 The Supplier will be permitted to carry out cleaning activities within Core Operating Hours. The Supplier must ensure that all Affected Property occupants within office buildings remain uninterrupted and free from excessive noise or hazards like trailing cables as a result of any cleaning activity. Staff should not be disrupted during the normal working day; for example, it will not be acceptable to clean desks and their surroundings whilst they are in use. Within Residential Properties (Approved Premises and Judges Lodgings) cleaning shall be undertaken during the normal working day when access to bedrooms and bathrooms will less likely to disrupt residents. Noisy activity and access will not be possible during evenings, nights and early mornings in these Residential buildings.
- 68.11 The Supplier is responsible for the cleanliness of all properties including the cleaning of existing marks and stains that were present prior to the contract commencement. Where stains exist, the Supplier is to attempt to clean. If a stain or blemish cannot be removed after deep cleaning the Supplier is to raise this with the Authority to agree what corrective measures are undertaken. The Authority will not discuss stains thought to exist before contract start; whether new or old these will be the Supplier's responsibility to clean. During mobilisation the Supplier will be able to make their own assessment on the cleanliness of each Affected Property and to appropriately schedule their year one deep cleaning programme to address any existing marks and stains during the first three months of the Service commencement.
- 68.12 The Supplier shall be aware that storage space and cleaning cupboards are limited throughout all Affected Properties and therefore the Supplier needs to deliver their cleaning solution to fully meet this specification with the limited space available to them.

## Future Facilities Management Project

- 68.13 The QEII Conference Centre cleaning provision will be in accordance with the 'Retail' BICSc standard specification although in line with the Core Days as detailed within the Service Data Matrix (Annex K) (and not seven (7) days as included within the BICSc standard). The QEII Conference Centre will also host events that last into the evenings and across many weekends. Where cleaning is requested by the Authority for a cleaning Service before, during and after these events, the following day out of hours cleaning will be required before the areas are in use. The Supplier will include within their Lump Sum Price, cleaning as required to ensure the BICSc Standards are met for the Core Operational Hours, including any resulting early morning or evening shifts as required. Additional Cleaning required to clean up after Evenings and Weekends will be Elective and follow the New Works Process and therefore outside the Lump Sum Price. However, the Supplier is to always co-ordinate and to schedule the 'Core Hours' cleaning to maximise the benefit of this additional cleaning activity wherever possible to mitigate additional costs. Cleaning of event areas will not be permitted during an event unless explicitly requested by the Authority (for example, but not limited to, cleaning up and spillages or breakages or to ensure all areas are cleaned to the required standard).
- 68.14 The QEII Conference Centre normally has a period during August and again over Christmas where fewer conferences or even no conferences are booked. The Supplier shall therefore liaise with the Authority to gain an understanding of that period each year and/or to establish whether any major works or construction are taking place during that period so that they can schedule the Office Periodic Cleaning of the Affected Property within these periods. To take advantage of this period the Supplier must schedule to follow any major works to ensure maximum benefit is achieved from that deep cleaning activity.
- 68.15 Within a number of Affected Properties, Hard Flooring is in place in entrances and main circulation spaces. The Supplier must consult the Operation and Maintenance Manuals or seek manufacturer guidance upon the cleaning methods and equipment required to clean the floor coverings. The Supplier shall supply and train cleaning operatives in the use of the equipment or processes as required. Damage or issues caused through either using the incorrect cleaning techniques or equipment will result in the Supplier having to rectify any issues or damage arising.

## **69 BARRIER MATTING (CC10AC / B:04)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 69.1 The Supplier shall ensure that all barrier matting is well maintained and kept clean (changed for laundering every six (6) months).
- 69.2 The costs for replacement barrier matting including coir matting should be charged via the New Works process.
- 69.3 The Supplier shall advise the Authority when replacement barrier matting, including coir matting, is required.

Future Facilities Management Project

**70 CARPET CLEANING (CC10W / B:05)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 70.1 The Supplier shall ensure that the routine vacuuming of carpets takes place at each Affected Property as frequently as required in order to achieve the necessary level of cleanliness as defined within the relevant BICSc Standards.
- 70.2 Deep cleaning of carpets shall be included within the Lump Sum Price for all Affected Properties (whether Office or Residential) in line with the BICSc Standards Section 4 Office Periodic Cleaning (Annex Q).

**71 CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS (CC10C / B:03)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 71.1 The Supplier shall ensure that cleaning of communication and equipment rooms shall be by arrangement with the Authority. Cleaning of these areas will be by arrangement with the Authority twelve (12) times per year.
- 71.2 The Supplier shall ensure that communication and equipment rooms are cleaned following the required cleaning standard and any additional Standards in relation to the specific cleaning requirement.
- 71.3 Where required there may be additional security clearance of cleaning operatives in high risk areas.
- 71.4 Cleaning of these areas will be by arrangement with the relevant Business Units through the Helpdesk. Where communication and equipment rooms are required to be cleaned, the Standard, applicable to the particular Affected Property building category shall be applied and in addition, the following cleaning requirements shall also be applied:
  - a) These areas must be free from accumulated dust.
  - b) Where possible items of furniture that are removable shall not be cleaned within the area. They shall be removed dirty, cleaned outside the area and returned in a clean anti-static state.
  - c) The use of brooms is expressly forbidden within server rooms; suction cleaners when used must conform in full with British Standard BS 5415: Parts 1 & 2. All non-computer equipment and furniture must be suction-cleaned free from accumulated dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted.
  - d) Dusters shall be of chemically impregnated or other approved dust-absorbent type, except where used for dry polishing of glass, when they shall be lint-free, and they shall be changed at frequent intervals before they have become fully charged with dust. The use of water for cleaning in these areas is forbidden.

Future Facilities Management Project

e) Under no circumstances must any computer or computer related equipment be touched, moved, or disturbed in any way. Cleaners must ensure that only the correct power sockets are used for cleaning equipment, not those specifically dedicated for computer use.

## **72 DEEP CLEANING (CC10G / B:09)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 72.1 The Supplier shall provide a programme for periodic and Deep Cleaning activities to the Authority for approval within one Month of the start of each contract Year. The BICSc standards for Office Periodic Cleaning shall apply to all Affected Properties including Approved Premises and Judges Lodgings in addition to Offices.
- 72.2 The Supplier shall inform the Authority of all periodic cleaning activity one (1) Month prior to it being undertaken via the CAFM System or PPM schedule.
- 72.3 The Supplier shall take responsibility for ensuring the Authority's staff are informed prior to carrying out periodic cleaning activities.
- 72.4 The Supplier shall provide a professionally managed Curtain Cleaning Service. The frequency shall be one clean per annum. It is recognised that due to air quality and drafts from windows, open or not, some curtains will soil at a faster rate and procedures shall be agreed with the Authority to limit these instances. Curtains are to be removed from rails and cleaned by a suitable approved method. Care should be taken to maintain any guarantees on the curtains.
- 72.5 The Supplier shall clean all catering and staff welfare areas daily. This excludes commercial kitchens and the Caterer's side of serveries and counters in those Affected Properties where there is a separate Commercial Catering Contract outside the scope of this Contract. For the avoidance of doubt even in those Affected Properties the Supplier will still be responsible for cleaning staff amenities (including but not limited to staff kitchens, public areas of restaurants, tea points and staff rooms).
- 72.6 The Supplier must establish a good working relationship with any third-party Supplier of catering to facilitate the cleaning of all equipment.

## **73 EXTERNAL CLEANING (CC10E / B:07)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 73.1 The Supplier shall ensure that external building fabric, lighting (where accessible from the ground without the need for access equipment), fixtures and fittings are maintained and clean.
- 73.2 The Supplier shall clean external signage including but not limited to heritage signage as approved by the Authority.

Future Facilities Management Project

- 73.3 The Supplier shall clean waste stores and receptacles at a frequency agreed with the Authority.
- 73.4 The Supplier shall clear of all debris, including but not limited to litter and leaves, hard and soft external landscaping, including but not limited to flower beds to paved areas and car parks, on a Monthly basis.
- 73.5 The Supplier shall provide a localised gritting Service of the hard-standing areas as and when required by local weather conditions.
- 73.6 The Supplier shall operate a regular external cleaning programme, using the appropriate equipment at all times, following safe working procedures in accordance with all current relevant legislation.
- 73.7 The Supplier shall ensure entrances, car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards and the outside of each Affected Property must be maintained so that no debris, arising from rough sleepers, litter, cigarette ends, chewing gum, dirt, syringes, animal faeces, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate. Best practice techniques shall be utilised when removing any bio hazards. All waste bins and cigarette bins shall be emptied and replaced in their original locations.
- 73.8 Any areas protected by security screening, netting or protective cages may have the protection removed temporarily to remove debris, dirt, dust and litter. The protection must be replaced to the original standard prior to invasion.
- 73.9 The Supplier shall confirm with the Authority the boundaries of the external areas to be cleaned.
- 73.10 The Supplier shall ensure that COSHH requirements are complied with when providing this Service, paying particular attention such that hazardous cleaning agents are not left accessible and unguarded at each Affected Property.
- 73.11 In relation to 73.5 the Supplier is to keep all areas of hard standing including steps, stairs and pathways free of algae or other organic material to prevent these areas becoming slippery. This will require the regular inspection and jet washing of these areas to maintain them in safe condition. The Supplier is to include this within their lump sum for all Affected Properties.
- 73.12 In conjunction with the Pest Control Service the exterior of buildings is to be kept free of guano. If the Supplier's cleaning service operative identifies significant issues where existing control measures are not sufficient they are to highlight this to the Supplier's pest control operatives to take appropriate action to prevent this. At no time, should excessive amounts of guano be allowed to accumulate so as to pose a risk to health or a barrier to access.
- 73.13 For 102 Petty France, the Supplier is to undertake four daily inspections, spread at even intervals throughout the working day, to spot clear all cigarette ends and any other debris outside the front and sides of the building.
- 73.14 Where Affected Properties are Listed, the Supplier will seek specialist technical advice prior to commencing any external cleaning (planned or reactive) activity.

Future Facilities Management Project

- 73.15 The Supplier shall provide a sharps waste removal service as part of this contract in accordance with the Specialist or Hazardous Waste process.
- 73.16 Cleaning of entire facades will be Elective New Works, undertaken upon request and will be subject to approval by the Authority. (For the avoidance of doubt this does not include localised spot cleaning of splashes or accumulation of dust, dirt, litter and grime which is included within the External Cleaning service.)

**74 HOUSEKEEPING (CC10X / B:15)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 74.1 The Supplier shall provide a professionally managed housekeeping Service for staff and visitors at the Affected Property. Through the use of Good Industry Practice and the introduction of innovation, this shall achieve and demonstrate value for money on a continuous basis.
- 74.2 At Approved Premises and Judges Lodgings where Linen and Laundry is required the Supplier shall provide a resource management plan, which addresses actions to be taken by the Supplier to achieve:
- (a) An increase of recycled content in linen against an agreed baseline;
  - (b) An increase in textiles recycled or re-used at end of life against an agreed baseline;
  - (c) An increase in the average number of washes per unit against an agreed baseline; and
  - (d) A reduction in the whole life cost of textiles service against an agreed baseline.
- 74.3 As part of the resource management plan, the Supplier shall:
- (a) Measure and report performance on a periodic basis at a frequency agreed with the Authority. Reports shall be supported by evidence in the form of inventory logs, energy consumption readings and equipment utilisation logs; and
  - (b) Identify management actions and investment priorities for reducing cost and improving materials, energy and carbon efficiency.
- 74.4 Further information can be found at [www.wrap.org.uk/fm](http://www.wrap.org.uk/fm).
- 74.5 The Supplier shall ensure that a nominated manager of the Housekeeping Service for each Affected Property is contactable twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a Year. The Supplier shall also provide cover for the nominated manager for annual leave and sickness. The contact details shall be posted in clearly defined areas agreed with the Authority Representative.
- 74.6 The Supplier shall provide a customer satisfaction survey form at the start of the Building User's stay, which shall be returned to the Supplier on departure and the responses shall be logged on to the CAFM System.

#### Future Facilities Management Project

74.7 The Authority has Affected Properties within its portfolio where overnight accommodation is provided (Approved Premises and Judges Lodgings) or where clients pay a commercial rate for the use (QEII Conference Centre). Where these Affected Properties exist, the Supplier shall deliver all Services required to maintain operation of the Affected Property in an integrated and holistic manner. In such circumstances, it may be necessary to combine a number of Services within this to provide an overall Service at the Affected Property. The Service will include but not be limited to:

- Reception at QEII;
- Concierge at QEII;
- Cleaning;
- Housekeeping at Approved Premises and Judges Lodgings;
- Linen / laundry at Approved Premises and Judges Lodgings;
- Catering at Approved Premises and some Judges Lodgings;
- Security;
- Maintenance;
- Pool and leisure facilities;
- Furniture;
- Move Management Churn;
- Room booking;
- Porterage
- Conferencing at QEII; and
- Meetings and hospitality services at QEII.

74.8 In addition, where this Service is required, the Supplier will be required to deliver management and administrative functions required to facilitate the operation of the Affected Property.

#### **75 IT EQUIPMENT CLEANING (CC10Z / B:16)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

75.1 Where this Service is requested by the Authority, the Supplier shall clean desktop computers, screens and keyboards.

#### **76 - NOT USED**

#### **77 LINEN AND LAUNDRY (CC10M / B:15)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

77.1 The Supplier shall provide all linen required to carry out the Service at a cost to be included in the Lump Sum Price and shall be responsible for the laundering, organisation and control of all linen stocks.

#### Future Facilities Management Project

- 77.2 The Supplier shall ensure that an adequate stock of all linen is available and in good repair at all times. Adequate stock will be deemed to be no less than 300% of the linen required for every bed within an Affected Property throughout the Contract period. (This equates to three (3) full sets of linen. One in use, one in storage and ability for one needing laundering at any given point).
- 77.3 The Supplier shall provide laundered entrance mats, where required, at a frequency stipulated by the BICSc Standard, Edition 3 (Annex Q).
- 77.4 The Supplier shall provide a Laundry and Linen Service for Supplier Personnel that must sleep overnight within the Affected Property.
- 77.5 The Supplier shall provide uniforms where they are required.
- 77.6 The Supplier shall provide all towels within residential properties.
- 77.7 The Supplier shall provide an ad hoc dry Cleaning Service at the request of the Authority, dispatch submitted items for dry cleaning and shall ensure collection and return in accordance with procedures agreed with the Authority. Such requests will follow the New Works Process.
- 77.8 This Service shall be fully integrated with the Housekeeping Service wherever possible.

### **78 PEST CONTROL (CC10N / B:18)**

**The costs associated with the delivery of this specification are within the Lump Sum Price or within the Comprehensive Threshold Limit, depending upon what's indicated on the Service Data Matrix (Annex K).**

- 78.1 The Supplier shall provide a total pest control service for the Affected Property in order to keep the Authority's Affected Property free from rodents, birds, insects and other pests.
- 78.2 The Supplier shall provide a full pest control action plan for dealing with the range of pests encountered within the Affected Property and consideration shall be given to humane pest control whilst developing the pest control action plan.
- 78.3 As part of Contract Mobilisation, the Supplier shall undertake a detailed survey of the Affected Property before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part. For avoidance of doubt failure to submit the surveys and action plans within the first three (3) months for all Affected Properties, of suitable quality to mitigate the risks after the Contract commencement of services shall render the Supplier responsible for any and all pest control at an Affected Property for the entire duration of the contract at no extra cost to the Authority.
- 78.4 The Supplier shall remove dead creatures, either as a result of the pest control service or other means.

#### Future Facilities Management Project

- 78.5 The detailed survey reports shall be clear, concise and complete. They shall contain a summary of what was found, including the species involved, the degree and extent of infestation, its significance, and possible origin(s). Comments on hygiene, proofing, structure, design and management practices as they affect pest infestation or control shall be included. These reports shall be submitted to the Authority within three (3) months of service commencement, via the Integrator's CAFM System.
- 78.6 Within the Approved premises, as places of residence the Supplier is to take note as to the increased risk of infestation in relation to beds and bed linen as well as the presence of food within the property. Therefore, the Risk Assessments are to cover these areas and response times and treatments need to reflect that these premises are places of residence and such infestations need to be eradicated swiftly to avoid disruption to the 24/7 operation of that particular business area.
- 78.7 The Supplier is required to maintain all measures taken to prevent avian and rodent access. This includes repairing and replacing as necessary within the lump sum. Any new measures will be subject to the New Works Process and require quotations submitted to the Authority for consideration and approval as part of the detailed survey.
- 78.8 Risk Assessment and Method Statements will be required to cover all likely risks associated with the Service including but not limited to working at height, working in confined spaces and COSSH etc.
- 78.9 The Supplier will prepare a programme of inspection and service to initially eradicate any infestations found followed by a routine programme of visits sufficient to mitigate the pests identified within the detailed survey. This shall comprise of no less than four (4) (as fewer inspections will be insufficient to prevent infestations from developing) but the final number to be determined based upon the results of the Supplier's survey. Once confirmed these will form the Lump Sum Price Service. This shall include all access, equipment and materials required to deliver the Service.
- 78.10 Emergency call-outs and follow-up treatments shall be regarded as additional to routine inspections and shall be considered as reactive maintenance and subject to the Comprehensive Liability Threshold.
- 78.11 Those employed by the Supplier to undertake pest control activity will be affiliated to either of the two Pest Control Associations and show how long they have been affiliated with confirmation from the Associations with certificates and relevant qualifications gained. Certificates must be provided as part of the training and qualification records. These are required to be submitted to the Authority via the Integrator's CAFM system for each operative undertaking this activity on behalf of the Supplier prior to the commencement of such work at an Affected Property.
- 78.12 Legislation restricts the use and application of pesticides. Only adequately trained Supplier Personnel may use pesticides or make decisions about how they are used. Refer to the Control of Pesticides Regulations 1986 (as amended 1997), The Pesticide Manual, Fifteenth Edition 2009; The UK Pesticide Guide 2010; and the Wildlife & Countryside Act 1981. Selection of the appropriate pesticide shall be the Supplier's responsibility. Methods shall be efficient but carried out in a humane way.

Future Facilities Management Project

**79 REACTIVE CLEANING (CC100 / B:19)**

**The costs associated with the delivery of this specification are included within the Comprehensive Liability Threshold.**

- 79.1 The Supplier shall provide a Reactive Cleaning Service to maintain the full and safe use of the Affected Property. Tasks can include, but are not limited to, responding to spillages, (including but not limited to human waste, animal waste, cooking oil, vehicular fuel), replenishing consumables and monitoring the cleanliness of the washrooms.
- 79.2 All requests for Reactive Cleaning Services shall be routed through the Integrator's Helpdesk to the Supplier's Helpdesk / dispatch team, and shall be undertaken in accordance with the Response and Rectification Times (Annex H).
- 79.3 The Supplier shall provide a Service for the removal of staining from building fabric as caused by such events such as but not limited to atmospheric pollution, the accidental spillage of materials and the application of graffiti.
- 79.4 The Supplier is responsible for the removal of graffiti and "making good" of the surface to the extent that it is possible to so do using reasonable endeavours.
- 79.5 These services will be included within the Lump Sum and therefore will be at no additional cost to the Authority.
- 79.6 Larger scale reactive clean-up operations after emergencies or disasters shall follow the green route process but be Elective New Works that the Authority will pay for.
- 79.7 A sterilisation clean (the deep clean of a specific office, bedroom or area within an Affected Property after the occupation by someone with a contagious disease or medical condition for example, but not limited to, scabies) shall be Elective and follow the New Works Process. The Supplier is to ensure Supplier personnel are trained and provided with appropriate equipment and Personal Protective Equipment.

**80 ROUTINE CLEANING (CC10Q / B:21 AND B:22)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 80.1 Within the Contract all Approved Premises and Judges Lodgings will be cleaned in accordance with the BICSc Standard, Edition 3 (Annex Q) Specification for Accommodation / Hospitality (Approved Premises will be 24/7 and Judges Lodgings at a frequency indicated to the Supplier by the Authority if less frequency than 24/7). All other Affected Properties will be cleaned in accordance with standard specifications for Offices.
- 80.2 At the start of the Core Operational Working Hours, the required cleaning Standard shall be evidenced and on-going.

Future Facilities Management Project

- 80.3 The Supplier shall undertake all tasks associated with professional office cleaning to ensure that the offices, toilets, shower rooms, kitchens, catering areas, public areas, meeting and conference rooms, bedrooms, circulation space, secure areas and all other working areas, furniture and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.
- 80.4 The Supplier shall be responsible for monitoring the provision of the Services on a daily basis to ensure that the required Service Standard has been applied.
- 80.5 Within specialist or public areas, out of hours cleaning regimes may be required at certain properties.
- 80.6 The Supplier shall be responsible for the daily cleaning of hard and soft floors, walls and partitions.
- 80.7 The Supplier shall clean first aid rooms in accordance with the BICSc standards as well as when required at the Affected Property following the use of that room to maintain standards.
- 80.8 The Supplier shall ensure that consumables are replenished at all required locations to ensure sufficient throughout each Working Day. The Supplier shall provide an uninterrupted supply of consumables at the Affected Properties, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points. The Supplier will ensure no less than one (1) week's supply, at normal levels of use of consumables, is held on-site as emergency stock in all Affected Properties. This is to ensure stocks never run out. The week's supply is to be held as a buffer to prevent any Affected Property ever running out of consumables during the Contract Period.
- 80.9 Where feminine hygiene vending machines are identified within the estate the Supplier is to bring this to the attention of the Authority who will determine whether they are removed or added to the contract as a Contract variation. The vending areas shall be kept free from stains and spills.
- 80.10 For those Affected Properties with over six-hundred (600) occupants a day, in addition to the daily cleans, periodic checks on average of four (4) times daily will be required throughout the Core Operational Hours. These periodic checks shall include top-up of the levels of consumables, spot cleans to maintain standards within wash rooms and tea points and emptying of waste receptacles to avoid these becoming overfilled.
- 80.11 The Supplier is to ensure all food waste is removed from within office areas and food preparation areas so it is never left in these areas overnight. This is to avoid causing pest control and odour issues.
- 80.12 In terms of the BICSc specification standards, Conference/Meeting Rooms are to be provided the same services as Offices.

#### Future Facilities Management Project

- 80.13 As part of the daily clean, the Supplier shall clean all refrigerator and microwaves keeping them free from accumulated dust, debris, stains, smears and unpleasant odours. Cleaning agents must not taint or affect food or drink. In addition, the Supplier will also deep clean and defrost all fridges and freezers in line with manufacturer's guidance but no less frequently than twice annually or as and when required to prevent unacceptable soiling, leaks or large accumulation of ice. They will ensure they manage and capture all arisings to avoid causing damage or creating leaks.
- 80.14 Feminine Hygiene bins and Nappy Disposal Units shall be emptied on a regular basis to ensure receptacles are not overflowing or become foul smelling.

### **81 SPECIALIST ANTIQUE CLEANING (CC10AB / B:24)**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 81.1 The Supplier shall provide a Specialist Cleaning Service for antiques at each Affected Property as requested by the Authority within the service matrix. Antique Asset Lists are provided within the data room and for sites indicated as having Antiques but without an Antique Asset List the Supplier is to assume there are ten (10) antiques per Affected Property. The cleaning regime shall comply with the advice / recommendations provided by Heritage England/ Cadw/ Historic Scotland, the Specialist Conservation Consultant and as instructed by the Authority. This shall be on an ad hoc basis.
- 81.2 The Supplier shall manage the cleaning of antiques, works of art including but not limited to pictures, sculptures, photographs, ceramics, silver, trophies, chandeliers and any other delicate items, either through self-delivery or through the use of specialist Sub-Contractor(s) were deemed necessary. Handling instructions for all delicate items shall be provided during Mobilisation Period.
- 81.3 Within the Government estate, antiques can be owned by both the Authority and donating art and antique governing bodies so utmost care shall be taken when handling and cleaning.
- 81.4 The Supplier shall provide a professionally managed Chandelier Cleaning Service. Supplier Personnel must have appropriate and documented training in this area. All chandeliers shall be removed / lowered from the fixed positions and cleaned at least twice per annum. All activities shall be recorded via the CAFM System. The Supplier shall have full responsibility for the chandeliers during the cleaning process and shall indemnify the Authority against breakages or failures due directly to the cleaning process. Where the age and condition of a unit is seen to deteriorate requiring the intervention of professional renovation, this shall be agreed with the Authority before attempting to conduct cleaning.
- 81.5 Antique cleaning frequency will be in line with the BICSc Edition 3 frequency for periodic cleaning.

Future Facilities Management Project

## **82 TELEPHONE SANITISATION (CC10AD / B:25)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 82.1 The Supplier shall provide a hygienic cleaning of telephone handsets. This Service shall be provided outside of Core Operational Working Hours in order to avoid disruption to the Authority's core business.

## **83 WINDOW CLEANING (EXTERNAL) (CC10U / B:27)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 83.1 The Supplier shall ensure that cleaning is carried out to the required Standard or in line with local by-laws in force in certain parts of the UK. Windows in all Affected Properties shall be cleaned four (4) times per annum, apart from the QEII Conference Centre which requires cleaning monthly, i.e. twelve (12) times per annum.
- 83.2 The schedule is to be agreed with the Authority and planned via the CAFM System or PPM schedule.
- 83.3 The method statement is to include the required quality Standard and shall be provided by the Supplier within the Service Delivery Plan.
- 83.4 Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 83.5 All costs associated with Window Cleaning (External) shall include but not be limited to all access equipment, fall arrest equipment, labour and materials to carry out the cleaning task in full where not provided by the Authority
- 83.6 Subject to notification made to the Helpdesk by the Authority Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken by the Supplier using procedures appropriate to the finish of the fixture or window pane. Splashes and excessive soiling shall be removed within agreed Operational Working Hours to agreed response times.

## **84 WINDOW CLEANING (INTERNAL) (CC10V / B:28)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 84.1 Internal window cleaning shall be carried out by the Supplier to the required Standard. The programme is to be agreed with the Authority and planned via the CAFM System and uploaded to the Integrator's CAFM system. Windows in all Affected Properties shall be cleaned four (4) times per annum, apart from the QEII conference centre which requires cleaning monthly, i.e. twelve (12) times per annum as part of the Lump Sum Price.

Future Facilities Management Project

- 84.2 The method statement is to include the required quality Standard and shall be provided by the Supplier within the Service Delivery Plan.
- 84.3 Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 84.4 Internal window cleaning prices in the Lump Sum Price shall include but not be limited to all access equipment, labour and materials.
- 84.5 Splashes and excessive soiling shall be removed during agreed Operational Working Hours to agreed response times.
- 84.6 Subject to notification to the Integrator's Helpdesk, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken using procedures appropriate to the finish of the fixture or window pane.
- 84.7 A system shall be implemented by the Supplier to ensure that windows with bomb blast curtains are not left unprotected. This includes situations where the bomb blast net serves only for privacy purposes. The cleaning of all bomb curtains requires a proportion of curtains to facilitate phased cleaning. Bomb blast nets have a limited life, circa five (5) Years, and shall need replacement from time to time; costs for replacement shall be made via the New Works process.

**PART G: GENERIC SERVICES**

**85 - NOT USED**

**86 - NOT USED**

**87 - NOT USED**

**88 - NOT USED**

**89 COURIER BOOKING AND EXTERNAL DISTRIBUTION (CD4 / J:06)**

**The costs associated with the delivery of this specification are within the Lump Sum Price. The Actual Courier Cost will be paid by the Authority.**

- 89.1 The Supplier shall manage and co-ordinate a national and international Courier Service for the Authority.
- 89.2 The Supplier shall use departmental and/or pan-Government commercial vehicles that have been approved by the Authority to procure a courier booking Service. Should the Supplier be able to demonstrate that their supply chain is able to offer better value-for-money, the Authority may accept those as suitable Sub-Contractor(s); however the Authority reserves the right to choose either those or alternative suppliers for this Service.
- 89.3 The Supplier shall propose companies to provide courier and parcel carriage services for the Authority. The proposed rates for such services shall be shown separately within the tender return. This will provide the Supplier with an opportunity to evaluate these unit costs against current costs.
- 89.4 The cost of outgoing courier and parcel despatches shall be managed on a pass-through basis. It will be incumbent on the Supplier to keep a clear audit trail for courier and parcel services for eventual recharging, accounting and audit purposes.
- 89.5 The Supplier shall conduct regular benchmarking exercises on the Service provided in order to establish the robustness of the existing Service and system and to suggest any improvements to the Service as a result. The procedure to be adopted for benchmarking exercises will be agreed in advance with the Authority.
- 89.6 It will be the Supplier's responsibility to secure authorised signatures from the Supplier's personnel requesting the Service and to keep a clear and accurate log of requests and associated costs for the Service.
- 89.7 All requests for Courier Services shall be made by the Authority via the post room. From the point of ordering, the post room shall be the liaison point between the courier company and the originator of the request. In the event of any delay to the delivery, or any confusion over the delivery point, the Supplier shall ensure that the courier company does not deal with the Authority direct, but only with the Supplier. The Supplier shall also undertake all necessary tracking and tracing on behalf of the Authority's staff. The Supplier shall work in partnership with the Authority to ensure a seamless service for the Authority's personnel.

#### Future Facilities Management Project

- 89.8 The Supplier shall ensure to the satisfaction of the Authority, that only those persons authorised to request a courier are able to do so. The Authority and the Supplier shall agree the method of ensuring that this is carried out.
- 89.9 The Supplier shall take delivery of all incoming goods delivered by courier or parcel companies on behalf of the Authority and will ensure that they are delivered to the correct recipient while observing the security protocols in place at the recipient's building.

### **90 DRIVER SERVICE (CE2V / J:08)**

**The costs associated with the delivery of this specification are within the Elective New Works Process.**

- 90.1 Where required, the Supplier shall provide a Driver Service, including but not limited to the provision of vehicles, fuel provision and a driver on a pass through basis.

### **91 FIRST AID AND MEDICAL SERVICES (CE2W / J:09)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 91.1 Where required to do so, the Supplier shall provide during Core Operational Working Hours First Aid and Medical Services in line with Health and Safety Executive guidance to visitors or staff who are injured whilst on the Affected Property.
- 91.2 The Supplier shall maintain and replenish first aid boxes within date.
- 91.3 Medical services include the provision of first aid from a suitably trained and qualified person and escalation to the emergency services when required. In addition it includes the administering of prescription medication to residents in Approved Premises
- 91.4 Defibrillators are located within some Affected Properties which are operated by Authority personnel. It is not a contractual requirement for Supplier personnel to operate this equipment. But if the Supplier permitted their first aid trained personnel to operate and be trained in their use it would be a benefit to the Authority.

### **92 FLAG FLYING SERVICE (CE2P / J:10)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 92.1 The Supplier shall provide a Flag Flying Service. The times and types of flag to be flown are to be in accordance with the Authority Policy in addition to official guidance obtained from the relevant Authority and the published instructions of the Department for Culture, Media and Sport (DCMS).

Future Facilities Management Project

- 92.2 A cleaning regime shall be identified for flags and agreed in advance with the Authority.
- 92.3 The Supplier shall ensure that all staff involved in flag raising and lowering are trained in the use of national flags and abide by the required Standards as defined within the CCS FM Service Standards (Annex J). Certain Government buildings utilise non-standard flags from time to time, including but not limited to Falklands, Olympics, and Royal Standards. When requested by the Authority, the Supplier shall have the means to purchase, rent or have manufactured any identified flag within the shortest reasonable time.
- 92.4 Union, Saltire and Red Dragon flags flown every day will be replaced every six (6) months at the Supplier's expense as a fixed element of the Contract. Flags only flown on official flag flying days shall be replaced when they become damaged or worn out or heavily soiled but at no greater frequency than every six (6) months at the instruction and expense of the Authority.

**93 STATUTORY INSPECTIONS AND COMPLIANCE PLANS, AUDITS AND RISK ASSESSMENTS (CE2X / J:26)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 93.1 The Supplier shall provide a statement of whether the Affected Property in its current condition and in the way it is currently used complies with required Standards as defined in the CCS FM Service Standards (Annex J) for those services covered within the Soft Services Contract, and what would be needed to achieve compliance.
- 93.2 The Supplier shall produce and submit a compliance plan detailing remedial action required to ensure compliance with the Authority's statutory or insurance obligations. The structure and format of the compliance plan is to be agreed with the Authority during Mobilisation.
- 93.3 The Supplier shall always and immediately advise the Authority if an Affected Property falls out of compliance at any time/for any reason.
- 93.4 The Supplier shall ensure that all records of inspection are shared with the Authority through the Integrator CAFM system.
- 93.5 The Supplier shall at all times comply with all applicable legislation, including any alterations to policy as may take place, and shall be the sole point of contact for any of the Authority's concerns with that aspect of performance.
- 93.6 Professional services providers including Public Health, Hygiene, Fire Inspectors, the Authority's Technical Audit, Landlords and other such persons will make periodic inspections. The Supplier shall co-operate with the persons executing these inspections when advised by the Authority.
- 93.7 The Supplier shall undertake annual food safety inspections and report to the Employer accordingly. The inspections are to encompass all aspects of food safety and procedures in accordance with all relevant legislation and industry standards.

Future Facilities Management Project

**94 INTERNAL MESSENGER SERVICE (CD521 / J:11)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 94.1 The Supplier shall provide a messenger Service at each Affected Property where required.
- 94.2 As with all other Services within the Contract, tools or equipment needed in the delivery of this service will be the Supplier's responsibility to provide and maintain. In this instance trolleys and or any other equipment needed in the execution of this Service, along with the collection and distribution of external mail, will be the Supplier's to provide. The nature of what is required will be dependent upon the Supplier's solution including method statements and risk assessments, for example and not limited to, manual handling. Any equipment in use now will be available for the Supplier to utilise but the Authority doesn't warrant the equipment condition or suitability for the task.

**95 JOURNAL, MAGAZINE AND NEWSPAPER SUPPLY (CD522 / J:12)**

**The costs associated with the delivery of this specification will follow the New Works Process.**

- 95.1 The Supplier shall manage the provision of journals, magazines and newspapers. The Supplier shall order and distribute the items following procedures agreed with the Authority.

**96 MAIL ROOM EQUIPMENT MAINTENANCE (CC41R / J:14)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 96.1 The Supplier shall be responsible for the operation and maintenance of mail room equipment, including but not limited to franking machines, sorters, postal scales, and x-ray scanners throughout the Contract.
- 96.2 The Supplier shall be required to review the existing equipment and the Authority's leases at the start of the Contract and to propose the most efficient and cost effective solution for the future. Should the Supplier consider that it is in the interest of business efficiency and best value for money, it may propose the replacement of equipment in advance of their lease expiry date. Any replacement of equipment shall be at the approval of the Authority.

**97 MAIL SERVICES (CD524 / J:15)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

Future Facilities Management Project

- 97.1 The Supplier shall be responsible for the management and successful operation of a streamlined Mail Room Service for the Authority that is integrated whenever possible with all other relevant services in order to provide value for money for the Authority.
- 97.2 The Supplier shall provide a secure Mail Delivery Service between Government Bodies on a national basis throughout the United Kingdom.
- 97.3 The Supplier shall be solely responsible for the interface between the Authority and all third-party Suppliers in relation to mail. The Supplier shall provide innovative proposals for the most advantageous Services offered by Sub-Contractor(s). The Supplier shall consider the use of various collection and delivery Services including but not limited to, the use of the PO Box service, business and reply paid mail and packet post where appropriate. The Supplier shall provide the Authority with proposals to maximise the efficiency of its incoming and outgoing mail regimes. The Supplier Personnel shall have the Security Clearance necessary to deliver the level of protectively marked mail to be delivered under the Contract up to handling Official Sensitive material requiring a clearance no lower than Counter Terrorist Checked (CTC).
- 97.4 The Supplier shall manage the receipt of incoming mail delivered by third party mail providers. All mail shall be sorted and/ or x-rayed, scanned for substances and/or objects and subject to other scrutiny as specified by the Departmental Security Unit in accordance with the Authority's security procedures. The Supplier shall ensure that Supplier Staff have received adequate and up-to-date training for this purpose. The x-ray and scanning equipment shall be provided and maintained by the Supplier for use where this is required.
- 97.5 The Supplier shall ensure that all cheques, postal orders or cash received in the Mail Room are logged accurately and held securely pending collection by the intended recipient. The Supplier will provide a full audit trail to the appropriate Authority's Representative.
- 97.6 The Supplier shall comply with the Authority's procedures for the receipt of incoming tender documents at any of the Affected Properties.
- 97.7 Incoming items of priority mail (including special delivery and recorded delivery items) will be logged and the Supplier shall ensure that these items are passed to recipients in a safe and expeditious manner.
- 97.8 The Supplier shall provide a range of outgoing mail solutions including, but not limited to, special delivery, overseas mail services, conventional mail and parcel services. The Supplier shall manage the despatch of outgoing mail via the Mail Rooms. It is the policy of the Authority that all post shall be despatched via second-class mail unless otherwise marked. Post shall be sorted into relevant despatch types and franked and bagged up accordingly. The Supplier shall provide assistance, when requested, in packaging larger items prior to despatch. The Supplier shall endeavour to assist the Authority's Representatives with late deliveries and special requests.
- 97.9 The Supplier shall be responsible as required for the management of bulk mail despatches such as press releases. At short notice and to tight deadlines, the Authority may request this Service. The Supplier shall integrate this Service with other relevant services to optimise efficiency.

#### Future Facilities Management Project

- 97.10 The Supplier is required to keep separate accounting records for each management unit to facilitate the Authority's internal accounting requirements. These records shall be available at all times for audit purposes. Records may include but not be limited to all courier collections, special deliveries received and despatched and volume Data.
- 97.11 The Supplier will pay for all postage costs and the Supplier shall be required to work within budget limits set by the Authority. The Supplier shall therefore be required to keep detailed Monthly accounts of expenditure on postal Services. These records must be capable of being audited and used to analyse trends and must be submitted to the Authority.
- 97.12 The Supplier shall not exceed the budget dedicated for the purchase of postage, without the written consent of the Authority. The Supplier shall pay all franking/postal charges itself, against this budget, and re-invoice the Authority. The Authority will need to approve any increases in the budget for postage costs.

### **98 MANAGEMENT OF VISITORS AND PASSES (CD525 / J:16)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 98.1 The Supplier shall ensure that Supplier Personnel operating at reception of an Affected Property issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Affected Property or to bona fide staff of the Authority as evidenced by the production of a valid departmental photo ID card. It shall be incumbent on the Supplier to ensure that all visitors to the Affected Property have a valid reason for gaining access, by checking with the appropriate Authority Representative and ensuring that visitors remains at reception until their meeting sponsor arrives.
- 98.2 The Supplier shall be responsible for the production of all visitor, staff and Supplier passes, including the development of the new pass design on the instruction of the Authority. Costs to be reimbursable via the New Works process.

### **99 MOVE AND SPACE MANAGEMENT – INTERNAL MOVES (CC7A / J:17)**

**The costs associated with the delivery of this specification are within the Lump Sum Price or to follow the New Works Process, depending upon what's indicated on the Service Data Matrix (Annex K).**

- 99.1 In respect of the Move Management Service where a move is required, the Supplier shall be responsible for managing the move process and for the execution of the move. The Supplier shall provide an estimate of the cost of the move and this shall be approved by the Authority prior to execution of the move.
- 99.2 Where the move involves a flexible workspace, the management of the move shall be undertaken in conjunction with any third-party supplier in relation to space management to ensure that the aims and integrity of the flexible workspace is maintained.

Future Facilities Management Project

99.3 Temporary storage of furniture may be a requirement for certain moves.

## **100 OFFICE MACHINERY SERVICING AND MAINTENANCE (CC415 / J:18)**

**The costs associated with the delivery of this specification are within the Lump Sum, maintenance is subject to the comprehensive liability threshold.**

- 100.1 The Supplier shall provide a holistic Office Machinery Servicing and Maintenance Service within each Affected Property. This shall be coordinated through the Integrator Helpdesk and shall include but not be limited to, fax machines, scanners and shredders.
- 100.2 This Service shall be integrated with other Services such as Porter Services, Messenger Services, and Central Reprographic Services.
- 100.3 The Supplier shall be responsible for the provision and maintenance of all office machinery. This shall encompass liaison with the relevant Third Party Supplier, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with service contracts, managing the renewal of service contracts and liaising with the Authority.
- 100.4 In conjunction with the supply of Stationery, the Supplier will be responsible for ensuring that the supply of consumables, for example and not limited to, paper, toner, and staples are effectively managed to ensure all Office Equipment, whether maintained by the Supplier or not, is readily available throughout the working day.

## **101 PORTERAGE (CD523 / J:20)**

**The costs associated with the delivery of this specification are within the Lump Sum Price or to follow the New Works Process, depending upon what's indicated on the Service Data Matrix (Annex K).**

- 101.1 The Supplier shall provide a professionally managed Porterage Service as required at each Affected Property.
- 101.2 The Supplier shall recognise that certain buildings within an Affected Property may make urgent requests for Porterage Services. The Supplier shall ensure these requests take priority over other requests. There shall be ad hoc requests for Porterage Services before and after Operational Working Hours.
- 101.3 The Porterage Service provided shall be flexible in nature and able to accomplish small office moves, the transport of inter-departmental supplies, and to assist other facilities management services (whether delivered by the Supplier or Third Party Suppliers) as required including but not limited to the delivery of internal and external post, parcels, delivering stationery to allocated store areas and moving heavy packages.
- 101.4 The Porterage Service shall also include general tasks including but not limited to changing clock batteries, flag flying, arranging office layout and connecting laptops and teleconference phones as requested before conferences and meetings coordinated via the Helpdesk.

Future Facilities Management Project

- 101.5 Portage Services may be required for both small and more complex tasks. For example, a small task may include, but not be limited to moving a filing cabinet; or for those more complex tasks requiring more time and effort these may include but not be limited to moving an entire management unit as part of a larger project.

**AUDIO VISUAL (AV) EQUIPMENT (CC41H / G:04)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 101.6 The Supplier shall ensure that any audio visual (AV) equipment which is designed to display or take input from portable media or is computer driven is maintained, replaced or provided with suitable converters such that it is compatible with the required Standard at all times.
- 101.7 The Supplier shall ensure that maintenance of this is included in the Lump Sum Price with replacement units provided on a Disbursement basis and dealt with as part of the FM Service Standards. The support required to set up and operate equipment is to be priced as part of the support service available from the Supplier and requested through the Integrator.
- 101.8 During all events utilising multi-media technology, the Supplier shall provide Supplier Personnel that are capable of remedying all associated technical problems in a timely manner.
- 101.9 The Supplier is required to ensure that media connectivity is maintained for connection by broadcasting services.
- 101.10 In some Affected Properties equipment is portable, and in conjunction with portage elements within the contract, the Supplier will be required to set up, provide assistance in the operation of the equipment to the member of the Authority who has requested it, and remove this equipment once finished with. The booking of this equipment shall be via the Integrator CAFM system.
- 101.11 In some of the Affected Properties there will be occasional Ministerial Events or large presentations. Specific equipment may be hired in via a third party. The Supplier is required to support and provide assistance where required in terms of electrical connections and advice pertaining to the best means of laying out this equipment. At other occasions the fixed equipment may be used and the Supplier is required to provide technical support.

**Display Boards**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 101.12 Within common areas of each Affected Property, the Authority provides notice boards for the display of Health and Safety notices, inter-departmental notices, Government communications and other official memoranda. The Supplier shall provide a professional service for the management of these display boards, including the display, update and removal of all official notices as requested.
- 101.13 The Supplier shall be responsible for putting up and taking down all notices on identified display boards and shall provide a single contact point for this Service.

## Future Facilities Management Project

101.14 The Supplier shall take possession of all inter-governmental notices to be displayed, and ensure that they are displayed for the appropriate/requested time. The Supplier shall ensure that display boards are kept neat, tidy and up-to-date. It will be the Supplier's responsibility to liaise with the Authority's staff to ensure that only appropriate notices are displayed and to ensure that all notices past their expiry date are removed.

101.15 The Supplier shall provide originators of requests with information regarding the time-scale for its completion by the Supplier and shall ensure that any request for removal of notices is understood and acted upon. The Supplier may be required to perform occasional small design commissions, which should be treated as part of normal day-to-day work. The Supplier shall be responsible for photocopying or printing notices as required.

## Video Conferencing

### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

101.16 The Authority owns video-conferencing equipment with which it can make direct (point-to-point) connections to facilitate a video conference.

101.17 The Supplier shall:

- (a) Manage a booking service for the Authority's video conference rooms.
- (b) Provide advice, guidance and training to the Authority's staff to enable them to set up and run a video conference.
- (c) Provide a 'troubleshooting' service to respond to faults and technical issues and raise equipment failures with the Authority.
- (d) Provide regular Monthly usage reports for video-conferencing.

101.18 The Supplier shall propose and agree with the Authority the method by which multipoint connections shall be made. The capability to make multi-point connections shall be available to the Authority from the Service Commencement Date.

## Meeting Room and Conference Room Booking

### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

101.19 The Supplier shall ensure that the meeting and conference room portfolio shall be managed and booked using existing booking systems in conjunction with the Integrator. The Service Data Matrix (Annex K) lists all meeting rooms and other spaces in each Affected Property for which the Supplier shall provide a room booking service. The Supplier shall ensure no double bookings at any time and shall have the capability to provide ancillary services such as Audio Visual and Presentational support and catering provision where applicable. The Supplier will also liaise with the Authority's IT provider as appropriate. The Supplier shall ensure that a resilient system is put in place to ensure that the Data for available rooms is maintained accurately and is up-to-date.

#### Future Facilities Management Project

- 101.20 The Supplier shall be required to set up meeting and conference rooms as required by the Authority. The Supplier may agree a standard set-up with the Authority for all meeting and conference rooms and this set-up shall be adopted when no specific set-up has been requested by the room booker.
- 101.21 The Supplier shall also set up any display and Audio Visual requirement, including but not limited to flip charts, screens, projectors and media players. The Supplier shall provide all consumables associated with the display and Audio Visual equipment and shall ensure that any equipment piece to be used in the meeting rooms is fully functional and ready for use. The Supplier shall provide standby user support relating to the operation of the equipment.
- 101.22 The Service shall include the facility to accept electronic bookings and confirmations. This proposal shall encompass the ability to book all related services (such as room set-up, hospitality, provision of equipment) at the time of room booking.
- 101.23 The Supplier shall review the conference and meeting room facilities to provide an opinion on their optimum use, including where appropriate, the identification of existing areas which may operate as meeting/conference rooms.
- 101.24 If booking systems are used to estimate demand for meeting rooms, inspections shall be made to ascertain what percentage of bookings result in occupation of the rooms (to avoid overstating the need) and at the same time to note how many meeting rooms are occupied without being booked (to avoid under-estimating the need).

## **102 RECEPTION SERVICE AND CONCIERGE FUNCTION (CD3 / J:21)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

### **Reception Service**

- 102.1 The Supplier shall provide a professional Reception Service. Reception staff shall be of a neat and tidy appearance at all times. Reception staff shall possess comparable skills and qualities to those of front of house hotel staff. The Supplier shall ensure that all reception staff are trained in customer awareness skills and that this training is continued on a routine basis throughout the duration of the contract. They shall meet and greet in a friendly and polite manner all visitors to each Affected Property and ensure that their passage into the building is as smooth as possible whilst complying with procedural and security requirements. In reception areas of each Affected Property, the Reception Service shall liaise with and complement the Security Service.
- 102.2 The Supplier shall provide innovative proposals for the optimisation of the management of visitor ingress and egress in the reception area. This shall include appropriate management of the interfaces between the reception and Security Services to ensure that all visitors and staff receive a courteous and professional service each time they visit each Affected Property. However, for the avoidance of doubt where similar Services are described in the Reception Service and the Security Service, the requirements of the Security Service shall take precedence.

#### Future Facilities Management Project

- 102.3 The Supplier shall provide a switchboard service which only manages incoming telephone calls for the Authority's staff at each Affected Property, where the switchboard service is combined with each Affected Property's reception service. The Supplier shall ensure that incoming calls are dealt with promptly, accurately and politely. Incoming calls shall be routed to the appropriate member of staff or Building User as defined by the local details supplied by each Affected Property.
- 102.4 Supplier Personnel delivering the Reception Services shall take delivery of any items which are delivered by hand at the reception desk. Mail room staff shall receive delivered items from the reception staff and deal with these as necessary. All inward goods shall be via the loading bay at all times. Supplier Personnel delivering the Reception Services shall be responsible for advising those delivering other goods of the location of the goods entrance. In those Affected Properties where the Supplier is required to deliver both security and reception duties along with Mail Room and Messenger Service it is required that these services are delivered seamlessly so that whatever items are delivered they reach their intended recipient efficiently and effectively. This is especially important relating to the delivery of ICT goods.
- 102.5 The Supplier shall provide a professional Night Reception Service appropriate to the business use of the Affected Property. In reception areas of each Affected Property, the Night Reception Service shall liaise with and complement the Security Service. The Supplier shall be responsible for providing a seamless and integrated service within reception areas in order to receive and manage staff and visitors efficiently and in a welcoming manner. The Supplier shall ensure that all enquiries to the Authority are dealt with professionally and promptly.

#### Concierge Function

- 102.6 The Supplier will provide a concierge function in the Headquarters Building and the QEII Conference Centre staffed by highly pro-active, motivated, service-concentrated individual(s) to act as the focal point for management of the user experience within the Affected Properties. The concierge function will be responsible for owning all aspects of building and service operations regardless of where and how these resources are provided.
- 102.7 The concierge function should coordinate the effective operation of all shared building facilities including meeting rooms, conference suites, media and interview suites, catering provision, gyms and the infrastructure supporting these e.g. Audio Visual Technology.
- 102.8 The concierge function shall perform a leadership role in the management of key stakeholders including Ministers, the Secretary of State, Attorney General and Senior Business leaders.
- 102.9 To ensure effective operation of the building, the concierge function shall log requests and/or activity with the Integrator's Helpdesk.
- 102.10 The Authority may play host to senior UK and foreign politicians, business visitors and members of the public who have occasional access to the Affected Property. The Supplier shall recognise the importance of such visitors by developing a response which addresses this issue within the overall management of the Reception Service.

## Future Facilities Management Project

102.11 Within the QEII Conference Centre the Concierge service consists of two staff during Core Operating Hours, one of whom shall have a Security Industry Authority (SIA) door licence. The Supplier will provide concierge staff with a uniform consisting of a black lounge suite with waistcoat and black tie and patent leather black shoes.

### **103 REPROGRAPHICS SERVICE (CD61 / J:22)**

**The costs associated with the delivery of this specification in terms of equipment, labour and administration are within the Lump Sum Price (The actual printing costs will follow the New Works Process).**

- 103.1 The Supplier shall provide a Reprographics Service which meets the operational needs of the Authority, optimises the potential for synergies with other Services, takes full cognisance of the Authority's environmental strategies as set out in the policy on Greening Government Commitments and reflects the Authority's objective to apply electronic communications to all aspects of Service delivery. The Supplier shall continuously review the Service and make proposals for the introduction of relevant developing technology.
- 103.2 The Supplier shall provide a service for the bulk copying, finishing and binding of documents within a range of timescales. This bulk reprographics provision shall be complemented by the Authority's provision of smaller convenience copiers throughout the Affected Property. Details of the equipment available to the Supplier are provided in the Service Information together with historic data in respect of volumes of copying.
- 103.3 The Supplier shall supply and be responsible for all machinery and equipment necessary for the performance of the Contract and their associated costs. The Supplier shall note that the Authority currently both owns and leases reprographics and finishing equipment. The Supplier shall propose the items or equipment for use in the provision of this Service.
- 103.4 The Supplier shall ensure that the central reprographics service is capable of receiving documents and images for copying in a variety of formats and media both paper and electronic.
- 103.5 The Services shall be undertaken in accordance with instructions that shall accompany each order as advised by the Supplier. Generic timescales for the provision of categories of reprographic work shall be agreed between the Supplier and the Authority. The Supplier shall publish guidelines to the Authority's Representative describing the range of services available, methods of ordering work and the timescales for provision of reprographic work.

### **104 SPACE MANAGEMENT (CE2Q / J:23)**

**The costs associated with the delivery of this specification are within the Lump Sum Price or to follow the New Works Process, depending upon what's indicated on the Service Data Matrix in (Annex K).**

#### Future Facilities Management Project

- 104.1 Within this Contract all departments are reviewing working practices and space utilisation to maximise the efficiency of the utilisation of their office estate. The Supplier will provide the following services to assist this aspiration. Within the MoJ this project has been named 'MoJ National' supporting REFORM and builds on the success of the 'HQ Estate Rationalisation' and 'Transforming the Way We Work (TW3)' projects.
- 104.2 This Service requirement is to be included within the Lump Sum Price excluding removal/transfer costs for furniture between locations which shall be outside the Lump Sum Price and dealt with via the New Works Process.
- 104.3 The Supplier shall provide Space Management Services and office moves. The Supplier shall arrange the transfer of ICT connections which will be provided by a third-party Supplier responsible for the delivery of ICT Services under a separate Contract with the Authority.
- 104.4 The Supplier shall undertake larger office moves or re-stacks of buildings at the request of the Authority. This shall be an additional service at an additional cost to the Lump Sum Price by prior agreement with the Authority and shall be treated in the same manner as any other Project. Upon receipt of an instruction from the Authority Representative, the Supplier shall undertake professional space planning design and Workplace Strategy. The Supplier must provide an initial report setting out its detailed understanding of the brief, its proposed approach to the task and fee proposal and must agree the level of expertise and experience of the staff to be involved with the Authority. The Authority may elect to commission the Supplier to undertake this work or may use another supplier.
- 104.5 A formal instruction shall be issued by the Authority to the Supplier before any chargeable space planning design and Workplace Strategy Services are undertaken. This may need to be authorised by the Authority Representative with the Contractual delegation to issue the instruction.
- 104.6 The majority of space planning exercises shall have reasonable prior notification, but there may be some that will occur as a matter of urgency (including weekends). The Supplier shall consult with the Authority in all instances to confirm the relative priority/urgency of any request in order that it can be accomplished within the requested time scale.
- 104.7 In no instance shall the Supplier proceed with a chargeable space planning exercise without the prior approval of the Authority. Any proposal for a space planning exercise from the Supplier shall include any consequential impacts to the move in terms of other necessary facilities and an accurate time scale during which the move might be accomplished.
- 104.8 The Supplier shall manage the furniture inventory in three separate areas:
- Managing the existing furniture supply contract;
  - Managing an on-site storage facility for used furniture; and
  - Managing the future approach to procurement.
- 104.9 Supplier shall be able to provide Space Planning Services, including ongoing monitoring of occupied space and headcount, and office moves.

Future Facilities Management Project

- 104.10 The MoJ, Crown Prosecution Service (CPS), and the Department for Education (DfE) Head Quarters Estate comprises of office buildings that accommodate administration functions of the Departments and their Arm's Length Bodies (ALB) under the sponsorship of the Departments. The estate accommodates flexible working practices of open plan.
- 104.11 Flexible workspace is accommodation where desk occupation is planned for at less than 100% of the staff complement. The current standard allocates space for 70 to 50% of staff.
- 104.12 Space management of flexible workspace has to be undertaken in a proactive manner in order to achieve the substantial resource savings provided by housing extra staff in buildings.
- 104.13 In order to maintain the flexible workspace effectively staffing ratios have to be maintained as close as possible to the defined ratio. This demands constant monitoring of headcount figures in all areas and prompt responses to variances to ensure best use is made of space. Regular re-stacking of floors is a feature of this kind of space management.
- 104.14 It is important in this kind of environment that generic floor layouts are maintained and that moves and changes are managed carefully to keep the 'status quo'.
- 104.15 The team managing the current flexible workspace in 102 Petty France, 'E14' and Clive House totals five (5) full time posts. With a move towards a new National Outlook the size and location of this team may need to change, with resources to flex to meet that need across a diverse range of geographic areas and to include the other Cluster Partners (DfE and CPS).
- 104.16 The Space Management Service is an ongoing commitment with the requirement for maintenance of headcount figures and facilitation of all move and change requests and should fall within the Prices. Removal costs/transfer costs for furniture between Affected Properties shall be at an additional cost, agreed with and authorised by the Authority, prior to proceeding but moves and changes will be managed as part of the Space Management Service.
- 104.17 Effective Space Management of the flexible workspace includes maintenance of business and personal storage allocation; provision and maintenance of up to date 'stack' plans for all buildings; ongoing liaison with FM and other service suppliers; updating of wayfaring signage and maintenance of the building protocols and rules that are a vital part of the flexible workspace.
- 104.18 When providing space planning design and workplace strategy Services, the Supplier shall take full account of all current legislation, Government guidance and Best Practice (including but not limited to Achieving Excellence, Revitalising Health and Safety, Sustainable Development, design quality, and Gateway Reviews). The Supplier shall ensure that any advice provided to the Authority complies with these policies and with the current version of Appraisal and Evaluation in Central Government, "*The Green Book*" Treasury Guidance.
- 104.19 The Supplier shall take full account of any known property and estate management strategy held by the Authority and any Authority guidance and policies including but not limited to Greening Operations (Annex Mb) and Health and Safety policies.

Future Facilities Management Project

- 104.20 Whenever any change to any Affected Property is considered the Supplier shall request a copy of the Authority's CAD master plan(s) for the relevant Affected Property. These plans will be issued with a standard set of protocols. The Supplier shall follow the protocols and deliver amended CAD plans in accordance with the protocols. Amendments to CAD plans as part of space management will follow the Elective New Works Process.
- 104.21 In the provision of space planning design Services, the Supplier shall comply with the standards of the relevant professional body.
- 104.22 The Supplier is required to manage the space by monitoring headcount on a Monthly basis and using this information to plan to make full and effective use of all space in co-operation with the Authority. This monitoring may identify the need for larger office moves or re-stacks of buildings. Meetings should be held regularly with Representatives of the Authority to consider these moves/changes. The Supplier is required to provide monthly reports to the business on space occupation data. Other types of moves and changes will also be considered including moves to consolidate staff from other sites, accommodation of special projects and moves to support organisational change.
- 104.23 Where major moves/changes are planned, the Supplier must provide an initial report setting out its detailed understanding of the brief, proposed approach to the task and any additional cost proposals, and must agree the level of expertise and experience of the personnel to be involved with the Authority. The Authority may elect to commission the Supplier to undertake this work or may use another contractor.
- 104.24 Whenever recommendations or advice is being provided, the accompanying report will be comprehensive, providing all relevant considerations and available realistic options. Sketches, drawings and photographs as appropriate should be provided, together with detailed whole life costs on the options being discussed. The Supplier shall provide a recommendation on the option it considers provides best value for money, together with a full supporting case.
- 104.25 Where space planning design and workplace strategy Services result in any changes to the Authority's Estate, the Supplier shall provide all necessary assistance and information to update the Authority's property records and the Integrator's CAFM Database.
- 104.26 **Change management initiatives** - The required output is a clear understanding of how workplace can support any current change management initiatives.
- 104.27 **IT strategy** - The required output is an appreciation of the current IT strategy both as an opportunity and a constraint for workplace change.
- 104.28 **Filing, storage and archiving policy** - The required output is an appreciation of the current filing, storage and archiving policy both as an opportunity and a constraint for workplace change.
- 104.29 **CAD surveys of occupied buildings** - On an Elective basis updated CAD drawings may be required by the Authority to reflect works carried out by the Supplier. This may be in both electronic and hard copy form to a standard agreed format. The drawings may be of Services, accommodation schedules, furniture layouts, IT infrastructure or of any other specific element, as required.

Future Facilities Management Project

104.30 **Design principles** - Suppliers will conform to Best Practice design principles and in particular adhere to:

- The Government's Achieving Excellence in Construction strategy;
- The Office of Government Commerce / Chartered Association of Building Engineers Publication Improving Standards of Design in the Procurement of Public Buildings; and
- Current Government policy on sustainability.

104.31 **Summary of Specific Requirements** - The service of space planning and moves management (SPMM) has two delivery modes, Base Service (BAU) and Projects.

(a) Base Service

- i) The BAU is for business as usual space planning and move management that covers the planning, provision and recording of all activities related to departments space allocation, staff location, moves, changes to the furniture, where flexible workspaces are not installed, co-ordination with ICT, office equipment and departmental location signage within the Head Quarters Estate.
- ii) The volume of moves under BAU is around 35% of the total headcount per annum. This could be considerably less if a major transformation and re-organisation programme is under way as a project.

(b) Projects

- i) Projects are regarded as major relocations, transformation of the Department's operation and other such project driven space and location changes that are managed by a team that is separate to the BAU FM team. Such projects or programmes will require BAU SPMM team input as well as additional specialist resources to support the formulation of strategy, location options with related block planning, scope, and business impact assessments.

104.32 **Services Scope** - The following scope of services as identified in 99 and 104 inclusive provides details of the specific requirements of the BAU SPMM service. The details of the Projects SPMM scope are also provided in 104. The service requirement for Project Work will be greater than the BAU due to the requirement for interfacing with a Project team

(a) Provision of space planning services.

- i) Maintenance of as-built floor plans of all buildings in the Head Quarter estate, including flexible workspace team zones.
- ii) Update of the current stack plans, maintained at divisional level and the location and adjacencies of groups within the building
- iii) Champion of flexible workspace principles for all change requests.
- iv) Provision of audits, costs or data for Freedom of Information Requests and Parliamentary Questions.
- v) Monitor help desk requests and develop processes for answering flexible workspace issues and requests.
- vi) Manage the provision of new furniture and repairs/replacement of existing furniture when required. This includes management of keys for storage units.
- vii) Maintenance and ordering of all departmental location signage.
- viii) Liaison with IT suppliers and development of move processes.
- ix) Building surveys of internal fit-out of the MoJ wider estate as required to inform space planning and allocation proposals.

Future Facilities Management Project

- (b) Maintenance and development of the occupancy headcount database.
  - i) Frequent monitoring of headcount for all workspaces (particularly in those locations using flexible working) to ensure that they are efficiently occupied
  - ii) Provision of up-to-date headcount levels, flexible workplace percentages and the divisional hierarchy to interested parties.
  - iii) Integrate data with Work Occupancy Reports to ensure efficient use of space (see below).
- (c) Collection and use of workplace occupancy data using bespoke in-house software package
  - i) Initial consultation and individual set-up of audit software tailored to each group (includes headcount and route data)
  - ii) Quarterly collection of occupancy data using suitable audit devices. Collection to be over a selected two (2) week period on an hourly basis for the period,
  - iii) Reporting and presentation of occupancy report showing all space utilisation including meeting room and secondary work setting usage
  - iv) Production of full Workplace Occupancy Reports (WOR), linking with results of headcount data analysis, to inform the setting of occupancy levels for all buildings including planning for moves to flexible workspace.
  - v) Using conclusions from WOR, and data from headcount analysis, to make recommendations on future use of space.
- (d) Provision of occupancy data to inform accommodation strategies, decision support and support to project or programme teams.
  - i) Provision of workforce data: headcounts, building stacks plans & floor layouts
  - ii) Business continuity and support: space, location & IT availability
  - iii) Advice of validity of buildings for flexible workspace, feasibility design, setting occupancy levels for business cases.
  - iv) Quick response on data requests: to inform machinery of Government changes and to Private office requests.
- (e) Projects & workplace strategy e.g. use of the Whitehall Estate.
  - i) Initial project set-up: design, stack, headcount & project timetables.
  - ii) Business engagement and move documentation.
  - iii) Assistance in management of the change process and communication.
  - iv) Project Management of each move.
  - v) Development of IT move matrices
  - vi) Project handover to BAU Accommodation & FM teams
  - vii) Programme closure reporting
  - viii) Post implementation reviews
  - ix) Benefits realisation reporting.
- (f) Implementation Management – Responsible for the delivery of all moves and projects. Scope & defining of furniture requirements and logistics
  - i) Management of all third-party contractors (e.g. IT, fitters, portering, & telephony staff) involved in the move and change process
  - ii) Contract management: costs, supplier delivery times, ensuring works are completed satisfactorily affording better value for money and greater supplier responsiveness and ownership.

#### Future Facilities Management Project

- iii) Finance: giving requirements, obtaining quotes, approving invoices and liaising between in house finance department and suppliers ensuring continuity, accuracy and fiscal prudence
  - iv) Provision of furniture audits and inventories
  - v) To implement and maintain safety, environmental and fire regulation for all moves and projects.
  - vi) Procurement of furniture from suppliers, negotiating specifications and reconciliation of invoices and project closure with finance.
  - vii) Management of post move control centre: recording all move issues, resolution of all issue and floor sign off.
- (g) Management of building decommissioning
- i) Manage building closures: furniture, IT, telephony, live services etc.
  - ii) Take responsibility for the engagement and management of all on-site Sub-Contractors.
  - iii) Ensure costs are maintained according to budget.
  - iv) Ensure re-use of existing furniture or sustainable disposal through green route including consideration of re-use/advertising upon the Authority's cross-department surplus furniture webpage.
  - v) Undertake full audit of all furniture and electrical items (required for Parliamentary Questions).

### **105 SPORTS AND LEISURE (CE2R / J:24)**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 105.1 The Supplier shall provide the full management of the Sports and Leisure Facilities including but not limited to the booking of activity rooms and gym equipment. The Supplier shall be required to clean and maintain the changing rooms, showers and gymnasium areas. The details of the sports facilities are included in Attachment 5 – Framework Schedule 4 (Contract), Schedule D Service Information ANNEX Vol. 3a Service Information Hard and Soft Services Matrix North and South.

### **106 STATIONERY SUPPLY (CE2S / J:25)**

#### **The costs associated with the delivery of this specification shall follow the New Works Process.**

- 106.1 This Service requirement shall be outside the Lump Sum Price and shall be dealt with via the New Works Process.
- 106.2 Where requested to do so via the Service Requirements, the Supplier shall procure, supply and manage the stationery requirement of the Authority. The Supplier shall order and distribute these items following procedures agreed with the Authority.

Future Facilities Management Project

**107 TAXI BOOKING SERVICE (CD81 / J:28)**

**The costs associated with the delivery of this specification shall follow the New Works Process.**

- 107.1 The Supplier shall manage and co-ordinate a Taxi Booking Service for the Authority. The Supplier shall propose a third-party Supplier to provide Taxi Services for the Authority.
- 107.2 The use of environmentally preferable vehicles such as Ultra Low Emission Vehicles (ULEV) and those powered by Liquid Petroleum Gas shall be considered. The proposed costs for providing such Services shall be shown within the Lump Sum Price but this will not include the cost for journeys made via this Service.
- 107.3 This shall provide the Authority with an opportunity to evaluate these unit costs against current costs. Should the Supplier be able to demonstrate that their supply chain is able to offer better value for money, the Authority may accept those as suitable Sub-Contractor(s). The Authority reserves the right to choose those or alternative suppliers for this Service.

**108 VOICE ANNOUNCEMENT SYSTEM OPERATION AND MAINTENANCE (CE20 / J:29)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 108.1 Where available at each Affected Property, the Supplier shall use the voice announcement system on occasions requiring broadcasts or announcements to be made to the Authority's staff, as requested by the Authority.
- 108.2 The Supplier shall ensure that staff using the voice announcement system are trained in its use and in the making of announcements.

## **PART H: SECURITY**

### **109 ADDITIONAL SECURITY SERVICES (CC9A / D:05)**

**The costs associated with the delivery of this specification shall follow the New Works Process.**

109.1 The Supplier shall provide additional Services as directed by the Authority for specific sites where specific operational circumstances dictate. Guidance upon the types of services that this could comprise but not limited to are included within security policy documents, for example bag and vehicle searching policies and counter terrorism policy etc. shown in the Data Room.

### **110 CCTV MONITORING and ALARM MONITORING (CC9B / D:06)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

110.1 The Services required will depend on the nature of operation on each site. The Supplier is to determine whether Closed Circuit Television (CCTV) monitoring or Alarm Monitoring is required or in some instances both services together.

#### **110.2 CCTV Monitoring**

110.2.1 The Supplier shall operate the Authority's CCTV systems.

110.2.2 The Supplier shall watch and monitor all on-site CCTV displays for security incidents/breaches as part of the overall security requirements at each Affected Property with static guarding, unless the security measures in place at the Affected Property determine that the CCTV system is in place to provide an evidential record only and that real-time monitoring is not necessary.

110.2.3 The Supplier shall ensure that Supplier Personnel viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with Health and Safety legislative requirements. The Supplier shall ensure that at least one (1) guard (SIA, CCTV certified or equivalent) monitors the CCTV screens at all times and that cameras are intelligently tasked in accordance with the Authority's operational requirements.

110.2.4 The Supplier shall ensure that any Supplier Personnel viewing CCTV displays have immediate access to other Supplier Personnel, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Affected Property and its Building Users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to the Supplier's and the Authority's staff and update these as required, including all liaisons with and instructions from the Authority.

110.2.5 Any tapes/discs used by the Supplier to monitor CCTV activity shall be kept in a fire-proof secure facility to allow immediate access to their contents. It shall continue to be the responsibility of the Supplier to provide and maintain all CCTV tapes / discs in good order to enable ready access on an as-needs basis and as outlined above. The Supplier must keep all CCTV tapes / discs available for review for four (4) weeks before re-use. Tapes shall not be used more than ten (10) times.

Future Facilities Management Project

- 110.2.6 The Supplier shall manage any digital recording system in line with procedures stipulated by the Authority.
- 110.2.7 The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Authority any revisions to the systems that may be advantageous.
- 110.2.8 It shall be the Supplier's responsibility to ensure that any incidents of breakdown of the systems are reported through the Integrator's Helpdesk and the Authority's Representative.
- 110.2.9 The Supplier shall ensure that Supplier Personnel are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Affected Property to cover each Affected Property with a guarding service.
- 110.2.10 In addition to following the Authority's Accident and Incident reporting process including informing/escalation process to the Authority's representative, the Supplier shall ensure that a log is kept of any incidents requiring investigation/intervention by the Supplier Personnel delivering the Security Services and this log shall be available at all times to the Authority. All incidents shall additionally be reported to the Integrator Helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Authority as part of their reporting on performance.
- 110.2.11 The Supplier shall be responsible for instigating any liaison with the Authority Security Representative as required to ensure security is at all times uncompromised.
- 110.2.12 CCTV footage shall only be released to third parties in accordance with the current security guidance including but not limited to a specific court order or to assist police with an investigation and with the agreement of the appropriate Authority Security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the Information Commissioner's Office, shall be followed.

**110.3 Alarm Monitoring**

- 110.3.1 The Supplier shall monitor remote alarm systems including, but not limited to Intruder alarms, lift alarms, panic alarms, fire alarms, flood detection alarms. There are specific Security Services required at a number of Affected Properties identified on the Service Data Matrix (Annex K). These Affected Properties require the monitoring of proprietary remote alarm systems and panic alarm systems through to an Alarm Receiving Centre (ARC) including any associated telephony line rental costs.
- 110.3.2 The Supplier shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on Health and Safety for the Supplier Personnel, the Authority's staff and Building Users.
- 110.3.3 The Supplier may be required to provide a key holding service for a number of Affected Properties and have the capability to provide an occasional guarding service on an ad hoc basis.

Future Facilities Management Project

**111 CONTROL OF ACCESS AND SECURITY PASSES (CC9D / D:08)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 111.1 The Supplier may be responsible for the production of all visitor passes including the development, on the instruction of the Authority, of new pass designs at each Affected Property.
- 111.2 The Supplier shall be responsible for the provision of all consumables necessary for the production of all visitor and Supplier security passes from the Commencement Date. The Supplier shall not be responsible for the provision of hard equipment including but not limited to digital cameras, computer and, printers; these shall be provided by the Authority for the Supplier's use at the cost of the Authority.
- 111.3 The Supplier shall be obliged to liaise closely with the Authority Security Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Authority's security requirements. The Supplier shall also comply and operate with the Authority's specific access requirements.
- 111.4 It shall be the sole responsibility of the Supplier to control ingress and egress to each Affected Property outside of Core Operational Working Hours. At no time shall the Supplier allow the entrance of unauthorised individuals into the Affected Property and it shall be the Supplier's sole responsibility to manage the Service so that there is no incident of unauthorised access at any time.
- 111.5 The Supplier shall maintain a log of all visitors' escorted and unescorted passes issued by security guards and carry out a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Authority may on occasion notify the Supplier to disable lost or unreturned passes; the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.
- 111.5.1 Within some Affected Properties passes will have different access control groups, for instance ICT personnel will have permission to access Comms Rooms within an Affected Property but other staff may not. Supplier Personnel will make themselves aware of the different access control groups to ensure the correct access permissions are linked to any new access control passes issued. If a member of the Authority requests access to other areas Supplier Personnel will follow the procedure prescribed to them at each Affected Property to seek approval for that change prior to altering the access control permissions.
- 111.6 Audible alarm activation on automated access control systems shall be responded to immediately and effectively by the Supplier Personnel. The Supplier shall ensure procedures including but not limited to manual override of automated systems are in place should security staff be required to respond to unusual incidents.
- 111.7 Supplier Personnel may come into contact with senior officials and members of the public. The Authority shall provide the Supplier with the name and photograph of senior officials who regularly use each Affected Property. Supplier Personnel shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals.

Future Facilities Management Project

- 111.8 Where card access systems are in use, the Supplier shall provide the Authority with regular transaction reports and ad hoc reports as required by the Authority.
- 111.9 The Supplier shall, if required, undertake random searches of staff vehicles and goods vehicles upon entry and exit from each Affected Property. Searching may include a full visual check inside to confirm goods are bona fide and mirror search around perimeter including underneath vehicles. The Supplier shall be responsible for providing all search equipment.
- 111.10 A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Authority's guidance/procedures with a minimum of two security staff present in order to provide corroborative evidence in the event of an incident. At least one female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher response level.
- 111.11 The Supplier shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Affected Property as agreed between the Authority and the Supplier. Supplier Personnel shall contact the appropriate Authority staff member on the arrival of a visitor and ensure that the Authority staff member has the appropriate pass to escort a visitor around the Affected Property.
- 111.12 The identity of visiting Sub-Contractor(s) and the nature of works to be carried out shall be verified by the appropriate Supplier Personnel. Upon verification, the appropriate Supplier Personnel shall issue the appropriate pass and ensure that the visiting Sub-Contractor(s) is escorted around the Affected Property by Supplier Personnel holding an appropriate escort status pass.
- 111.13 The Supplier shall implement a registration procedure to log the arrival and departure of each visitor to the Affected Property. Registration shall include verification of visitor identity and shall also include but not be limited to recording of:
- Visitor's full name;
  - Visitor's organisation;
  - The name of the person being visited;
  - Time of arrival; and
  - Time of departure.
- 111.14 Supplier Personnel shall ensure that all visitors are made aware of the Authority's emergency/incident management procedures.

**112 EMERGENCY RESPONSE (CC9E / D:09)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 112.1 For each Affected Property with a Manned Guarding Service, the Supplier shall respond to alarm activations including but not limited to lift or panic alarms, within one (1) minute and call for police response if necessary and take appropriate action.

#### Future Facilities Management Project

- 112.2 The appropriate Supplier Personnel shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Authority. In response to any accidents directly reported to them or any incident reported by the Integrator Helpdesk, the Supplier shall complete and retain the appropriate accident record books. All security Supplier Personnel shall be adequately and thoroughly trained in emergency response and evacuation measures including but not limited to building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Personnel shall at all times be aware of the Authority's current strategy to deal with emergency evacuations.
- 112.3 In the event of an emergency, the Supplier shall be responsible for informing other members of the Supplier Personnel, Sub-Contractor(s) and the Authority. In the case of any emergency arising the Supplier shall follow the Authority's procedures. All security staff shall liaise with the FM Supplier helpdesk / dispatch team and / or the Integrator for communications purposes.
- 112.4 The Supplier shall ensure that all Supplier Personnel are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding.
- 112.5 The Supplier shall develop and present an outline plan for dealing with a complete range of emergency situations. The Authority shall collaborate with the Supplier on this plan and provide expert input as appropriate.
- 112.6 The Supplier shall provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Authority to ensure efficient operation.
- 112.7 The Supplier shall assist the Authority with Requests and/or Test emergency response plans.

### **113 ENHANCED SECURITY REQUIREMENTS (CC9F / D:10)**

**The costs associated with the delivery of this specification in the main will be included within the Lump Sum Price only. Where additional guards are required that element will follow the New Works Process.**

- 113.1 The Supplier shall comply with all the Authority's policies and procedures on security and act upon the instructions of the Authority Security Representative, should there be a change in the Response Level associated with the Affected Property.
- 113.2 The Supplier shall ensure that all Supplier Personnel delivering the Enhanced Security Requirements Services shall be conversant with the varying Response Levels and associated changes in security procedures required by the changes in the Response Level for the Affected Properties. The Authority shall instruct the Supplier which level is in force. The Supplier shall provide security measures appropriate to this level.
- 113.3 The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert, for example, to follow a strict procedure as designated by the Authority on receipt of bomb warning calls, or to search baggage and vehicles on arrival.

#### Future Facilities Management Project

- 113.4 The Authority shall instruct special security arrangements that may be necessary to protect senior officials or visiting persons. In these cases, the Supplier shall co-operate with the police, special branch, diplomatic protection group and any national security service as directed by the Authority Security Representative. The Supplier shall form part of the overall security arrangements and shall report as appropriate.
- 113.5 The Authority may require the Supplier to provide additional security staff in circumstances including but not limited to demonstrations, riots or other events which may require Services to be provided in common parts of shared areas. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, at least three (3) Working Days' notice of such a requirement shall be provided. The Supplier shall provide the additional resources and shall be paid via the New Works process.
- 113.6 The Supplier shall comply with the Authority's BCDR Plan.
- 113.7 The Supplier may be required to provide extra guards at evenings or weekends to supervise Sub-Contractors who have insufficient Security Clearance to work unsupervised.

#### **114 (MANNED) GUARDING SERVICE (CC9G / D:11)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 114.1 The Supplier is required to supply an efficient and high quality guarding force across a number of different types of Affected Property ranging from Conference Centres with a high proportion of non-government corporate users and Central Government Head Quarter buildings to local offices and Approved Premises. Approved Premises have specific requirements that are detailed in full in Section 114A. The Supplier will need to understand the differing services required to ensure the proper support for all businesses operated within the Affected Properties.
- 114.2 The Supplier shall provide a Manned Guarding Service that will include but not be limited to the following duties:
- (a) The operation of building access control systems for people and vehicles into Affected Properties to prevent unauthorised access;
  - (b) Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record these to the Authority;
  - (c) Supplier Personnel may be required to conduct searches of staff and their visitors according to the current Response Threat Level for the Affected Property;
  - (d) Conduct daily checks on all security and searching equipment including but not limited to CCTV systems, including confirmation of recording, search

Future Facilities Management Project

wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Integrator Helpdesk and the Authority Representative for the Affected Property;

- (e) Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Authority's requirements;
- (f) Patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Authority's requirements;
- (g) Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;
- (h) Process and enable building passes following authorisation from the Authority and operate the Automated Access Control System (AACS) in accordance with the Authority's Requirements;
- (i) Security breach patrols within the Affected Property are to be conducted outside of operational working hours and managed to identify offenders and return any confiscated materials in accordance with the Authority's requirements;
- (j) The Supplier is to operate fire alarm testing in accordance with fire regulations, including the delivery of services in Specification 30 Fire Detection and Fighting Systems ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Authority's requirements as outlined within the Assignment Instructions;
- (k) Secure the perimeter of the Affected Property, including but not limited to fire exits and ensure only authorised access into the Affected Property in the event of evacuation. Report incidents immediately to the Authority Representative (including but not limited to the fire and incident control officer) and complete a security incident or accident report form if appropriate;
- (l) Monitor and control delivery and removal of all goods and mail to each Affected Property, logging and maintaining such records in accordance with the Authority's requirements;
- (m) Operate barrier control systems, including Hostile Vehicle Mitigation devices, ensuring the correct use of 'tiger traps' where in situ at all times;
- (n) Manage car parking security;
- (o) Order and keep records of taxis booked during non-Operational Working Hours;
- (p) Liaise with the Helpdesk for non-Operational Working Hours service calls;
- (q) Control all radio battery charging;

Future Facilities Management Project

- (r) Issue and receipt of fire alarm pagers daily;
  - (s) Assist with release of trapped personnel in lifts;
  - (t) Open and lockup of an Affected Property including escort of cleaning staff;
  - (u) Search baggage and vehicles on entry, dependent on the Response Level;
  - (v) Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
  - (w) Handle lost property;
  - (x) Inform the police when any unlawfully held item or offensive weapon is surrendered or seized; and
  - (y) Record and report statistics on items surrendered and seized to the Authority.
- 114.3 The Supplier shall maintain a physical security provision required by the Authority to meet the requirements of Attachment 5 – Framework Schedule 4 (Contract).
- 114.4 The Supplier shall comply with the required security Standards as detailed the CCS FM Service Standards (Annex J).
- 114.5 The Supplier shall be responsible for the production and regular updating of Assignment Instructions that cover all the Authority's requirements. The Assignment Instructions shall be approved by the Authority Security Representative. The Supplier shall comply with any Assignment Instructions as requested by the Authority via the Variation Procedure.
- 114.6 The Security Service of the Supplier shall meet the requirements of the Authority for guarding, use of technology and procedures. The Supplier shall liaise directly with the Authority Security Representative as required by the Authority and shall at all times ensure that access to its staff is granted on request by the Authority.
- 114.7 The Authority reserves the right to conduct its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Contract without any prior notice.
- 114.8 The Supplier shall maintain a comprehensive list of the Supplier Personnel, including those from other Contracts/ Authority Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Sub-Contractors for items of plant, equipment or fabric that may affect the good running of each Affected Property and this list shall be made available to all appropriate Supplier Personnel and to the Integrator's Helpdesk.

Future Facilities Management Project

- 114.9 Where appropriate, security Supplier Personnel shall liaise with reception staff and may fulfil some of the roles of the reception staff outside of non-Operational Working Hours which may include but not be limited to meeting and greeting visitors and issuing of visitors passes as detailed within the Affected Property's instructions. During times of heightened security, the Supplier shall provide further detailed security provision as required by the Authority. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Affected Property or in car park areas for potential suspect devices.
- 114.10 All Supplier Personnel not working at Approved Premises shall be supplied with a suitable uniform to be agreed with the Authority and shall present a professional appearance at all times.
- 114.11 The Supplier shall ensure appropriate communications devices are in use, as sanctioned in writing by the Authority. The Supplier shall ensure that all security Supplier Personnel carry valid passes as approved by the Authority at all times whilst on duty. The Supplier shall supply and maintain all mobile communications equipment required for the delivery of the Services.
- 114.12 In Affected Properties that require security guarding twenty-four (24) hours a day and those open every day 365 (366) days a year the Supplier will include within their Lump Sum Price provision of officers for the entire period including but not limited to Bank Holidays and Public Holidays both day and night.
- 114.13 The Supplier will be responsible for the production of and regular updating of the site-specific Assignment Instructions. A generic example of an Assignment Instruction is provided in the Data Room. These shall cover the Authority's requirements. These shall comprise generic level guarding instructions and building level instructions broken down into different sections to cover the differing responsibilities of guards. The Assignment Instructions must be signed off by the Authority's Departmental Security Officer and the Authority will advise which Officer is responsible for which Affected Properties. The Supplier will provide to the Authority copies of the Assignment instructions on request and if the Authority Requests additions or changes these will be made.
- 114.14 The Supplier will be responsible for the provision of, repairs to and replacements of the Radios and associated equipment like chargers. In addition, the Supplier will also be responsible for the procurement of the Radio Frequency licence compatible with the radios at each Affected Property where required. Where the Authority requires additional Radios for the use of Fire and Incident Control the Supplier will provide these but these will be paid for by the Authority. The Supplier may utilise the Radios currently in use but the Authority does not warrant their functionality and condition.
- 114.15 The Supplier will be required to maintain a suitable 'pool' of trained, licensed and security cleared personnel, no less than 10% of the security guarding complement, to cover annual leave, unplanned and sickness leave and the requirement for additional officers throughout the contract duration. This pool should be evenly spread taking into consideration the distribution of guards within the Contract area. This is to ensure that the Supplier can fulfil all contracted shifts. The Supplier may have a pool greater than that number if they feel 10% is insufficient to provide the cover necessary.

#### Future Facilities Management Project

- 114.16 For high risk events or where required by the Authority there is the requirement for X-Ray baggage scanning (as well as utilisation of metal detector and hand-wanding of visitors). The Supplier will train and appoint the onsite security supervisor/manager as the Radiation Protection Supervisor in compliance with Regulation 17 (4) of the Ionising Radiation Regulations 1999.

### **Vehicle Access and Car Parking Booking**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 114.17 The Supplier will receive and manage all vehicular access to Affected Properties. This is to ensure that only vehicles with a legitimate requirement and clearance are permitted to access sites via a booking-in system. The Supplier will co-ordinate with all other service providers and the Authority to manage vehicular movement onsite via a vehicle access management plan to ensure access, circulation and egress within the confines of the sites so that loading bays are available and vehicles can enter and leave each Affected Property without undue delay or queuing.
- 114.18 The Supplier shall ensure that all designated Authority car parking spaces shall be managed and booked in accordance with the Authority's car parking policy as currently implemented. The Supplier shall be responsible for liaising with any relevant third parties and the Authority as appropriate in the management of car parking spaces where the Supplier is providing the Reception Service as indicated on the Service Data Matrix (Annex K).
- 114.19 The Supplier will ensure that Security are notified of the vehicle and driver details prior to arrival to ensure access is only permitted to vehicles that are permitted to access.

### **114A Annex 1 Approved Premises (Manned) Guarding Service**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price (Apart from when The Authority request additional shifts only those will follow the New Works Process).**

- 114A.1 Probation Approved Premises provide an enhanced level of residential supervision with the aim of protecting the public by reducing the likelihood of re-offending. Approved Premises are for those on bail, probationers and post-custody licensees, where their risk of causing serious harm to the public or other likelihood of reoffending means that this is the most appropriate form of accommodation in the community.
- 114A.2 The Supplier will provide a suitably licensed and qualified staff member to work as a Residential Assistant in each Approved Premises as required. At each Approved Premises, there will also be an Authority's member of staff on the premises throughout.

Future Facilities Management Project

- 114A.3 The service required, as an in-scope service is for members of staff 365 (366) days of the year including all Bank Holidays and Public Holidays to work at night, alongside a member of the Authority's staff in each Approved Premises detailed within the Service Data Matrix (Annex K). In addition, when requested, additional Residential Assistants periodically will be booked as Elective through the New Works Process on other dates and times as requested by the Authority to meet their business requirements. Both the night staff and additional staff must comply with all requirements detailed within the contract.
- 114A.4 It is essential that there are, at least, two (2) members of Approved Premises staff on site at all times. At night, this will comprise of one member of staff being the Authority's and the other member of staff being the Supplier's. It is the responsibility of the Supplier to ensure sufficient and robust staffing and contingency arrangements are in place to cater for this requirement from the commencement of the contract. The Supplier must provide arrangements to ensure that each shift can be worked by a suitable member of staff at times of annual leave, sickness and other staff absence whether planned or unexpected. 'Suitable' is defined as a member of staff recruited specifically for Approved Premises work who has been subjected to the relevant Enhanced Criminal Records Bureau (CRB) checks and has worked a minimum of three shadow shifts, although not necessarily in that particular Approved Premises. If none are available from the Supplier's staff pool, agency staff would be acceptable only if the agency has been previously approved by the Authority and has appropriately trained staff who have had Enhanced CRB checks and hold appropriate licences as specified below.
- 114A.5 In addition, the Supplier shall carry out and complete a Baseline Personnel Security Standard (BPSS) check in addition to SIA licensing on all Residential Assistants and management personnel prior to deployment/visit on site.
- 114A.6 The Supplier must provide a duty manager system to ensure that a manager can be contacted twenty-four (24) hours a day on each day of the year to deal with any unexpected absences or other difficulties.
- 114A.7 Staffing arrangements will follow these general principles:
- (a) Each member of staff will be assigned to a specific Approved Premises where he/she will be based (apart from shifts undertaken to cover colleagues)
  - (b) Shifts will begin at 20:00 and finish at 08:00, 365 (366) days of the year.
  - (c) No member of staff will come off shift until a replacement member of staff has arrived
  - (d) Shift patterns and working hours for any individual member of staff will comply with regulations regarding night work and working time
  - (e) Supplier's staff must wear smart casual clothing and not a uniform whilst on duty

Future Facilities Management Project

- 114A.8 As at November 2016, there are three (3) Female Only (with the potential to change during the life of the contract) Approved Premises: Bedford, Edith Rigby House Preston and Crowley House Birmingham. The NPS have applied a Genuine Occupational Requirement (GOR) from the requirements of the Equality Act limiting the application for employment in Female Only Approved Premises to women. This covers all operational and frontline staff roles, of which the Residential Assistants are included. Therefore, in all Female Only Approved Premises the Supplier must only employ and dispatch female staff to Female Only Approved Premises.
- 114A.9 **Recruitment and Selection**
- 114A.10 At least one (1) formal selection interview will take place in the Approved Premises which will be the base for that member of staff.
- 114A.11 An Approved Premises Manager will have the right to attend the interview panel and to observe the selection process deployed by the Supplier. The process and criteria for interviews will be agreed by all parties prior to interview process. The Approved Premises Manager (or other relevant probation manager, determined by the Authority) will have the right to veto any appointment by the Supplier. Any appointment will be conditional on satisfactory references, confirmation of the right to work in the UK and on the satisfactory completion of an enhanced CRB check. Given the sensitivity of the work in Approved Premises, staff will not be employed until these have been received, unless agreed by the Authority on a case-by-case basis.
- 114A.12 The Supplier must provide staff:
- Whose employment history has been verified
  - Who have the ability to communicate effectively in verbal and written English
  - Have basic IT literacy for completing reports
  - Are trained in using all equipment provided for the task such as CCTV, access control systems, etc.
- 114A.13 The Supplier will be responsible for arranging and managing the recruitment process, including all costs and carrying out any checks including any necessary medical assessment.
- 114A.14 **Code of Conduct**
- Please refer to the Code of Conduct (Annex N).
- 114A.15 **Training, Licensing and Induction**
- 114A.16 All personnel must be SIA licensed. This will include a Security Guard Licence and Public Space Surveillance (operation of CCTV). If at any time Key Holding is required, this SIA licence will also be required. All personnel will display their SIA licence in a card holder on a lanyard at all times whilst on duty.
- 114A.17 The Supplier will ensure that all staff are fully trained at its own expense in first aid (basic one-day course); infection control; fire safety/use of extinguisher; and manual handling, and have received recommended vaccinations before the Training and Induction period begins.

Future Facilities Management Project

- 114A.18 Any new member of staff is required to work a minimum of three probationary 'shadow' shifts, alongside an experienced member of the Supplier's staff before undertaking his/her own shift. These training shifts are to be at the Supplier's expense. The Authority reserves the right to request the replacement of such staff should they fail to meet the standard required in the contract and the terms agreed as part of the interview process between the parties. As employees of the Authority, Approved Premises Managers will be responsible for arranging a site-specific building induction with each member of staff new to that Approved Premises which will include health and safety, use of panic alarms and action to alarm activations, fire and emergency evacuation procedure and other aspects of the local business-continuity plan, use of alarms, and personal safety.
- 114A.19 Staffing levels should allow each member of staff to attend a minimum of five (5) days induction training in the first three (3) months in post, in addition to their duty shifts. This induction training will be provided by the NPS at their cost; however, the Supplier will be responsible for paying their attending staff's salaries and, as with the rest of the contract, travelling expenses will be met by the Supplier. Thereafter they will be required to attend up to five (5) days training per year in addition to their shifts which will be provided by the Authority on the same terms described above. The Authority will give the Supplier reasonable notice of the dates of the training. All training and backfilling shifts will form part of the Supplier's fixed price and therefore will be at no additional charge to the Authority.
- 114A.20 All staff will attend at least one team meeting in their Approved Premises base per quarter and one review meeting every six (6) months in addition to their normal shifts at no additional cost to the Authority. These team meetings will be arranged by the Approved Premises manager with at least four (4) weeks' notice to the Supplier. Covering night shifts to allow for this training should also be included within the Supplier's fixed price and therefore at no additional cost to the Authority.
- 114A.21 The Supplier must prepare a manual, approved by the Authority, specifying generic tasks and roles for its Approved Premises staff and giving details of the duty manager system provided by the Supplier. In addition, each Approved Premises will provide an Approved Premises specific manual for staff to include information about core rules, curfew hours, availability of information, duty manager system (for the Probation Duty Manager, out of office hours) and building induction.
- 114A.22 **Tasks and Duties**
- 114A.23 The main tasks and duties of a Residential Assistant include, but are not limited to:
- (a) Making accurate, concise entries in the Approved Premises day book and residents' records as directed;
  - (b) Reading case files and familiarising themselves with risk profiles, as directed;
  - (c) Remaining awake and vigilant whilst on duty;
  - (d) Attending handover meetings as required;
  - (e) Presenting information clearly in both written and verbal English;
  - (f) Working as part of a team, including referring to NPS staff as appropriate;

Future Facilities Management Project

- (g) Constructively engaging with residents in a non-confrontational manner, and in a non-discriminatory way whilst maintaining appropriate boundaries;
- (h) Answering the telephone and door and managing such contact appropriately;
- (i) Reporting any security or risk issues to the NPS staff as directed;
- (j) Conducting curfew and night checks as directed and recording appropriately;
- (k) Patrolling all common areas of the Approved Premises at hourly intervals after the curfew in accordance with local procedures and as directed, and recording appropriately;
- (l) Supporting NPS staff during episodes of aggressive behaviour, or other occasions as required by NPS staff;
- (m) Room checks on residents assessed as being at risk of intentional self-injury;
- (n) Being alert to any indications of increasing risk of harm posed by any resident and recording and reporting any concerns in line with required procedures and as directed;
- (o) Supporting probation staff with room searches;
- (p) Dispensing and recording medication as required;
- (q) Providing first aid support;
- (r) Acting as fire warden (including evacuation drills);
- (s) Checking fire equipment and reporting problems to NPS staff;
- (t) Monitoring CCTV as appropriate;
- (u) Completing shift reports as locally required;
- (v) Being responsible for internal security, as directed by NPS staff;
- (w) Contacting the emergency services as directed or necessary;
- (x) Follow all reasonable instructions given by the NPS staff;
- (y) Complete basic administration tasks as reasonably requested;
- (z) Managing and escorting contractors through the Approved Premises as appropriate;
- (aa) Supervising residents during meal times as directed;
- (bb) Reporting and recording of accidents and incidents via the Authority's processes and procedures, as directed;
- (cc) Assist Approved Premises managers in case of a fire alarm activation in line with duties included within the Approved Premises fire and emergency evacuation/business continuity plan; and

Future Facilities Management Project

(dd) Carry out any other reasonable duty commensurate with the responsibilities of the post.

- 114A.24 All Supplier's staff will be issued with a key on commencement of their shift. Such keys must be kept on the person at all times during the shift and shall under no circumstances be given to residents. Under no circumstances should keys be taken off site. Any loss of keys should be reported to NPS staff immediately to allow for a search of the building. If relocking is required due to the loss of a key by the Supplier's staff, the Supplier will be responsible for the resultant cost.
- 114A.25 Supplier's staff must be able to communicate effectively with Approved Premises residents and be aware of the environment they are operating in. The way in which Supplier staff communicate with residents is essential in maintaining a safe working environment. Supplier staff shall never provide advice or instructions to residents unless they have been advised to do so by a member of Approved Premises staff. Staff must be professional and courteous to residents at all times.
- 114A.26 All Approved Premises are non-smoking buildings. This includes 'vaping'. The Supplier's staff will therefore use the designated smoking areas, in liaison with and where agreed by duty NPS staff. Under no circumstances will it be permitted for the Supplier's staff to leave the Approved Premises site during their shift. Supplier's staff must carry their portable panic alarms at all times.
- 114A.27 **Additional Requirements**
- 114A.28 The Supplier must be able to demonstrate that they have an understanding of risk management and risk of harm issues that are likely to arise at Approved Premises.
- 114A.29 Supplier's staff must show that they understand and can demonstrate a commitment to the Authority's values of: honesty, integrity, transparency, and respect for others. They must demonstrate belief in the principle that people – including Approved Premises residents – are capable of changing for the better. Although not Civil Servants themselves, all contracted staff are to act and perform in accordance with those standards and requirements.
- 114A.30 **Management and Monitoring**
- 114A.31 The Authority will undertake its own contract management of the service and their employees but there will be a regular performance management review of the contract arrangements within each of Approved Premises. The Supplier is to engage with the local Approved Premises management team to receive feedback in terms of the staff deployed to relevant properties.
- 114A.32 The Supplier is to ensure that appropriate supervision is provided for the Residential Assistant during their normal hours of work. Availability by telephone will be the norm, with periodic site visits to be agreed in liaison with Approved Premises managers.
- 114A.33 The Authority's Approved Premises Manager will be linked to a named Supplier's manager and will give Monthly feedback to him/her concerning the performance of Supplier's staff. The Supplier will provide monthly management performance information to the Authority:
- Staff compliance with codes of conduct
  - Staff completion of required tasks
  - Complaints

Future Facilities Management Project

- Details of violent incidents involving Supplier staff

114A.34 The Supplier must provide the Authority with copies of their disciplinary and capability policies. It is required that these policies will support the immediate suspension any member of staff whose behaviour is alleged to be such that it places other staff/residents at risk or is likely to bring the Authority into disrepute. Examples include falling asleep on duty, falsifying logs/records of room checks, use of alcohol/drugs before or on duty, including attending work under the influence of these, breaching confidentiality, developing inappropriate relationships residents or staff, and contacting or responding to the media.

114A.35 The Supplier must provide details of any additional arrangements for staff supervision and monitoring. This should include arrangements for any member of staff who has had to deal with a distressing or violent incident.

**114A.36 Resolution of problems and remedy clauses**

114A.37 Given the role that Approved Premises hold in terms of public protection, it is essential that staffing levels are maintained and that staff carry out their work to the highest standards at all times.

114A.38 Any failure of the Supplier to provide a suitable member of staff for the agreed hours of work will attract financial remedies as detailed. If the Supplier fails to provide suitable staff the Authority retains the right to bring in alternative staff or Suppliers to fulfil this requirement any and all costs associated will be deducted from the Supplier in addition to the financial remedies above.

114A.39 If the actions of a Supplier's member of staff is such that it places others at risk or brings the reputation of the Authority into disrepute, the Supplier must satisfy the Authority that all relevant processes have been reviewed and changes made if necessary to avoid this situation re-occurring. If the Authority cannot be satisfied that this has taken place within three months of the incident, the Authority reserves the right to terminate the agreement in accordance with the terms and conditions of contract.

**114A.40 Additional Elective Residential Assistants**

114A.41 In addition to the above fixed night shifts, there is the scope to temporarily extend the hours of the contract. When a business need arises for additional support both during the day and/or night, additional shifts may be booked. This will be on an Elective basis and through the New Works Process which the Supplier will charge extra for, based upon their tendered rates. This may be for a one-off shift or for a shift to cover a period of time due to a particular risk or issue or staff absence. Staff provided will be in adherence to the requirements as set out above.

114A.42 The Authority will give as much notice as possible and the Supplier will provide suitable cover given forty-eight (48) hour notice prior to the commencement of the shift. An inability to fulfil the shift will be deemed a failure to meet the contractual requirements. In instances where due to the nature of the issue 48 hours' notice is not possible, the Supplier is to use its best endeavours to cover the shift as requested but the performance target would not be affected.

Future Facilities Management Project

114A.43 From time to time, Approved Premises require additional staff to manage particular residents. The Supplier shall provide an additional Residential Assistant to cover shifts as requested by the Authority. Therefore, similar to covering planned and unplanned leave and training of the normal requirement, a pool of appropriately trained, security cleared and licensed resources will need to be available to satisfy this requirement. If at any time this requirement became permanent or were to last for more than six (6) months, the Authority would issue a compensation event to vary the contract to add this as a permanent contract requirement. In line with the New Works Process such bookings would be paid for in addition to the normal contract sum, based upon tendered rates, upon the variable payment application. A unique reference will be provided by the Authority and this reference is to be included within any payment application.

**115 KEY HOLDING (CC9F / D:12)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 115.1 The Supplier shall provide a professional Key Holding Service, being the custodian of building access keys and alarm system codes, ensuring compliance with Security Industry Authority and its licensing requirements.
- 115.2 In the event of a break-in or attack at an Affected Property, the Supplier shall respond, secure and make safe in accordance with the Authority's requirements.
- 115.3 The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Affected Properties twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a Year. These shall include but not be limited to provision of access for the Authority Representative, responses to fire alarms, lift alarms and security alarms.
- 115.4 Supplier Personnel shall only issue keys to the Authority Representatives. Master key usage shall be limited in accordance with the Authority's requirements. Keys shall not be removed from the Affected Property.
- 115.5 The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.
- 115.6 All Key holders must be CTC cleared or above.

**116 LOCK UP / OPEN UP OF AFFECTED PROPERTY (CC91 / D:13)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

## Future Facilities Management Project

- 116.1 On an alarm (both fire and intruder) activation or other emergency the Supplier shall provide attendance of an appropriately trained and licensed security guard with the required keys, alarm codes and familiarity with the site layout. They will undertake a search of the site to confirm whether the activation was due either to a false alarm or as a result of a real incident at each Affected Property, as key holder for the Authority. Where required the Supplier shall provide assistance to the emergency services on arrival to ensure the Affected Property is fully secured and alarms reset as necessary. The Supplier shall liaise with the Integrator Helpdesk with reference to any Reactive Maintenance required in order to secure each Affected Property.
- 116.1.1 In the event of a fire or an intruder the Supplier personnel will remain onsite until the site can be re-secured or to allow access for the emergency services as necessary. The Supplier will follow the escalation process to inform the Authority of the nature of the incident and the impact upon the building.
- 116.1.2 This service must be available 24/7 and 365 (366) days a year although the Supplier shall take note that on Manned Guarding Sites the guards on site shall undertake these activities during their normal shifted hours.
- 116.2 The Supplier shall be required to attend certain Affected Properties on a Daily basis (Core Days) as indicated on the Service Data Matrix (Annex K) to unlock at the start of the working day and to search (to ensure no one is within the Affected Property), secure and lock up at the end of the working day. Where this service is required, the Supplier shall ensure that only appropriately cleared guards are used. The Supplier shall ensure that the building is unlocked, locked, inspected and secured within timescales agreed in writing for each relevant Affected Property. The Supplier will be aware that failure to unlock at the correct time will have an obvious immediate business impact and failure to secure at the end of the operational day will also cause disruption to the Authority's staff so it's essential that this service is robust, reliable and the Supplier has appropriate contingency measures in place to handle any unplanned absence or sickness without impacting upon this service.

## 117 PATROLS (FIXED OR STATIC GUARDING) (CC9J / D:14)

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 117.1 The Patrols shall be set at irregular intervals for each Affected Property with a security guarding service and shall cover the interior and exterior of each Affected Property according to the Authority's requirements. The frequency may be increased if the Response Level or local threat increases.
- 117.2 The patrolling schedule shall include, but shall not be limited to the following:
- (a) Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows; and
  - (b) Identifying and recording potential Health and Safety, fire issues and hazards identified in the Affected Property.

Future Facilities Management Project

- 117.3 The security staff shall report and record immediately all instances of these events to the Authority. The Supplier shall indicate the seriousness of the hazard and seek advice from the Authority on the appropriate remedial action. Where it is appropriate to do so, the Supplier shall take immediate remedial action to reduce risk. The primary objective at all times shall be to ensure the security of each Affected Property and the Health and Safety of its Building Users.
- 117.4 The Supplier shall be required to keep records of the Authority's staff in each Affected Property during non-Operational Working Hours or who arrange to work on non-Working Days such as but not limited to Saturdays, Sundays and/or public bank holidays or on any other public or civil service privilege holidays. This is to ensure the Health and Safety of the Authority's staff.
- 117.5 The Supplier shall maintain a comprehensive list of locations and Assets to be overseen as part of the Security Service in accordance with the Authority's requirements.
- 117.6 The Supplier shall keep a record for each Affected Property covered by the Security Service. This record shall include but not be limited to the times of inspections, any incidents noted by Supplier Personnel, thefts and any faults to each Affected Property requiring further attention by the Supplier. Problems or faults shall be reported to the Helpdesk on identification. The Supplier shall report thefts in accordance with the Authority's requirements.
- 117.7 The Supplier shall be responsible for delivering security reports to the Authority in line with the Authority's requirements.
- 117.8 The Supplier shall collate these reports so that Monthly figures can be provided to the Authority in a format to be agreed.

**118 PATROLS (MOBILE VIA A SPECIFIC VISITING VEHICLE) (CC9K /D:15)**

**The costs associated with the delivery of this specification will follow the New Works Process.**

- 118.1 The Authority may require the Supplier to provide an ad hoc Mobile Security Patrol Service to vacant and surplus Affected Properties and on occasion at an occupied Affected Property. This additional requirement shall be managed through via the New Works Process.
- 118.2 A Mobile Security Patrol Service shall be required to make regular visits to each Affected Property and check that the security of the Affected Property and its perimeter has not been compromised.
- 118.3 The Supplier shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security Patrol Service in accordance with the Authority's requirements. Where requested by the Authority, the Supplier shall conduct a specific security assessment of each Affected Property prior to commencing the Mobile Security Patrol Service.
- 118.4 The Supplier shall make a copy of the security assessment report available to the Authority.

Future Facilities Management Project

**119 REACTIVE GUARDING (CC9L / D:16)**

**The costs associated with the delivery of this specification will follow the New Works Process.**

- 119.1 The Supplier shall provide a Reactive Guarding Service to meet the Authority's requirements including in relation to the response times as set out in the CCS FM Service Standards (Annex J).
- 119.2 Where a twenty-four (24) hour or other permanent guarding arrangement is in place, the Authority may request additional ad hoc guarding. This shall be managed via the New Works Process.
- 119.3 The Supplier shall take cognisance of the fact that the duration of the required reactive guarding may be undetermined, and shall ensure that the reactive guarding service is maintained until such time as the Authority informs the Supplier that the guarding is no longer required, or the Supplier satisfies the Authority that the Affected Property it has been sent to secure no longer requires its presence.
- 119.4 At the QEII Conference Centre the standing guarding complement is in-line with the details provided within the Service Data Matrix (Annex K). However, at this site they have a significant number of high profile events. The largest events that require searching of all attendees via metal detection arches, wands and X-Ray baggage scanning can require the guarding complement to be increased to as many as thirty (30) security supervisors and officers. It is imperative that the Supplier has a suitable number of 'pool' officers of the same calibre as those officers employed on the Contract to be able to cover this many and potentially more during the Contract. The Authority will give as much notice as possible but the Supplier must have access to trained, licensed security cleared personnel to cover such event.

**PART I: WASTE MANAGEMENT**

**120 CLASSIFIED WASTE (CC113 / C:04)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

120.1 The Supplier shall ensure the secure collection, storage, removal and disposal of all confidential materials so that at no time these materials are out of the Supplier's possession or sight, or capable of being deciphered once securely disposed of.

120.2 The Supplier shall ensure that material classified as OFFICIAL, OFFICIAL SENSITIVE, SECRET and TOP SECRET or as classified by the Authority is only destroyed by a Security Equipment Assessment Panel (SEAP) approved company or on-site using SEAP approved shredders. The Authority personnel who generates the waste will be responsible for segregating the different classifications of waste at point of disposal and informing the Supplier when waste of greater sensitivity than OFFICIAL SENSITIVE requires disposal. Any bulk on-site shredding requires the operatives to be cleared to CTC as a minimum and for the area to be monitored by CCTV. Material classified as OFFICIAL can be destroyed by shredding, burning or pulping. If material has a mix of classifications, the highest classification applies to all the material. As part of any audit the Authority may request to see the operatives' clearance confirmation.

120.2.1 Confidential waste should be pre-shredded before placing in secure waste, using equipment which ensures that no more than 2 adjacent characters are legible in the shred size, and must be:

- shredded to a length not more than 15mm
- shredded to a width not more than 4mm
- inserted as whole pages into the shredder with the lines of print at right angles to the direction of the shredding, that is, cross-cut shredded.

The above baseline controls assume a font size no smaller than 12. Routine or regular use of font sizes smaller than 12 will require smaller shred sizes.

120.3 The Supplier shall provide a confidential waste service in line with the CCS FM Service Standards (Annex J).

120.4 The Supplier shall provide a full removal and destruction service in line with Government Disposal Standards.

120.5 Material with a protective marking of 'SECRET' or 'TOP SECRET' may be destroyed by Authority staff prior to its removal and further shredding off-site by the Supplier in accordance with the Authority's requirements.

120.6 The Supplier shall provide all consumables including but not limited to bins and sacks in carrying out this Service.

120.6.1 All bins, both those throughout the Affected Property and at the final waste collection area, shall be of a robust and durable material (not cardboard), clean, suitable for the area they are in (large wheelie bins shall not be acceptable within office environments) and secured by SEAP approved locks.

#### Future Facilities Management Project

- 120.7 The only time classified waste is not securely contained is during an Authority approved controlled and recorded waste audit. These may take place at any time and without notice and may include a visit to and inspection of the site where waste is being disposed of. The Supplier shall record the weight of each waste sack and obtain and provide to the Authority a record/note of transfer. Waste transfer notes shall be provided by the Supplier; the Supplier shall retain these documents for at least two (2) Years from the date of issue and produce and present to the Authority upon request.
- 120.8 The Authority has different requirements across different Affected Properties including on-site Authority Owned Shredding Equipment. The shredding equipment will be maintained by the Hard Service Supplier and operated by the Supplier. Other sites will require portable SEAP approved shredding on-site and in some instances where there is insufficient parking for such a vehicle classified waste will need to be removed from site and shredded within a SEAP approved off-site facility.
- 120.9 The Supplier shall be aware of the need of the Authority to meet Government and specific Business Unit targets on waste. The Supplier shall provide support to the Authority in achieving these targets and shall report (in a format agreed with the Authority in advance) on performance against these targets (i.e. completing Waste Activity Recording Sheets, site by site tracking on a monthly basis and analysing the data as and when requested by the Authority) within the CAFM System. It shall be the Supplier's responsibility to ensure it is clear and up-to-date on current Government and specific Business Unit waste targets.
- 120.10 The Supplier shall ensure that bins to move material are lockable and only opened when the material is to be destroyed. If bags are used, they shall be sealed by the Supplier using serial numbered tags and only broken when the material is to be destroyed. The Supplier shall maintain full audit records of the movement of the material with tag numbers and with user and witness signatures. Material held on-site in lockable bins requiring off-site destruction shall be securely transferred to sacks which shall be subsequently sealed prior to transfer/carriage.
- 120.11 The Supplier shall ensure that any area where protectively marked waste is stored on site prior to collection in a secure location (i.e. in a lockable room with limited access) with the area regularly monitored.
- 120.12 Any security incidents resulting in potential or actual loss of protectively marked material need to be reported by the Supplier to the Authority immediately and relevant security incident forms completed.

### **121 GENERAL WASTE (CC111 / C:05)**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 121.1 In fulfilment of its statutory duty of care, the Authority shall require the Supplier to provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are Environmentally Preferable. In particular, the Authority shall be assured that as much of the waste as possible shall be recycled or used for energy recovery, rather than sent to landfill.

Future Facilities Management Project

- 121.2 The Supplier is responsible for the collection and removal of all waste from within the Affected Property throughout each working day at a suitable frequency to ensure that all waste collection receptacles are emptied prior to them becoming full and at least once a day. Food Waste must not be left within food preparation and office areas overnight (to assist in the control of pests). In the Authority's busiest buildings this will require multiple waste collection visits throughout the day to prevent waste receptacles overflowing.
- 121.3 The Supplier shall provide all waste receptacles throughout the Affected Property and at the main collection points. The Supplier shall create waste and recycling segregation and collection stations and consumables appropriate to the waste item, in sufficient numbers and conveniently located both to maintain minimal disruption to the building occupants whilst maximising the segregation of waste at source. Location of waste collection and recycling stations and number will be agreed with the Authority during Mobilisation and prior to the start of service delivery. The Authority shall be the final arbiter upon whether the provision of waste collection and recycling stations are sufficient for each Affected Property. All bins, both those throughout the Affected Property and at the final waste collection area, shall be of a robust and durable material (not cardboard), clean, suitable for the area they are in (large wheelie bins shall not be acceptable within office environments).
- 121.3.1 The Supplier shall ensure all waste receptacles have suitable signage to indicate what waste should be disposed of in which receptacle. Examples of such labels have been provided within documents provided at tender. It will be the Supplier's responsibility to ensure these labels accurately detail what materials should be disposed of in which receptacle, aligning with the Supplier's waste removal contractor, and should remain clean and legible.
- 121.4 The Supplier shall remove all general waste in a manner appropriate to the waste item. Mattresses and bed linen will be included with the general waste and will be the responsibility of the Supplier to dispose of in accordance with this specification in the same way as any other waste generated by the Affected Property. In instances where such items are soiled please refer to Special or Hazardous Waste specification.
- 121.5 In disposing of waste the Supplier shall maintain and proactively manage waste in accordance with the Waste Hierarchy.
- 121.6 The Supplier shall provide Monthly waste diversion reports to the Integrator's CAFM system of Affected Property performance against building waste arising, diversion and recycling benchmarks and the Authority's requirements but shall adhere to the required minimum Standards as set out in CCS FM Standards (Annex J).
- 121.7 The Authority requires the Supplier to demonstrate commitment to and compliance with the principles of sustainable development as documented by the Authority, and seeks to continuously reduce the Authority's deleterious impact on the environment in waste disposal in general.
- 121.8 The Supplier shall provide lead support in planning, measuring, reporting and recommending how waste can be continually reduced across all Affected Properties and how Government sustainability targets can be achieved.

Future Facilities Management Project

- 121.9 The Supplier will provide, at no additional charge to the Authority, suitable and sufficient receptacles/paladins for all categories of waste at the main collection point(s) (excluding waste generated by large project work which will fall to those managing that particular project to manage) and throughout the Affected Property. The frequency of waste collection and removal from each Affected Property shall be sufficient so that at no time the amount of waste exceeds the capacity of the correct category of receptacle to accommodate (allowing the lids of such receptacles to be fully closed). This will be the sole responsibility of the Supplier to manage failure. The Authority retains the ability should the Supplier fail to adhere to this clause to remove waste over and above the capacity of the receptacles via an alternative contractor and all costs associated to any such removal shall be recovered from the Supplier.
- 121.10 The Supplier shall ensure that all statutory obligations, duties and requirements are met (including, amongst others, The Controlled Waste Regulations, The Waste Management Licensing Regulations, The Control of Pollution Act, The Hazardous Waste (England and Wales) Regulations, The Environmental Protection (Duty of Care) Regulations and the Environmental Protection Act) to enable the Supplier and the Authority to meet their respective duties.
- 121.11 The Supplier shall be aware of the need of the Authority to meet Government and specific Business Unit targets on waste. The Supplier shall provide support to the Authority in achieving these targets and shall report (in a format agreed with the Authority in advance) on performance against these targets (i.e. completing Waste Activity Recording Sheets, site by site tracking on a monthly basis and analysing the data as and when requested by the Authority) within the CAFM System. It shall be the Supplier's responsibility to ensure it is clear and up-to-date on current Government and specific Business Unit waste targets.
- 121.12 The Supplier shall ensure that the Affected Property and both the waste carrier (i.e. the company collecting the waste) and the waste management facility are licensed to collect/dispose of waste. The Supplier shall procure, included within the Lump Sum Price, either a Waste Management Licence or an Environmental Permit from the relevant collection/disposal company(s) and the Supplier shall retain these documents for at least two (2) Years from the date and upload these onto the Integrator's CAFM system. The Supplier shall obtain a Waste Consignment Note when disposing of hazardous waste and the Supplier shall retain this document for at least three (3) Years from the date of issue and upload these onto the Integrator's CAFM system. This requirement shall apply to all waste streams described above (including General Waste). Copies of current Licences are to be kept at each Affected Property for the term of the Contract.
- 121.13 The Supplier shall ensure that the volumes, cost, details of disposal method and site by site tracking information of all materials removed from an Affected Property on a Monthly basis are recorded and made available to the Authority within the Integrator's CAFM system. The Supplier will be required to provide information covering specific periods or the entire Contract period by the Authority as well as providing this information towards the end of the Contract period to support the re-procurement exercise.
- 121.14 The Supplier shall ensure it achieves the Authority's targets in respect of the Service and takes responsibility for running waste campaigns and effecting behaviour change to achieve the targets.

Future Facilities Management Project

121.15 The Supplier shall issue the waste licence details to the Authority, Hard Services Supplier and any other third-parties when requested. The Licences should cover all forms of waste, including those that are not the Supplier's responsibility to dispose of.

## **122 RECYCLED WASTE (CC115 / C:07)**

### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 122.1 The Supplier is required to provide a waste management Service in accordance with the Waste Hierarchy.
- 122.2 The Supplier shall seek to increase the percentage and range of goods that are recycled on a continual basis. The Supplier shall provide the Authority with information on current levels of recycling and plans to increase these in the Monthly report.
- 122.3 The Supplier shall be aware of the need of the Authority to meet Government and specific Business Unit targets on waste. The Supplier shall provide support to the Authority in achieving these targets and shall report (in a format agreed with the Authority in advance) on performance against these targets (i.e. completing Waste Activity Recording Sheets, site by site tracking on a Monthly basis and analysing the data as and when requested by the Authority) within the Integrator's CAFM System. It shall be the Supplier's responsibility to ensure it is clear and up-to-date on current Government and specific Business Unit waste targets.
- 122.4 In addition to the materials listed within the standards the following items will also be included;
- Wooden Pallets;
  - Furniture;
  - Tapes / videos / CDs; and
  - Construction waste generated outside of major projects.
- 122.5 All receptacles, both those throughout the Affected Property and at the final waste collection area, shall be provided at no additional charge to the Authority and be of a robust and durable material (not cardboard), clean, and suitable for the area they are in (large wheelie bins shall not be acceptable within office environments). The Supplier will label with highly visible and detailed signage for various types of recyclable waste and will publish any additional guidelines or strategies for recycling material. The Supplier shall provide awareness campaigns and a point of advice and guidance within Core Operating Hours. The Supplier shall, through this promotion, continuously seek to increase the amount of materials able to be recycled.
- 122.6 The Supplier shall increase the percentage of waste that is recycled to meet, and where possible exceed, the targets for increasing recycled materials and demonstrate that these targets have been met. As indicated in CCS Service Standards (Annex J), organic material and food waste is included within recycled waste and the Supplier shall include off-site composting and anaerobic digestion of this type of waste.

#### Future Facilities Management Project

- 122.7 The Authority is mandated by Government to meet Greening Government Commitments targets and as such is reliant upon accurate reporting of recycled waste, waste to landfill, and waste-to-energy. The Supplier shall assist the Employer in its obligation to report waste volumes, etc. and to identify poor Employer practice and where additional waste streams will be of benefit to meet the Greening Government Commitments targets.
- 122.8 The Authority is keen to promote recycling of other waste products, subject to practical consideration and economic viability. The Supplier shall provide proposals to introduce additional waste materials for recycling.

### **Food Waste Management**

#### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 122.9 The Supplier and the Authority shall be required to cooperate to ensure compliance with current legislation including Section 34 of the Environment Protection Act 1990 and subsequent relevant legislation. The Supplier shall also comply with Best Practice standards set out in the Authority's policies. The Supplier shall also cooperate with the Authority to meet best industry practices that result in the least hazard to the environment.
- 122.10 Food waste receptacles will be provided by the Supplier and shall be collected by the Supplier from all food preparation areas (including tea points and domestic and commercial kitchens) and removed to the designated areas. The frequency of collection shall be sufficient to avoid encouraging the proliferation of pest and odours. The Supplier shall place waste into appropriate containers for recycling and composting with the residue safely stored for disposal in refuse. The Supplier shall ensure collection points and containers related to kitchen waste are kept clean and tidy.
- 122.11 It shall be the responsibility of the Supplier to ensure all wet waste is disposed of through food waste disposal units or other approved means in compliance with the Authority's procedures. The Supplier shall be responsible for appropriately collecting and storing the oil from cooking before transporting it in a timely manner to its designated area within the Affected Property for collection. The Supplier shall not discharge any grease or spent oil into drains; any failure to comply with this provision will result in the Supplier being charged for any costs, charges or expenses involved in the opening, cleaning or repairing of drains.
- 122.12 Where catering is part of the service it will be the Supplier's responsibility to ensure correct and safe storage of oil, both new and waste on each Affected Property in conjunction with minimising the amount of oil stored at each Affected Property.
- 122.13 Where catering is part of the Service, the Supplier shall be directly responsible for minimising all food and material waste, whether the waste is through poor stock management, ineffective portion control or preparation and cooking of too much food. Food waste shall be recorded, costed and analysed by the Supplier.

Future Facilities Management Project

**123 SPECIAL OR HAZARDOUS WASTE (CC112 / C:09)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 123.1 The Supplier shall be required to provide a Service for the disposal of Special or Hazardous Wastes and shall be required to provide suitable receptacles for this type of waste in accordance with the Authority's requirements. This Service may also include but not be limited to the provision of sharps bins, a feminine hygiene disposal service and other specialist receptacles.
- 123.2 The Supplier shall handle, transport, treat and dispose of all special or hazardous wastes in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport.
- 123.3 The Supplier is responsible for the removal of hazardous materials on a planned basis as part of the Lump Sum Price. In addition, and when requested by the Authority, a reactive special or hazardous waste collection service is required. The response times shall comply with the standards as set out in CCS Service Standards (Annex J) and shall be charged to the Authority via the New Works Process.
- 123.4 In addition to the standards, Special or Hazardous Waste is defined in the Controlled Waste Regulations 1992 (CWR92) as:
- 123.4.1 Any waste which consists wholly or partially of human or animal tissue, blood or other bodily fluids, excretions, drugs or other pharmaceutical products, swabs and dressings or syringes, needles or other sharp instruments, being the waste which is useless, rendered safe and may prove hazardous to any person coming into contact with it, and:
- 123.4.2 Any other waste from medical, nursing, dental, veterinary, pharmaceutical or similar practice, investigation, treatment, care, teaching or research, or the collection of blood for transfusion, being waste which may cause infection to any person coming into contact with it.
- 123.5 The Supplier shall undertake the Services with strict regard to safe methods of work in order to protect the Health and Safety of the Supplier's Staff, visitors, the Authority's Representatives and all other persons affected.
- 123.6 The Supplier shall provide Services in a planned and controlled manner to ensure compliance with all relevant laws, statutes, statutory instruments, orders and regulations as are applicable and any amendments and modifications thereto which may be in or come into force during the period of the Contract.
- 123.7 The Supplier shall ensure at all times that Supplier Staff coming into contact with medical waste have received adequate training in the detection and handling of sharps.
- 123.8 The Supplier shall ensure that Supplier Staff wear and have adequate supplies of relevant personnel protective clothing for the handling of clinical waste.

**123.9 Equipment**

## Future Facilities Management Project

123.9.1 The Supplier shall provide all materials and consumables associated with the provision of the Service, including segregation bins, waste bags, containers and all other associated materials and supplies.

### **123.10 Storage and Movement**

123.10.1 The Supplier shall be aware from the Authority's Representative at each Affected Property of the location of clinical waste bins and the location where clinical waste needs to be stored either locally within an internal building or externally in a final waste holding area before collection by the disposal company.

123.10.2 Clinical waste shall always, without exception, be placed in yellow clinical waste bags. Supplier Staff are required to tag all clinical waste bags using an industry standard tagging system. This system will be at the Supplier's expense. Clinical waste shall be stored in accordance with the relevant local protocol and will be removed by Supplier Staff in accordance with its locally agreed schedule. Clinical waste shall be moved to the waste transfer compound / location / area by the Supplier Staff and stored safely in accordance with the local procedure.

123.10.3 The Supplier shall be able throughout the Contract to provide individual collections of clinical waste outside its normal collection and disposal routines. The Service will be made available to the Authority during Core Hours and in each Affected Property where a reactive Cleaning Service is required. The Supplier shall, upon request, ensure the provision of any ad hoc collections.

### **123.11 Sharps**

123.11.1 The Supplier shall provide for the removal of sharps waste. Sharps waste shall be disposed as controlled waste.

123.11.2 Sharps bins must only be moved by Supplier Personnel when the lid is firmly in place and the label has been completed on the side of the bin. The bin must then be moved to the designated clinical waste collecting area safely and securely and stored in the relevant waste container depending on the colour of the lid on the sharps bin.

123.11.3 The Supplier shall provide one 2.5l sharps waste disposal kit per Affected Property (commonly for the disposal of glass, needles, razors, etc.).

### **123.12 Feminine Hygiene and Nappy Disposal Bins**

123.12.1 All ladies' toilets throughout each Affected Property require feminine hygiene bins that shall be emptied to ensure they do not overflow or become foul smelling. All nappy disposal bins shall be checked on a daily basis to ensure they are not overfilled, do not emit odour, and do not present an infection risk.

### **123.13 Contaminated Laundry**

123.13.1 Any laundry soiled with body fluids must be placed in a disposable laundry bag (alginate bag). In no circumstance, should soiled laundry be placed into a general refuse bag. If laundry is processed on site in an Affected Property, the Supplier shall follow the local procedure for storing contaminated laundry prior to processing.

### **123.14 Waste Bed Mattresses**

Future Facilities Management Project

123.13.2 A waste bed mattress can be considered as clinical waste when one or more of the following apply:

- (a) It is being disposed of due to contamination by blood or other body fluids.
- (b) It has been used by a resident known to have an infectious disease which could be transmitted through contact with the mattress.
- (c) Before placing any clinical waste mattresses in the waste transfer holding area it is essential that the Authority's Representative for each Affected Property be contacted first in order to gain permission and / or acknowledgement of its movement and storage.
- (d) In instances where mattresses and bedding require removal the timeframe for removal from the room to the waste holding transfer area will be dictated by the priority allocated to the job by the Integrator helpdesk. The storage of such contaminated waste will create problems within Approved Premises and therefore waste mattresses must be removed from site within twenty-four (24) hours of removal from the room.

**123.15 Other Clinical Waste**

123.15.1 The Supplier may from time to time encounter other clinical waste or bio-hazard that may prove hazardous to any person coming into contact with it (e.g. scabies). The Supplier shall seek appropriate advice on the measures that need to be taken and ensure it complies with relevant standards / best practice in the execution of storage or disposing of the clinical waste.

**PART J: HELPDESK AND CAFM****124 HELPDESK****The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 124.1 The Supplier shall provide a fully staffed, supervised Supplier helpdesk / dispatch team service linked to the CAFM System for all FM related Service Requests and fault reporting, that will be routed through the Integrator twenty-four (24) hours per day 365 (366) days per Year. The Supplier shall ensure that it meets the reporting and information data transfer requirements between the Supplier and Integrator systems. All service requirements will initially be reported into the Authority's Integrator Helpdesk. The Integrator Helpdesk will log and time record all inbound service requests and provide a unique job identifier number for every service request. The Integrator Helpdesk will prioritise the job requests and route work orders to the appropriate Supplier helpdesk / dispatch team with a target response, temporary fix and permanent resolution time in accordance with the Response and Rectification Times (Annex H). The Supplier helpdesk / dispatch team shall receive Integrator work orders and ensure work is logged in the Supplier CAFM system and allocated to an operative within fifteen (15) minutes of receipt. The Integrator Helpdesk identification number for the service request should be linked to the work order in the Supplier CAFM and maintained as part of the job records from inception to completion and final payment.
- 124.2 The Supplier shall ensure that the Helpdesk operates as both a strategic management and quality monitoring tool and shall also be the focus for all day-to-day operational activities across all aspects of the FM Services.
- 124.3 The Supplier shall ensure continued service delivery for all Services under its control in accordance with the Response and Rectification Times (Annex H) and in accordance with the contractual KPIs, during the Core Service Hours, including cover for Affected Properties that operate on a 24/7 365 (366) days a year basis.
- 124.4 The Supplier helpdesk / dispatch team shall accept Service Requests from the Integrator Helpdesk in respect of faults or requests for provision of any in scope Services.
- 124.5 The Supplier helpdesk / dispatch shall accept Service Requests from the Integrator raised by telephone calls, emails, text messages, web portals and interface messages. The Supplier shall ensure that all Service Requests are logged on to the CAFM System without unnecessary delay and allocated a unique reference which links to the original Integrator work order number.
- 124.6 The Supplier shall ensure that the Integrator's Helpdesk is updated regarding the progress of any open Service Requests including notifications of closure or completion.
- 124.7 The Supplier shall ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System.

## Future Facilities Management Project

- 124.8 The Supplier shall provide appropriate Supplier Personnel to ensure that the Supplier helpdesk / dispatch can operate within the requested performance parameters as agreed between the Authority and the Supplier.
- 124.9 The Supplier shall ensure that all Supplier Personnel appointed to operate on the Supplier helpdesk / dispatch are capable of handling all faults and in scope Service Requests, irrespective of the time of the day. The Supplier helpdesk / dispatch team shall be manned and connected to the Supplier CAFM systems at all times to cover the 365 (366), 24/7-day service requirement. Diverting to a separate helpdesk out of hours or operating a partial helpdesk service out of hours is not acceptable.
- 124.10 The Supplier shall ensure that all Supplier Personnel appointed to operate on the Supplier helpdesk / dispatch can access and report the status of all Service Requests at any such time as requested by the Authority.
- 124.11 The Supplier shall provide all Supplier Personnel appointed to operate on the Supplier helpdesk / dispatch with documented training, including but not limited to:
- Training on the CAFM System package;
  - Customer service skills;
  - Service call management;
  - Listening skills;
  - Escalation procedures;
  - Authority emergency procedures; and
  - Training in respect of all operational areas of the Affected Property.
- 124.12 The Supplier shall ensure that all Supplier Personnel appointed to operate on the Supplier helpdesk / dispatch have the appropriate security clearance to work on an Authority account.
- 124.13 The Supplier shall where required provide a flexible Room Booking service via direct access to a booking portal, the Supplier helpdesk / dispatch team and / or the Integrator Helpdesk.
- 124.14 The Supplier shall where required provide a Car Park Management service via direct access to a booking portal, the Supplier helpdesk / dispatch team and / or the Integrator Helpdesk.

## 125 CAFM

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 125.1 The Supplier shall ensure that all managerial quality monitoring, complaints, PPM and reactive activities are managed, executed and monitored through the CAFM System and information and data is provided to the integrator as required by the Integrator Specification (Data Room).
- 125.2 The Supplier shall ensure that the Authority and the Integrator has full access to the live CAFM System Data at all times and that this Data is capable of being accessed electronically via the Authority's internal network i.e. a web based application which can be accessed via a web browser.

Future Facilities Management Project

- 125.3 The Supplier shall work closely with the Authority during the Mobilisation Period to produce and maintain a contract fixed Asset register which shall be compiled from Condition Surveys, location surveys, operating and maintenance manuals and all Asset register details entered into the CAFM System, provided to the Integrator and where appropriate, copies are to be available at the Affected Property.
- 125.4 The Supplier shall ensure that all feedback information associated with its activities and information relating to the completion of Service Requests is promptly and accurately entered into the CAFM System and provided to the Integrator.
- 125.5 The Supplier shall provide the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM System to the mutual benefit of both itself and the Authority.
- 125.6 The Supplier shall ensure that all Assets are individually referenced as per the Authority Asset Hierarchy (Annex L), to include service type and geographical location.
- 125.7 The Supplier shall ensure that the CAFM System has the flexibility to allow the hierarchical structure to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of services within any Affected Property.
- 125.8 The Supplier shall ensure that all Assets which are scheduled for maintenance or require attention due to malfunction are clearly identified on job sheets with respect to type and accurate location.
- 125.9 The Supplier shall ensure the CAFM System has the ability to record and track the history of reactive work on specific Assets as required by the Authority.
- 125.10 The Supplier shall ensure that all response and rectification periods required by the Authority are maintained within the CAFM System and the CAFM System has the capability to produce alerts as reactive or planned works are about to breach the Response and Rectification Times (Annex H) and/or KPIs.
- 125.11 The Supplier shall create a measure within the CAFM System which allows the suspension of any reactive activity which results in a repair which cannot be completed due to lead times of replacement parts or the need for the Authority's sanction of costs. The Supplier shall agree in advance with the Authority the exact criteria for suspension.
- 125.12 The Supplier shall ensure that the CAFM System has the capability to link parent and child Service Requests and track Service Requests through the various stages to completion.
- 125.13 The Supplier shall ensure that the CAFM System captures all costs including but not limited to maintenance, direct labour and Sub-Contractor labour, in addition to material costs for each Asset.
- 125.14 The Supplier shall ensure that they are capable of interacting with an Independent Assurance Service Supplier. In such a situation, the Supplier shall be required to use the Authority's defined Master Data to report activities against. Master Data is shown in Vol 4 Data Room, 08 Site Information, Authority Property List V1.3. This list will be updated by the Authority and issued to the Supplier and Integrator quarterly.

Future Facilities Management Project

125.15 The Supplier shall have the capability to operate its CAFM System in a way that integrates Data with the Integrator's CAFM System.

125.16 The Supplier shall ensure that the CAFM System has the following functional capability to support the delivery of the service:

125.16.1 The CAFM shall have the capability to:

- Record and report by each Affected Property or location;
- Review work assignment to both maintenance staff and Sub-Contractors;
- Track maintenance activity, status updates and the provision of on-screen alerts;
- Provide automated email notifications of work requests;
- Provide automatic status updates to the Authority Representatives;
- Provide search and visibility of calls and activities;
- Provide automatic associated hazard warnings, for example (but not limited to) asbestos alerts;
- Allocate costs;
- Provide clear and proactive management of SLA's;
- Log Service Requests via intranet and internet; and
- Automatically prioritise work and job escalation when appropriate.

125.16.2 The Asset tracking functionality shall have the capability to:

- Provide various forms of information relating to Assets including but not limited to location, warranty, parts and maintenance records;
- Provide logical grouping of Assets for easy storage, retrieval and viewing;
- Provide the ability to record planned and Reactive Maintenance information to enable full visibility of an Assets service history;
- Ensure future planned and Reactive Maintenance requirements generate alerts at the appropriate time;
- Integrate with other facilities Data to provide detailed financial and ownership details;
- Identify movement and tracking of Assets within existing or external systems;
- Associate Assets to the Authority's staff departments or locations;
- Associate Asset contract for automatic issue of related Service Requests to maintaining third party suppliers;
- Provide an export capability of Asset Data to third party applications using industry standard tools and methods;
- Provide full Asset reporting for distribution to interested parties defined by the Authority; and
- Provide the ability for two-way communication including but not limited to importing Data from third party financial software or exporting to a Data file.

125.16.3 The Cost Control functionality shall have the capability to:

- Track costs through multi-level hierarchy of budgets, contracts and projects;
- Provide transparency of full facilities spend and generation of single or multi-line purchase orders;
- Discount purchase orders or individual line items;
- Provide purchase order receipt acknowledgement;
- Navigate, search and view all budget information;
- Provide projects functionality which enables tracking of project spend, key dates and stakeholders;
- Easily distribute information to stakeholders;

Future Facilities Management Project

- Ensure financial reports are available for ad hoc reporting or scheduled generation basis;
- Navigate Data tree to ensure simple management and retrieval of all facilities information; and
- Manage Health and Safety equipment and Service Requests.

125.16.4 The property management functionality shall have the capability to:

- Provide a dynamic link to property related planned maintenance activities;
- Provide storage and maintenance of hazardous related Data, for example asbestos;
- Track the condition of the Affected Property including but not limited to structure, fabric and mechanical elements;
- Monitor building lifecycle costs and energy efficiency;
- Store all Affected Property related documents including but not limited to contracts, lease agreements and Health and Safety documents;
- Navigate the storage of Affected Property contact information;
- Generate property management reports;
- Use industry standard AutoCAD tools to detail, plan and manage space allocation;
- Map spaces, Assets and assign attributes; and
- Ensure easy movement and tracking of Assets within the CAFM System.

125.16.5 The Report functionality shall have the capability to:

- Report on Helpdesk performance management;
- Automatically generate reports;
- Provide direct email distribution to stakeholders;
- Produce specific corporate reporting requirements;
- Analyse Data;
- Provide extensive reports as standard;
- Provide measured performance benchmarking; and
- Provide cost control and monitoring.

125.16.6 Disaster Recovery and Business Continuity

- The Supplier shall ensure that in line with best practice the CAFM System has its own BCDR Plan in place to enable continuity of the Service without degradation.

**126 Vehicular Access and Car Parking Booking – see 114 Manned Guarding**

**127 Video Conferencing – See 101 Porterage**

**128 Meeting Room and Conference Room Booking – See 101 Porterage**

**129 Food Waste Management – See 122 Recycled Waste**

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Future Facilities Management Project  
ANNEX A – GLOSSARY OF DEFINED TERMS

**This document can be found in Volume 3A Service Information. Annex A – Glossary of Defined Terms.**

Future Facilities Management Project

**ANNEX B – SUSTAINABILITY REQUIREMENTS**

**1 Sustainability Plan**

- 1.1 The Supplier shall develop, maintain and implement a sustainability plan in line with the Authority's sustainability requirements.
- 1.2 The content, structure and format of the sustainability plan shall be agreed between the Authority and the Supplier.
- 1.3 The Supplier shall submit the sustainability plan for the Authority's approval within three (3) Months of the Contract Commencement date.
- 1.4 The Supplier shall ensure that the sustainability plan complies with Government Buying Standards (GBS).
- 1.5 The sustainability plan shall include but not be limited to the Supplier's approach to:
  - (a) Energy management;
  - (b) Water management;
  - (c) Resource and waste prevention and management including Waste Hierarchy and segregation, minimising waste to landfill and increasing levels of recycling;
  - (d) Food and food waste plan including the UK Food Plan (A plan for public procurement) including the Balanced Scorecard for Public Food Procurement; and other Governmental requirements (i.e. but not limited to Hospitality and food service agreement); and,
  - (e) Minimising travel and ensuring efficient and sustainable transport use in relation to operations under this contract.

**2 Buildings**

- 2.1 The Supplier shall ensure that new buildings meet the Building Research Establishment Environmental Assessment Methodology (BREEAM) or equivalent schemes excellent standard, and that retrofits meet the excellent standard.
- 2.2 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 Affected Property if required by the Authority.
- 2.3 This Service shall be requested on an ad hoc basis by mutual agreement between the Authority and the Supplier. The scope of any advice provided shall include but shall not be limited to:
  - (a) Reduction in running costs;
  - (b) Measurement and improvement of the performance of Affected Property;
  - (c) Empowerment of staff;
  - (d) Development of action plans; and

Future Facilities Management Project  
(e) Reporting of performance.

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

### **3 Energy Management**

3.1 The Supplier shall take account of and comply with the Authority's energy strategy and action plan and its targets under the Greening Government Commitments and any subsequent Government policy. The Supplier shall manage its own energy management and targeting software in order to provide all reports and volumetric data relating to energy consumption, energy efficiency and carbon management including costs. The Supplier will be able to measure the energy efficiency of the Affected Property against the previous years' performance and/or original energy efficiency predictions of the design, and across the estate.

3.2 The Supplier shall work with the Authority to meet external and internal targets for reducing energy consumption.

(a) The Supplier shall analyse building energy consumption and make recommendations to the Authority on how to improve the efficiency and performance of buildings on a Monthly basis. This shall include all aspects of performance, for example no cost and low cost measures that the Authority can implement with the Authority's agreement, installing energy efficient technologies and enacting behavioural change. The Supplier's Senior Energy Manager will meet with the Authority on a Monthly basis to discuss utility performance and proposals for improvement.

(b) The Supplier shall keep a schedule of potential and recommended energy efficiency projects which could be implemented given the required funding, including the value of reduced energy use and carbon saving, and pay-back or other benefits. This shall be kept up-to-date in order that the Authority can quickly match new funds to a number of projects, should such funding become available.

(c) The Supplier shall work with the Authority to meet external and internal targets for reducing energy consumption and delivering carbon or other saving targets. The Supplier is to achieve this by ensuring all plant and equipment are operating efficiently and only running at times required to meet the standards required. In addition, the Supplier shall develop a strategy to reduce energy and carbon consumption within Affected Properties for consideration by the Authority.

3.3 The Supplier shall ensure that all energy-consuming plant under its jurisdiction or control are maintained to operate at optimum energy efficiency and all fuels, gas, electricity are used economically, in accordance with any operational policies issued by the Authority. The Supplier shall undertake an Audit of all Key Plant and Equipment for which it has responsibility on a frequency suitable for the size of building and energy usage to be agreed with the Authority. The Supplier will submit audit Reports detailing run times, seasonal adjustments and energy usage. The Supplier shall also identify Key Plant and Equipment which can be replaced to deliver Cost Effective Carbon Dioxide reductions. The Audit Report shall set out the costs of replacement, estimated financial savings, carbon savings, operation and maintenance savings and the timescale for implementation for the asset replacement.

#### Future Facilities Management Project

- 3.4 The Supplier shall support the Authority initiatives for energy-saving strategies including but not limited to, separate heating, lighting and ventilation strategies and co-operate with the Authority in achieving agreed objectives.
- 3.5 The Supplier shall ensure effective management of energy consumption. The Supplier shall ensure that the consumption of utilities is minimised whilst maintaining the Authority Building Users' comfort and that these Services shall be provided in accordance with the Authority's requirements for sustainable development.
- (a) The operation of the Authority's building engineering and environmental services is, where possible, to be achieved through the Building Management System (BMS). It will be the Supplier's responsibility to operate the BMS in a competent, pro-active manner to control all of the systems and the internal environment, to maintain a secure and reliable Service, at agreed control and operating levels. The Supplier shall monitor any departures from the Authority's environmental parameters and shall take actions to rectify.
  - (b) The Supplier shall ensure that the BMS is configured to operate building systems at optimum energy efficiency and is aligned to building occupancy patterns.
  - (c) In accordance with clause 48.9 the Supplier is to ensure all BMS Systems are to be serviced and set points and runtime altered to minimise energy and fuel consumption whilst meeting the temperatures as required within the Authority's Thermal Comfort policy.

### **4 Energy Efficiency Plans**

- 4.1 The Supplier shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Affected Property against the original energy efficiency predictions of the design if required by the Authority.
- 4.2 The format and structure of the energy efficiency plan must be agreed with the Authority at the Contract Commencement Date and shall include but not be limited to:
- (a) Design stage energy end use analysis;
  - (b) 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;
  - (c) Initial baseline energy model;
  - (d) Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
  - (e) Final baseline energy model (produced at financial close of each year); and
  - (f) Predicted energy use and associated carbon emissions for the Affected Property in a format similar to a Display Energy Certificate (DEC) rating (including regulated and unregulated emissions).

#### Future Facilities Management Project

- 4.3 The Supplier shall develop the energy efficiency plan over the Contract Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including but not limited to, TM22 2012, Carbon Buzz and iSERVcmb.

### **5 Energy Management Statutory Compliance**

- 5.1 The Supplier shall ensure the Authority is compliant with all relevant current and future environmental and energy legislation including but not limited to:
- (a) The Supplier shall perform the audit, issue and display and renew the DEC's at each Affected Property as required by the Authority, including those Affected Properties which require DEC's under Government legislation. All DEC's must be displayed by the required date.
  - (b) The Supplier shall ensure Energy Performance Certificates (EPC) are provided, where required, by the required date.

### **6 Energy Efficiency Directive Article 6**

- 6.1 The Supplier shall ensure and agree with the Authority that appliances and other energy-using products purchased for the Contract meet the default standard within Annex III of the Energy Efficiency Directive Article 6, unless the appliance or product is not:
- (a) Cost-effective over the lifecycle of those products;
  - (b) 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;
  - (c) Technically suitable;
  - (d) Consistent with wider sustainability objectives; and/or
  - (e) Viable within the constraints of effective competition of purchasing equipment.

### **7 Water Management**

- 7.1 The Supplier shall take account of and comply with the Authority's water strategy and action plan and its targets and commitments under the Greening Government Commitments policy.
- 7.2 The Supplier shall be aware of and comply with existing and future water related statutory requirements and legislation put in place by any relevant Central Government Body. The Supplier shall take responsibility for building water consumption and efficiency and to work with the Authority to strive to meet external and internal targets for reducing water consumption. The Supplier shall develop a strategy and recommendations to optimise the benefits of water de-regulation.
- 7.3 The Supplier shall manage the Authority's water management software where it exists in order to provide all reports and volumetric data relating to water. The Supplier shall:

#### Future Facilities Management Project

- (a) Analyse building water consumption and make recommendations to the Authority on how to improve the efficiency and performance of buildings on a Monthly basis. This shall include all aspects of performance, for example installing water efficient technologies to enacting behavioural change; and
- (b) Keep a schedule of potential and recommended water efficiency projects which could be implemented given the required funding, including the value of reduced water use. This shall be kept up-to-date in order that the Authority can quickly match new funds to a number of projects, should such funding become available.

### **8 Resource and Waste Prevention and Management**

- 8.1 The Supplier shall take responsibility for waste management and work with the Authority 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.
- 8.2 The Supplier shall provide information to the Authority on the methods of disposal of waste, showing clear evidence of using disposal methods which are Environmentally Preferable (if required by the Authority). The Supplier shall assure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill.
- 8.3 The Supplier will ensure that the collection and disposal of non-hazardous and hazardous wastes meets with all applicable legislative requirements, including the use of appropriately licensed carriers, the completion of 'Duty of Care' documentation and final disposal to an appropriately permitted facility.
- 8.4 To enable the Authority to comply with their responsibilities under the Duty of Care, the Supplier shall provide copies of waste carrier's licences for all carriers employed for the removal of non-hazardous wastes (including offensive wastes) and also copies of permits for final disposal facilities, applicable for the properties the service is provided to. The Supplier shall also retain copies of these documents for a minimum of two (2) years from the date of issue and produce and present to the Authority upon request.
- 8.5 The Supplier shall explore and make recommendations for cost effective closed loop recycling opportunities for any materials, not just paper.

### **9 Waste Minimisation Plan**

- 9.1 The Supplier shall identify wastes that could be avoided to reduce product consumption by rethinking the need, re-use, repairing, refurbishing, leasing and discuss waste avoidance options with the Authority.
- 9.2 Where a Catering Service is provided, the Supplier shall develop a food waste minimisation plan if required by the Authority, in accordance with the best practice Standard of the food and catering GBS and with the Waste and Resources Action Programme's (WRAP) Hospitality and Food Service Agreement

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

- 10.1 The Supplier shall collect and dispose of all of the waste in line with the Waste Hierarchy and best practice.
- 10.2 The following Waste Hierarchy shall apply:

Future Facilities Management Project

- (a) Eliminate;
- (b) Reduce;
- (c) Re-use and repair;
- (d) Recycle or compost;
- (e) Recover (energy recovery); and
- (f) Dispose.

10.3 If required by the Authority, the Supplier shall provide a waste diversion report for the Month and Cumulatively Year-to-date (Y.T.D).

## **11 Waste Monitoring and Reporting**

11.1 The Authority requires the Supplier to provide management information on all waste materials managed by the Supplier on behalf of the Authority for each property the waste management service is provided. The Authority will wish to be assured that as much of the waste as possible will be recycled or used for energy recovery, rather than disposed to landfill and the management information required should evidence best practice disposal methods as defined by the waste hierarchy. The Supplier shall therefore ensure that waste management information is recorded per property, to include but not exclusive to: material tonnages (or part thereof), disposal methodology (landfill, energy from waste, anaerobic digestion, composting etc.), tonnages of specific waste streams directed to reuse and recycling, and service costs (and revenues where applicable). The Supplier is to submit the waste management information on a Monthly basis using the Waste Data Collection template (Annex O), or in a standardised format and timescale otherwise agreed with the Authority.

11.2 The Supplier shall collect and analyse all data necessary, and in sufficient detail to monitor and report performance against commitments. The Supplier shall use this data to create a Monthly waste report for each property. The waste report, shall include the following information, set out for the relevant Month and for the Y.T.D:

- (a) Tables and graphs which set out weights of each waste stream recycled, total waste, total recycled waste, total landfill waste;
- (b) Variance from same period last year and target to be agreed between the Authority and supplier;
- (c) Forecasting and trend analysis;
- (d) Identifying sites on the Authority's estate that are particularly significant in terms of waste arisings and quantities produced; and
- (e) Detail actions to be taken by the Supplier and the Authority to improve to waste management.

11.3 The report will be made available to the Authority on a Monthly basis within fifteen (15) business days after the end of the relevant month and uploaded onto the Integrator CAFM system.

## Future Facilities Management Project

- 11.4 The Supplier and the Authority shall meet on a Monthly basis (or other timescale agreed by the Supplier and the Authority) to discuss and agree the Site Waste Management Plan.
- 11.5 Waste and waste streams to be measured using a consistent and transparent methodology to be agreed with the Authority. Changes in the measurement methodology to be made only with the prior agreement of the Authority.

## 12 Waste Transfer Notes/Certificates of Destruction

- 12.1 A full auditable trail is required for all waste attributed to the Supplier and removed from the Authority's premises and this shall be maintained by the Supplier. Waste handling and processing must be compliant with the Environment Agency guidelines, information about which can be found at: <http://www.environment-agency.gov.uk/business/topics/waste/default.aspx>
- 12.2 The Supplier shall agree with the Authority the process relating to the retention of certificates of destruction.

## 13 Waste Collection

- 13.1 The Supplier shall ensure that waste Carriers and the Affected Property remain authorised at all times and will ensure they renew their licences promptly. If at any time the waste carrier's licence or an environmental permit is withdrawn or revoked, the Supplier must inform the Authority immediately and cease any further movement of waste until they become authorised again.
- 13.2 The Supplier shall 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).
- 13.3 The Supplier shall ensure that all Supplier Personnel responsible for collecting waste are appropriately trained, are provided with any necessary equipment (including personal protection equipment) and adhere to the Authority's Health and Safety, security and environmental policies.
- 13.4 The Supplier shall consider the potential for products to be re-deployed elsewhere, for example, when electrical and electronic products are no longer required, using the Authority's preferred re-use avenues.
- 13.4.1 If the products are to be disposed of, this shall be done through an authorised treatment operator permitted treatment operator (as issued by the Environment Agency) with a focus on re-use, component recovery or material recovery in preference to recycling. Food and Catering Services
- 13.5 Suppliers providing Food and Catering Services to Central Government Bodies are required to comply with the mandatory requirements of the GBS for Food and Catering Services; UK Food Plan (A plan for public procurement) including the Balanced Scorecard for Public Food Procurement; and other Governmental requirements (i.e. hospitality and food service agreement); and are encouraged to meet the best practice criteria of the GBS for Food and Catering Services.
- 13.6 Suppliers providing Food and Catering Services to the wider public sector are strongly recommended to comply with the mandatory requirements of GBS.

Future Facilities Management Project

- 13.7 Suppliers providing Food and Catering Services are required to comply with the aims of the Public Services (Social Value) Act 2012.
- 13.8 The Supplier may be required to report back to the Authority on compliance and the provenance of food and food ingredients within deadlines set by the Authority.

**14 Duty of Care Documentation**

- 14.1 Prior to any waste removals from the Authority'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.
- 14.2 It is recommended that the Supplier use the eDoc system. Details can be found at: <http://edoconline.co.uk/>

**15 Environmental Management**

- 15.1 The Supplier shall support and maintain the Authority's EMSs, and shall implement systems based on a recognised standard, such as ISO 14001.
- 15.2 The Supplier shall take cognisance of any new Government initiatives in environmental management, in order to best advise the Authority on new technologies which may be beneficial to the Authority's current strategy.

**16 Materials**

16.1 Packaging Waste

- (a) Bringing waste in line with Government initiatives by:
- (b) Influencing packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and
- (c) Influencing the amount of packaging actually used in the supply chain.

16.2 Timber

- (a) The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy or be recycled. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) or if its composition or origin are not known.
- (b) All timber and wood derived products must be compliant with all relevant UK legislation e.g. EU Timber Regulations and with the requirements of the CITES.

#### Future Facilities Management Project

- (c) The Supplier shall ensure that procedures are established to monitor and verify the procurement of all timber products and so ensure Government policies are adhered to. The information collected by the Supplier must include: the type of evidence used to verify compliance (Category A or Category B), if Category A the Chain of Custody (CoC) certificate number and confirmation that the invoice and delivery note specifies Category A (Forest Stewardship Council or Programme for the Endorsement of Forest Certification) for each relevant product and CoC number; and volume data. The Central Point of Expertise on Timber (CPET) can provide templates for gathering this information. This information shall be held by the Supplier until requested by the Authority (see [www.cpet.org.uk](http://www.cpet.org.uk)) and will include, 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 Authority.
- (d) The Supplier shall ensure all timber is treated in accordance with the relevant British Standard.
- (e) 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 Authority's systems.

#### 16.3 Recycled Materials

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

#### 16.4 Hazardous Materials

- (a) The Supplier shall avoid the use of hazardous substances including but not limited to substances which are radioactive, flammable, explosive, toxic, corrosive, bio hazardous, oxidisers, asphyxiates, pathogens or allergens.
- (c) On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (COSHH) Regulations and all relevant legislation.
- (d) 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.
- (e) The Supplier shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.
- (f) The Supplier shall prohibit the use of lead-based paints and primers.
- (g) All materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential (ODP) or Global Warming Potential (GWP) compounds.
- (h) All refrigerants used within the Affected Property shall have a GWP of less than five (5).

#### Future Facilities Management Project

- (i) 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.
- (j) No Chlorofluorocarbons (CFCs) shall be used upon the Affected Property in line with the Montreal Protocol. The Supplier shall also prohibit the use of Hydrochlorofluorocarbons (HCFCs). If equipment containing these materials is detected upon the estate, the Supplier shall maintain and/or phase out this equipment in line with the relevant legislation.

### **17 Climate Change Adaptation**

- 17.1 The Supplier shall develop a strategy for climate change adaptation for consideration by the Authority within three (3) Months of the Contract Commencement date.

### **18 Transport**

- 18.1 The Supplier shall work to reduce the amount of travel undertaken by Supplier Personnel and Third Party Suppliers by combining deliveries of goods to each Affected Property.
- 18.2 The Supplier shall provide monitoring to benchmark the performance of each Affected Property and report on its overall transport usage against internal targets and the Greening Government Commitments targets.
- 18.3 The Supplier may be requested to collect and provide the appropriate data to the Authority on a Monthly basis.
- 18.4 The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Authority to share effective strategies across its regions.
- 18.5 The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of delivering the Services are in compliance with the GBS for transport.
- 18.6 The Supplier shall assess, review and report to the Authority's impacts of travel from Contract delivery, in particular:
  - (a) Emission of greenhouse gases, in particular carbon dioxide health impacts of other exhaust emissions (hydrocarbons, nitrogen oxides, carbon monoxide, volatile organic compounds, particulates and other pollutants);
  - (b) Handling of various substances used in the maintenance of fleets;
  - (c) Waste, e.g. end of life vehicles, used oils, tyres, packaging etc.;
  - (d) Spills of hazardous substances during accidents; and
  - (e) Impacts from commuting and business travel on work-life balance.
- 18.7 The Supplier shall implement initiatives for reducing vehicle emissions from travel associated with delivering this Contract. In particular, the Supplier shall:
  - (a) Adopt systems to reduce vehicle mileage;

Future Facilities Management Project

(b) Use alternatively fuelled vehicles, where possible; and,

(c) Reduce single occupancy car commuting.

18.8 The Supplier shall provide information on actual mileage, costs and carbon dioxide equivalent emissions incurred in performance of this contract upon request from the Authority.

## **19 Sustainable Procurement**

19.1 The Supplier shall support the Authority in meeting Government commitments for sustainable procurement. The Supplier will buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society.

19.2 In particular the Supplier shall:

(a) Achieve 100% compliance with the GBS;

(b) Develop mechanisms to understand and reduce supply chain impacts and risks;

(c) Develop specifications which invite solutions (in particular by incorporation of award criteria and best practice in GBS) which encourage innovation and give sufficient weight to sustainable considerations when awarding the contract;

(d) Measure and report on progress in accordance with Government requirements and in a format agreed with the Authority.

19.3 The Contractor shall collect and analyse all data necessary and in sufficient detail to monitor, report and improve performance against targets, via Government's Property Benchmarking Programme and State of the Estate Report (SOFTE).

19.4 Construction waste should be managed effectively in accordance with Government standards.

## **20 Ecology, Biodiversity and the Natural Environment**

20.1 All activities undertaken by the Supplier shall minimise, and where possible, avoid having an impact on the environment, including:

(a) Loss or fragmentation of habitat and species to new development / changes in land use;

(b) Inappropriate use, or lack of management of grounds and land (e.g. planting or failing to control non-native species, incorrect grass cutting regimes, use of pesticides and fertilizers, scrub encroachment, fire damage, the effects of ecological disturbance such as trampling, and illegal acts such as fly tipping);

(c) Direct and indirect sourcing of products from unsustainable sources (e.g. peat, aggregates, timber, food, water);

(d) Pollution of water courses with hazardous substances; and,

Future Facilities Management Project

(e) Other pollution (e.g. waste emissions, air pollution and noise) which cause damage or disturbance to habitats and species.

- 20.2 The supplier shall submit a Biodiversity Management Plan for the built and non-built environment, along with a Suppliers Vision Statement for Biodiversity for consideration by the Authority within six (6) Months of the Commencement date.

**21 Designated and Biodiversity Significant Sites:**

21.1 Where a site has been identified as a designated site, nationally or locally the supplier shall carry out an Ecological Impact assessment or Preliminary Ecological Assessment or similar with specific regards to any potential damaging operations which may be carried out on a Daily, Weekly, Monthly or Annual basis.

21.2 The supplier shall have regard for the Natural Environment and Rural Communities Act 2006 Section 40 "Biodiversity Duty". (NERC Act 2006)

**22 Protected Species:**

22.1 The supplier shall report any records, sightings or anecdotal data on any site relating to any priority protected species as referenced to in the NERC Act 2006 Section 41, to the national Ecology Lead at the MoJ Shared Estate Sustainable Operations Team.

**23 Non-built environment (Soft Landscape Works) – where applicable.**

23.1 The supplier shall submit a proposed schedule of works that will maintain the current existing soft landscape works, and where applicable include a proposed replacement planting programme for dead, diseased and dying plants; with native species material that will encourage and support pollinators and other native species.

**24 Ecology Training: for Grounds Maintenance staff – where applicable.**

24.1 Ecological training in the area of Wildlife and Countryside Law and statutory obligations to designated sites will be made available to the supplier for those staff who have responsibility on soft landscape works and where buildings maintenance staff have priority protected species on site.

24.2 The supplier shall submit an application for proposed staff to carry out the above training through the national Ecology Lead at the MoJ Shared Estate Sustainable Operations Team.

**25 and 26 – NOT USED**

Future Facilities Management Project

Future Facilities Management Project

ANNEX C – CHECKLISTS

**Ca. – Permit to Work**

**Cb. – Hot Works Checklist**

**Cc. – Hazard Checklist**

**These documents can be found in Volume 3A Service Information. Annex C - Checklists**

Future Facilities Management Project

ANNEX D – AUTHORITY RISK MATRIX 5X5

**This document can be found in Volume 3A Service Information. Annex D – Authority Risk Matrix**

## ANNEX E – WELSH LANGUAGE REQUIREMENTS

The Contractor shall deliver the Services to ensure the requirements of the Welsh Language Scheme as set out in Section 3, Schedule 10 – Employers Policies and Notices (where they relate to the Services) are fully met. These requirements shall include but shall not be limited to the following:

- (a) **Correspondence and Written Communication** – write public facing correspondence bilingually if the preferred language of the recipient is unknown.
- (b) **Telephone Communication** – at all Affected Property located in Wales answer the phone (public facing only) with a bilingual greeting; at all Affected Property in Wales where it is indicated that Welsh is the preferred language answer the phone (public facing only) with a bilingual greeting and respond to a caller in their language of choice. Messages on answering machines shall be bilingual.
- (c) **Face to Face Communication** - ensure that any member of the public who wishes, or is required, to have a face to face conversation knows that they are able and welcome to do so in Welsh within any Affected Property in Wales. If no Welsh speaker is available, you will be given the choice of conversing in English, or arrangements will be made in order that the conversation will be conducted in Welsh at a later date with an interpreter or Welsh speaker present. The Contractor is encouraged to display Cymraeg-English signs when a Welsh-speaking member of staff is available. In addition, the Contractor shall encourage individual members of the Contractor's staff who speak Welsh to wear the Welsh Language Board badges denoting a Welsh speaker. The Contractor shall ensure that Contractor's staff wear identity badges which display any job description expressed in both Welsh and English.
- (d) **Public Meetings** – enable the public attending public meetings to speak as they prefer in Welsh or English.
- (e) **Publications and Forms** – public literature including signage, forms, leaflets, booklets, explanatory material, advertisements and publicity must be in a bilingual format.
- (f) **Service Delivery** – provide public facing services at Affected Property in Wales where it is indicated that Welsh is the preferred language in their preferred language. The Contractor shall allow for Welsh as the preferred language for the provision of the Service delivery at Affected Property located in areas where there are 50% and above Welsh language speakers as indicated in Figure 1. The Contractor shall also to provide a service in Welsh in those areas where the percentage of Welsh speakers is below 50% on a basis that reflects the linguistic profile of the area served by the Contractor i.e. in Cardiff the Contractor would need to ensure that at least 10% of the public facing staff are able to speak Welsh since the linguistic make up of Cardiff as a city is 10%.

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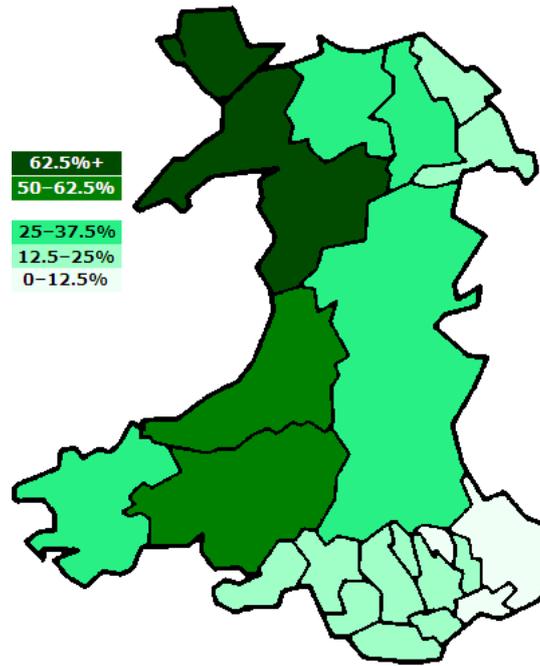


Figure 1: Percentage of Welsh Language Speakers

## **ANNEX F - SUPPLIER SYSTEMS AND CAFM AND REPORTING REQUIREMENT**

### **1 SUPPLIER SYSTEMS AND CAFM AND REPORTING REQUIREMENT**

1.1 The Authority is implementing a performance and information led approach to the management of its FM services. The Authority is appointing an Integrator Supplier from the Crown Commercial Service FM helpdesk and assurance framework which will act as the focal point for the provision of FM service and FM Supplier performance information. Suppliers are required to provide data and information from their CAFM systems in a manner, format and timeframe that enables the Integrator Supplier to provide real time reporting and performance analysis to the Authority.

1.2 The Sections that follow provide details of the requirements that the Authority has and the factors that FM suppliers must consider in developing their service solutions including:

- Provision of data, information and reports to the Integrator Supplier;
- Supplier performance reporting; and
- Service governance reporting

1.3 Suppliers should consider the following points when developing their CAFM and systems solutions:

(a) The Integrator Supplier utilises Concept Evolution as its CAFM System. The Integrator Supplier will be establishing processes / interfaces with the FM Supplier for the distribution of work, updates etc. This will facilitate real-time reporting from the FM Supplier. The FM Supplier will need to provide automated processes to transfer reactive and scheduled work orders and updates to and from the Integrator Supplier CAFM system and provide the necessary licences for their own systems.

(b) The Integrator Supplier CAFM system will be the 'one version of the truth' that will create Management Information reports. SLA / KPIs will be measured based on the information within the Integrator Supplier CAFM system. The Integrator will not update the system on behalf of suppliers; the FM supplier shall update work orders themselves either directly through the Concept System, User Interface (UI) or via an automated interface.

(c) The FM Supplier should consider their escalation /communication processes with the Integrator for:

- i) High priority works
- ii) Interface issues between their CAFM system and the Integrator CAFM system
- iii) Surge events
- iv) BCDR events (For the Authority, Integrator and FM Supplier)

(d) The FM Supplier should note the Comprehensive Liability Threshold (CLT) repair limits, and ensure processes exist and they have appropriate resources to meet the timescales for quoted works.

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(e) The FM Supplier will need to be aware of the need to upload statutory inspection certificates, Tests Results and associated Meta-Data within four (4) working days of the inspection or test and ensure processes and resources are in place to deliver this.

(f) The Integrator Supplier may request FM related Management Information from time-to-time for data that may sit outside the Integrator CAFM system. Suppliers should be available to create reports as required.

(g) The Integrator Supplier will need to work with the FM suppliers to issue PPM 52 week planners (once asset lists have been agreed) and issue individual PPM work orders 45 days in advance. The Integrator Supplier will work with the FM suppliers to develop the most efficient PPM routines and delivery / reporting of PPM work

(h) There will be a need for close liaison between the Integrator Supplier and FM Supplier at all levels to ensure the Authority gets the best service and achieves value-for-money. The Integrator Supplier will be acting on behalf of the Contracting Authority, providing an independent FM Assurance service. The FM supplier shall cooperate and respond to Integrator Supplier requests for information in a timely manner.

(i) The FM Supplier may have to undertake system and process training delivered by the Integrator Supplier. It is expected that this will be via a 'train the trainer' system where the Integrator will train a number of FM supplier staff and the FM supplier trainers will cascade further training.

(j) The Integrator will not be able to adapt systems and processes to suit individual FM suppliers. The systems and processes are designed to reflect the needs of the Authority. The Integrator will consider any requests for changes but they will need to be implemented across all other FM Suppliers to maintain consistency.

(k) FM Suppliers will need to provide for processes and resources to deal with reactive and scheduled work orders in the event of a planned or non-planned event when they may not have access to the Integrator's CAFM system (due to technical issues).

(l) The Integrator will work to collaborate with the FM suppliers across the range of FM Assurance services including management, helpdesk, planned worked and IT. The FM Supplier will need to ensure appropriate named resources are available in each subject matter area.

## 2 PROVISION OF DATA, INFORMATION AND REPORTS

2.1 The Integrator Supplier's Concept Evolution system will perform all core processes to enable the successful delivery of the FM Helpdesk and assurance services service. In order to deliver this service, key information and data is required from the FM Suppliers:

- (a) **Asset Information** - Data relating to assets shall be delivered in accordance with Authority requirements. It is anticipated that this will be a two-stage process, whereby basic asset information shall be provided directly to the Integrator Supplier as it becomes available. Further information and/or electronic documentation (warranty data, certificates etc.) shall be transferred to the Integrator Supplier as they become available possibly by other means outside the capabilities of a physical interface;
- (b) **Work Order Status** - The status of work orders, reactive and planned, must be transmitted to the Integrator Supplier. Simple status indicators will be used i.e. open, completed, fault identification, hold etc. The exact data will be defined by the Authority and the Integrator Supplier during Mobilisation;
- (c) **Organisation Data** - Organisational data describing the FM Supplier's organisation, capabilities, insurances, disaster and contingency management etc. will be transmitted to the Integrator Supplier. This data shall be provided for all sub-contractors and third party agents who also make up the services provided by the FM Suppliers;
- (d) **HR Data** - The FM Suppliers must provide details of all service providers and their associated staff identities taking into account the Data Protection Act 1999; and
- (e) **Application for Payment** - The FM Suppliers shall update application for payment data so that the payment process can be initiated.

2.2 To enable the FM model to work effectively, all categories of required information must be updated to the Integrator Supplier as new information becomes available.

## 3 SUPPLIER PERFORMANCE REPORTING

3.1 The Integrator supplier will implement the approach to performance management that enables the analysis of each FM service (to at least a level of granularity as the ITOCC cost code) and function across a range of service factors including location, business unit, type of space within building, service/building criticality and FM supply chain provider including FM sub-contractors. Within this performance management approach both routine and ad-hoc performance reporting capabilities are required. FM Suppliers are required to provide data and information that enables the following reporting to be undertaken:

- (a) The delivery of real time source data to enable Monthly KPI reports by FM Supplier/FM Supplier Sub-contractor to support monthly performance reviews and the calculation of performance remedies/abatements (and incentives) with a level of detail that enables performance by location, building type and FM service line to be analysed and reviewed;
- (b) Financial reports showing cost per m<sup>2</sup> of service elements across the whole portfolios including average, upper and lower quartile, and management reporting information for each service element month cost, Y.T.D cost, month cost v budget, Y.T.D cost v budget;

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- (c) Regular customer satisfaction reports that incorporate results from a multi-channel approach to determining satisfaction levels (e.g. surveys, just in time feedback from call closures, focus groups, complaints and identification of evolving user needs that fall outside of current FM service provision);
- (d) Critical building reports;
- (e) Statutory compliance reports (% compliance);
- (f) Health and Safety reports (incidents, near missed accidents, RIDDOR);
- (g) Environment reports;
- (h) Spend profile reports and performance against work programmes for PPM;
- (i) Status of security clearances for staff within FM Suppliers and any sub-contractors;
- (j) Project status reports, status, time, cost quality defects and handover documentation, test certificates including through obtaining this information from any CDM provider;
- (k) Monthly “out of scope” reports that shows the requests for service that are not within the responsibilities of the FM Suppliers – including one off orders and contract variations, activities of general maintenance operatives e.g. time spend on janitorial / PPM;
- (l) Exception reports showing key variances from agreed performance levels across the range of FM KPI's; and
- (m) Fault driver/reason reports highlighting the FM Suppliers party's assessment of the reason/cause of faults vs. the customer's assessment of the fault (e.g. misuse, abuse, vandalism, wear and tear, poor maintenance, inherent equipment fault etc.).

3.1.1 The Integrator Supplier will coordinate the upload of underlying transaction/event/activity information from the FM service and the FM Suppliers in real time and calculate KPIs for the FM service/FM Suppliers on a Daily basis to enable regular performance analysis.

3.2 The Service Provider must report at intervals agreed with the Authority and the Authority's Integrator Supplier and following an ad hoc request from the Authority. All reports must be presented in a format agreed with the Authority.

#### **4 SERVICE GOVERNANCE REPORTING**

4.1 Reports required for governance group meetings must be prepared and distributed by the Service Provider at least five working days before the meeting.

4.2 The Service Provider must provide the following reports:

- (a) A six monthly contract performance report which should include as a minimum:

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- Summary of invoices and other financial transactions undertaken;
  - Commercial issues;
  - Value for money/best value review;
  - Review of risks;
  - Progress against risks and issues;
  - Forecast of future spend, cost and commercial trends and issues including a prediction of proposed indexation;
  - Deductions to the Contract Payments incurred over the previous six (6) months;
  - Contractual financial performance with details of the P&L, Balance sheet and Cashflow statement relating to the contract
  - A high level outline of the financial performance of the Service Provider, its profitability and financial stability and its potential impact on future performance of the organisation;
  - The validity and state and readiness of the Contract Exit Strategy;
  - Review of the previous six (6) months, including main issues arising, good news and bad news;
  - Results of the Customer Satisfaction Survey and any resulting recommendations for change;
  - Summary of overall progress in respect of implementation of changes, including agreed changes arising from Customer Satisfaction Survey and audit recommendations;
  - Summary of cumulative Monthly Service Management and Performance Reports (Balanced Scorecard) aligned to those prepared and produced by the integrator supplier; and
  - Results of Business Continuity tests and status of proposed or agreed changes arising there from.
- (b) A Monthly service report which should include as a minimum:
- Service usage trends;
  - Service volumes;
  - Details of any events which may have caused any of the service volumetrics to vary significantly from the expected norm;
  - Recommendations for changes/improvements to the Services;
  - Progress against open enquiries, requests and complaints;
  - Details of any security incidents including remedial action taken;
  - Progress in respect of implementation of changes;
  - Details of progress against Authority audit recommendations; and
  - Any other relevant matters.
  - Monthly reporting on the results of the Balanced Scorecard including trend analysis as compiled by the Integrator Supplier.
  - Accidents and near misses in connection with delivery of the Services;
  - Updates and amendments to the asbestos register;
  - Updates and amendments to the risk register;
  - Details of environmental monitoring carried out at Authority affected buildings
  - Detailed analysis of the results of the environmental performance including in relation to sustainability KPIs and environmental requirements set out in the contract;
  - A fully detailed and costed analysis of all Utilities usage across the buildings; and
  - The results of any sustainability audits requested by the Authority.

## ANNEX G – APPROVED PREMISES SPECIFIC REQUIREMENTS

### The costs associated with the delivery of this specification are within the Lump Sum Price.

1.1. The Supplier shall provide a professionally managed Catering Service that provides a comprehensive service. At these residential sites core hours will extend considerably beyond the normal hours of business due to breakfast and dinner provision. It is essential the Supplier provides the service to the extent required, at meal times set by the managers within the Approved Premises 365 (366) days a year. In providing the Services, the Supplier shall at all times take full account of and comply with:

- (a) the Authority's Health and Safety Policy as described in Schedule 22 (Authority's Policies);
- (b) the Authority's policy on Greening Operations and the Framework for Sustainable Development on the Government estate;
- (c) all relevant food hygiene Legislation, temperature control and UK and EU standards relating to the provision of Catering Services; and,
- (d) current and emerging Best Practice in respect of catering technology and service provision.

1.2 The Authority has different service provision depending upon different catering strategies and limitations within an Affected Property. The Service Data Matrix will indicate which service is applicable at each site.

- (a) **Self-Catered** - the supplier will either provide all foodstuffs or Residents will provide themselves but all catering equipment will be provided for the use by the residents.
  - i) **Fully Catered Meals on Wheels** - due to limitations on-site the Supplier will both prepare meals at an alternative Approved Premises or other off-site location, depending upon the solution proposed, and deliver meals to site at set mealtimes as instructed by the Approved Premises Manager. At these sites the Supplier will be responsible for any crockery or cutlery required. The Supplier will also be responsible for return of items back to where the food was prepared.
  - ii) **Fully Catered Prepared Onsite** - where suitable facilities exist the contract will provide a qualified chef to prepare and serve food throughout the day at the three set meal times as instructed by the Approved Premises Manager.
  - iii) **Fully Catered Training Kitchen** - either on-site within the Approved Premises or at an external venue provided by the Supplier where residents will be afforded the ability to use as part of National Vocational Qualifications or equivalent qualification in food preparation and hygiene. This is both to safely provide catering services to the Approved premises but also as part of the rehabilitation aspirations of the Authority.

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1.2 The Supplier shall:

- (a) Be proactive and responsive to the needs and expectations of customers;
- (b) Seek to develop and promote the Service for the benefit of customers;
- (c) Be flexible in meeting the changing needs of customers;
- (d) Maximise the efficiency of the Service;
- (e) Provide Services, which are of a high standard, fit for purpose, and promote customer satisfaction within the budget constraints;
- (f) Ensure the provision of a comprehensive Service delivering hot and cold beverages and cold snacks (minimum of three (3) options) at agreed times.
- (g) Provide a twenty-eight (28) day menu cycle for Approved Premises, incorporating seasonal variations in accordance with the Supplier's method statements, The Catering Service for these sites must in addition provide suitable alternative meals for any resident who has special dietary requirements due to a medical condition and to accommodate the limitations on diet imposed by any religious beliefs, that the residents may have. The Supplier must adhere to the EU Food Information for Consumers Regulations No. 1169/20111 in relation to the publication of allergy and intolerance advice. This must be included on menus and must be issued to residents prior to dining. Upon request the provider must also be able to advise residents of the calorific and saturated fat content of meals produced.

1.3 The Supplier shall be responsible for supplying all new and replacement and/or additional light catering equipment, crockery and cutlery throughout the Term of the Contract. Fixed/heavy catering equipment (this is industrial catering equipment used for food preparation is provided by the Authority but is to be maintained by the Supplier.

1.4 The Supplier shall take account of and support the Authority in his response to the relevant parts of the Government's "*Strategy for Sustainable Farming and Food – Facing the Future*" which sets out the Government's aims and objectives for sustainability within the farming and food sectors, contributing to a better environment and healthy and prosperous communities. As part of this policy, the Authority shall pursue objectives for sustainable development for food and Catering Services. The Supplier shall support the Authority in this initiative including reporting regularly to the Authority on its provision of sustainable food within this Contract.

1.5 The Supplier shall comply with Government guidance on sustainable food and farming in the delivery of this Contract (where this is possible).

1.6 At the Approved Premises, there are additional specific catering requirements. The Supplier is to provide a breakfast Service in which it supplies cold breakfast foods (toast is also available) and hot and cold beverages. The Supplier is to provide (in all types of catering provision) two (2) large sliced loaves after breakfast each day, for residents to use throughout the course of the day. Each day, the Supplier is to provide one (1) main meal of two (2) courses. The main meal is to be prepared from fresh produce and not frozen foods. Each main meal is to have a minimum of two (2) choices for both main course and sweet.

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- 1.7 A further requirement of this Service is the occasional provision of sandwiches to take away under the same dietary constraints as the main meal. The Approved Premises Managers are required to give twenty-four (24) hours' notice to order the sandwich Service. The main meal is normally in the evening during weekdays and midday at weekends, but the timings at each of the Approved Premises need to be individually agreed with the Approved Premises Manager and may be subject to review at periodic intervals.
- 1.8 The Supplier's attention is specifically brought to the requirement that the meals cooked at Approved Premises must be prepared by a fully qualified chef and made from fresh, locally procured ingredients. The Supplier must have contingency plans in place to replace the Chef at short notice, should the person be unavailable through illness, holiday or other absence. It is imperative that this Service is available at all times when required. If no meal Service is provided this shall constitute a critical failure. It is a requirement that there is a change in menu every day, portion sizes are generous and that as far as possible food for the Approved Premises is sourced locally. Breakfast is a cold buffet bar with the main meal being provided at lunch-time or evenings, as directed by the Approve Premises Manager as representative of the Authority.
- 1.9 The Supplier shall provide a Catering Service within the Affected Properties that both reflects and takes account of the environment that the Supplier is working in. The Supplier shall note that some of the occupants may be serious offenders and many shall be undergoing a degree of stress. The Supplier shall ensure that occupants of the Approved Premises who have access to the catering facility are closely supervised and a full log of all implements used is checked at the beginning of a working day and is complete after every service. All implements are to be locked and kept secure when not being used for providing the Catering Service. Any loss noted at the end of a service must be immediately reported to the Approved Premises Manager and a full search of the facility should take place. The\ Supplier should assist but the Approved Premises staff will lead any discussions with the residents who were in the kitchen when the implement went missing.
- 1.10 The Supplier is encouraged in line with the catering provisions, as detailed above, to use catering activities to train offenders or provide employment through Charter Mark Schemes for ex-offenders as part of the rehabilitation process.
- 1.11 The Supplier is to provide a fast chilling Service, to enable safe storage and allow residents to reheat their meals when they return to the Approved Premises. The Supplier has full responsibility for the delivery of the fast chilling Service and is required to provide and maintain any equipment required for the provision of this Service.
- 1.12 The Supplier shall provide consumables for hot beverages for twenty-four (24) hours' consumption, each day

## **ANNEX H – RESPONSE AND RECTIFICATION TIMES**

### **1. HELPDESK RESPONSE TIMES**

- 1.1 Calls (Service Requests) to the Integrator's Helpdesk are to be answered within twenty (20) seconds.
- 1.2 Calls to the FM Suppliers' Helpdesks are to be answered within twenty (20) seconds.
- 1.3 All Category Work Orders or Task Orders directly raised from Service Requests to be available on the Integrator's system within five (5) minutes of receiving the inbound Service Request (receiving is defined as the end of the call or receipt of an electronic Service Request) and simultaneously communicated to the FM Supplier. These shall also be visible to the Authority Representative.
- 1.4 All Work Orders or Task Orders shall be acknowledged within fifteen (15) minutes by the relevant FM Supplier and an update provided via the Integrator's Helpdesk system as to action taken.
- 1.5 All Category A Work Orders will be backed up by a telephone call from the Integrator's Helpdesk personnel to the relevant FM Supplier within five (5) minutes of the Work Order being generated. If the FM Supplier has not acknowledged receipt of the Work Order instructions within twenty (20) minutes the Integrator's Helpdesk personnel will escalate to the Authority Representative.
- 1.6 All Complaints shall be available on the Systems for the Authority Representative and FM Supplier within thirty (30) minutes of receipt by the Integrator's Helpdesk, then responded to and resolved within three (3) days by the FM Supplier.

**2. SERVICE DELIVERY: OVER-ARCHING RESPONSE REQUIREMENTS**

- 2.1 The person/engineer despatched to respond to the Work or Task Order shall be suitably qualified and able to complete the repair or task.
- 2.2 For activities detailed in Tables 1 & 2 below, the activity is defined to be closed or concluded when the Integrator’s Helpdesk receives confirmation from the person/engineer that the Work or Task Order is completed, thereby creating an electronic record of the completion.
- 2.3 When the activity in 2.2 above is closed, or concluded, within fifteen (15) minutes, an email/text/electronic communication will be sent by the Integrator to the originator of the event advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

**3. ON-SITE FM SERVICE DELIVERY RESPONSE AND RECTIFICATION TIMES**

- 3.1 The following table describes the reactive response times for Service Requests raised by the Integrator’s Helpdesk where the Service required is supported and delivered by the FM Supplier from an on-site facility at the Affected Property. **Note:** that these response times are required at all “Headquarters Accommodation” and “Conference Centre” Affected Property types as set out in the Service Matrix. The requirement for these response and rectification times does not mean that an on-site presence is required in each and every Affected Property and the FM Supplier should consider the potential to take a campus based approach where Affected Properties are in close proximity to each other.
- 3.2 The FM Supplier shall meet these reactive response and rectification times in relation to the Authority’s requirements.

**Table 1 – Response and Rectification Times – On-Site**

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	20 minutes	1 Hour	Permanent solutions to health and safety issues to be achieved within 12 hours of notification. Security measures must be permanently rectified within [6] hours.

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<b>Category</b>	<b>Call Type</b>	<b>Description</b>	<b>Initial Attendance</b>	<b>Interim Solution (if applicable)</b>	<b>Rectification/ Completion Due</b>
<b>B</b>	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	45 minutes	2 hours	1 Working Day
<b>C</b>	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	2 hours	Next Working Day	2 Working Days
<b>D</b>	Routine	Matters of a routine nature.	5 Working Days	n/a	10 Working Days
<b>E</b>	New Works	New Work, change or cosmetic requests.	Quote to be provided within 5 Days of Request	n/a	Completion is as per agreed in a Task Order
<b>F</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>G</b>	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	20 minutes	n/a	Capable assistance to be in attendance within 25 minutes of notification to the Help Desk.
<b>H</b>	Small Moves	Requests for the booking of	n/a	n/a	45 minutes of receipt of call.

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Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due
		porters or drivers.			
I	Messengers	Requests for Messengers or Couriers to provide a service.	n/a	n/a	30 minutes of booking either through post room or Integrator
J	Not Used	Not Used	Not Used	Not Used	Not Used
K	Not Used	Not Used	Not Used	Not Used	Not Used
L	Not Used	Not Used	Not Used	Not Used	Not Used
M	Not Used	Not Used	Not Used	Not Used	Not Used
N	Reprographics request	A request for service; allocated a Call Category dependent on the time frame requested either through document production or Integrator (between 2 & 72 hours).	2 / 72 hours	n/a	2 / 72 hours minutes of booking either through document production or Integrator

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**4. OFF-SITE FM SERVICE DELIVERY RESPONSE AND RECTIFICATION TIMES**

4.1 The following table describes the response and rectification times for Service Requests raised by the Integrator’s Helpdesk where the Service required is supported and delivered by the FM Supplier via an off-site facility.

4.2 The FM Supplier shall meet these reactive response and rectification times in relation to the Authority’s requirements.

**Table 2 – Response and Rectification Times – Off-Site**

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due
<b>A</b>	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	60 minutes	2 Hour	Permanent solutions to health and safety issues to be achieved within 24 hours of notification. Security measures must be permanently rectified within 18 hours.
<b>B</b>	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	2 hours	4 hours	Next Working Day
<b>C</b>	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	4 hours	Next Working Day	5 Working Days
<b>D</b>	Routine	Matters of a routine nature.	5 Working Days	n/a	10 Working Days

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<b>Category</b>	<b>Call Type</b>	<b>Description</b>	<b>Initial Attendance</b>	<b>Interim Solution (if applicable)</b>	<b>Rectification/ Completion Due</b>
<b>E</b>	New Works	New Work, change or cosmetic requests.	Quote to be provided within 5 Days of Request	n/a	Completion is as per agreed in a Task Order
<b>F</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>G</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>H</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>I</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>J</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>K</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>L</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>M</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>N</b>	Not Used	Not Used	Not Used	Not Used	Not Used

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Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due

**5. RESPONSE AND RECTIFICATION TIMES – GENERAL**

5.1 The following requirements apply to all response times:

5.1.1 Response and rectification (completion) times run concurrently.

5.1.2 Response times will be measured from the date/time the Service Request has been saved and uploaded into the Integrator’s Helpdesk system to the time at which the FM Supplier’s personnel confirms their arrival, via the Integrator’s Helpdesk system, at the relevant area in the Affected Property is ready and prepared to undertake the works or service

5.1.3 Rectification times will be measured from the date/time the Service Request has been saved and uploaded into the Integrator’s Helpdesk system to the time at which the FM Supplier’s personnel confirms that the instruction on the Work or Task Order has been permanently rectified/completed via the Integrator’s Helpdesk system.

5.1.4 Where the rectification time cannot be achieved due to the reasonable non-availability of replacement parts or the sheer scale of the issue, by agreement with the Authority’s Representative, the FM Supplier may be assigned an extension to the rectification time.

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ANNEX I – AUTHORITY PPM STANDARD - SPECIFICATION A

**This document can be found in Volume 3A Service Information. Annex I – Authority PPM Standard – Specification A**

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ANNEX J – CCS FM SERVICE STANDARDS

**This document can be found in Volume 3A Service Information. Annex J – CCS FM Service Standards**

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ANNEX K – SERVICE DATA MATRIX

**This document can be found in Volume 3A Service Information. Annex K – Service Data Matrix.**

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ANNEX L – AUTHORITY ASSET HIERARCHY

**This document can be found in Volume 3A Service Information. Annex L – Authority Asset Hierarchy**

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ANNEX M – POLICIES

**Annex Ma - This document can be found in Volume 3A Service Information.  
Annex Ma – Authority Sustainable Operations Policy**

**Annex Mb – This document can be found in Volume 3A Service Information.  
Annex Mb – Greening Government Operations and Procurement**

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ANNEX N – CODE OF CONDUCT

**This document can be found in Volume 3A Service Information. Annex N – Code of Conduct.**

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Future Facilities Management Project

ANNEX O – WASTE DATA COLLECTION TEMPLATE

**This document can be found in Volume 3A Service Information. Annex O – Waste Data Collection Template.**

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