

**DPS05/LAUN/20/1B – Healthcare Laundry & Linen Services Dynamic Purchasing
System Agreement**

OUTLINE SPECIFICATION

CONFIDENTIAL

1. HEALTHCARE LAUNDRY AND LINEN SERVICES “the Services”

- 1.1 The overall objective of the Services is to secure the provision of modern and efficient linen decontamination services which achieve the national policy for compliance with all of the current and future quality and legislative standards, at a competitive and cost effective price, enabling NHS Organisations to service their current and planned / unplanned growth requirements in a timely manner. The Services will include the comprehensive provision of laundry and linen services within facilities operating to all current relevant Medical Device Directives, Health Technical Memoranda, Health Building Notes and recognised standards used in healthcare settings and as may be amended updated, enhanced or superseded at any time during the period of validity of the Dynamic Purchasing System from time to time or to any equivalents to the above that are applicable to Scotland, Wales or Northern Ireland.
- 1.2 The Supplier shall offer coverage on a national, regional and / or local basis within the United Kingdom.
- 1.3 The Services will be available five days a week (Monday through to Friday inclusive, excluding Bank Holidays) as a minimum.
- 1.4 For each Contract, the participating NHS Organisation will provide a Contract Specification detailing what is required from the Supplier and the outcome to be achieved. The Supplier shall follow the Call for Competition Procedure.
- 1.5 The Services and any additional standards will be further defined in the Contract Specification for each Contract called off under this DPS Agreement, by each participating NHS Organisation in accordance with the Call for Competition Procedure, which is in Section 4 of the template DPS Agreement.
- 1.6 The Supplier will ensure that the Services are delivered with minimum disruption to the day-to-day operations of NHS Organisations.
- 1.7 The Supplier must ensure that the Services do not negatively impact on patient care.
- 1.8 The Services may include processing (wash and finish) and transportation (collection and return) of linen items which are hired to the NHS Organisation from the Supplier and processing (wash and finish) and transportation (collection and return) of linen items, which are owned by the NHS Organisation.
- 1.9 The Supplier shall provide all staff, equipment and consumables necessary to deliver the Services in accordance with this Outline Specification and with any Contract Specification.
- 1.10 The Supplier will maintain adequate stock levels to ensure the requirements of the participating NHS Organisation(s) are met at all times.
- 1.11 Transportation (collection and return) will not be subject to minimum quantities, unless otherwise specified in a Contract Specification.
- 1.12 The Supplier will collect used and/or contaminated linen from one or more designated collection points which will be specified in a Contract Specification.

- 1.13 The Supplier will return clean linen items, in line with standards specified, to one or more designated return points as specified in a Contract Specification.
- 1.14 All vehicles, equipment, storage containers, trolleys and any other equipment used to transport linen to and from an NHS Organisation site must be fit for the intended purpose and fully compliant with all relevant and applicable legislation and regulations. The Supplier must provide details of vehicles, equipment, storage containers, trolleys and any other equipment used in their response to a call for further competition and to the DPS Manager on request.
- 1.15 The Supplier will wrap / pack all linen items in bulk or in accordance with the requirements specified in a Contract Specification.
- 1.16 Unless otherwise specified in a Contract Specification, the Supplier will provide and use rolling cages to return clean linen to the participating NHS Organisation(s). The rolling cages will be covered with a clean washable or disposable cover which is sufficiently secure to prevent break-ins to avoid recontamination before the clean linen is returned to the participating NHS Organisation(s).
- 1.17 The Supplier will provide an auditable tracing system to enable all linen and laundry items to be tracked through the linen processing cycle from collection to wash, finish and return.
- 1.18 Turn-around times will set out in each Contract Specification and must be adhered to at all times. The Supplier must have processes and contingencies to ensure compliance with agreed turn-around times as part of the Supplier's quality management system.

Condemnation, Re-use and Recycling of Linen

- 1.19 Where linen hire items have been identified as being in need of repair, the Supplier will examine the items and undertake repairs for as long as linen items remain fit for purpose in every respect.
- 1.20 Where the Supplier identifies that the repair of a linen item is no longer economically viable and/or the linen item is beyond repair, the Supplier will actively consider whether the linen item can be safely re-used.
- 1.21 Should the item be owned by an NHS Organisation, the Supplier will notify the appropriate person within the NHS Organisation as identified in a Contract.
- 1.22 Where a linen item is decommissioned and cannot be re-used, the Supplier will actively seek to re-cycle the linen appropriately, to reduce waste to landfill.

Core Services

- 1.23 The Core Services will include but not be limited to:
 - Collection of used/infected/soiled linen from one or more designated collection points at an NHS Organisation site.
 - Secure transportation of used and/or contaminated linen to an appropriate laundry facility that meets the requirements of the Department of Health and

Social Care's Health Technical Memorandum HTM 01-04 Decontamination of linen for health and social care: Social Care.

- Washing used/infected/soiled linen items in line with the Department of Health and Social Care's Health Technical Memorandum HTM 01-04 Decontamination of linen for health and social care: Social Care.
- Finishing washed linen items, ensuring that clean linen is thoroughly clean, free from infection, in good usable condition, in a good state of repair and in every respect fit for immediate use by an NHS Organisation.
- Secure transportation of clean linen to the originating NHS Organisation site.
- Return clean linen items to one or more separate designated return points at an NHS Organisation site.
- Full end-to-end tracking and tracing of linen items.
- A dedicated contact with responsibility to manage operational issues for all aspects for delivery of the Services to an NHS Organisation.

Additional Services

1.24 Additional Services to those outlined in Clause 1.23 of this Specification may be included in a Contract Specification and provided by the Supplier.

Examples of Additional Services may include:

- Processing (wash and finish) and transportation (collection and return) of theatre packs and drapes.
- Processing (wash and finish) and transportation (collection and return) of cleanroom garments at the ISO classification specified in a Contract Specification.
- Services at weekends and Bank Holidays.
- Express turnaround services.
- Top-up service on-site. If included in a Contract Specification, the Supplier will monitor the stock levels of agreed linen items at specified locations on the NHS Organisation's premises (e.g. ward by ward, department by department) at a frequency specified. The Supplier will replenish the agreed linen items to the stock levels and frequency and in the time range specified.
- Management of on-site bulk linen storeroom(s). If included in a Contract Specification, the Supplier will monitor the stock levels of agreed linen items stored within designated bulk linen storeroom(s) on the NHS Organisation's premises at a frequency specified. The Supplier will replenish the agreed linen items to the stock levels and frequency and in the time range specified.

- Specific packing requirement off-site or on-site. If included in a Contract Specification, the Supplier will pack linen items to the individual requirements specified. The Supplier will either:
 - provide a packing / wrapping service off-site (i.e. in the Supplier's own laundry facility / facilities) which complies with the individual requirements for individual ward / department level, as specified; or
 - provide a packing / wrapping service on-site (i.e. on the NHS Organisation's own premises) which complies with the individual requirements for individual ward / department level, as specified.

- Tracing of individual linen items. If included in a Contract Specification, the Supplier will fix the agreed identification to each specified linen item when it is new and before the linen item is used. In accordance with the Contract Specification, the Supplier will keep a record of the cleaning method utilised and the number of processing cycles that each individual linen item has been subjected to, and the Supplier will retain all such records. At the request of the NHS Organisation, the Supplier will make the processing records for each individual linen item available to the NHS Organisation for inspection and audit.

- Finishing/presentation on hangers. If included in a Contract Specification, the Supplier will conduct the appropriate finishing process of specified linen items on hangers; return specified linen items on hangers (wrapped or unwrapped), to designated return points, as specified.

- Management of uniforms. If included in a Contract Specification, the Supplier will provide one, some, or all of the following services:
 - Ordering uniforms as required, in accordance with the requirements specified.
 - Receiving delivery of new uniforms, notifying relevant members of staff that new uniform is ready for fitting.
 - Fitting uniform as required, in accordance with the requirements specified.
 - Collection and disposal of uniforms, as required, in accordance with the requirements specified.

- Scrub suit/theatre garment locker service. If included in a Contract Specification, the Supplier will:
 - Collect used/infected/soiled scrub suits/theatre garments from designated lockers/locker areas, on a frequency and in a time range specified.
 - Wash used/infected/soiled scrub suits/theatre garments.
 - Finish washed scrub suits/theatre in a good state of repair and in every respect fit for immediate use by the NHS Organisation.
 - Return clean scrub suits/theatre garments to designated lockers/locker area on a frequency and in a time range specified.
 - Monitor stock levels of agreed scrub suits/theatre garments within designated on-site lockers/locker areas on a frequency and in a time range specified.
 - Replenish the agreed scrub suits/theatre garments to the stock levels, frequency and time range specified.

- Curtain hanging and removal.

- Emergency supplies (major incident) (for hired linen items and total linen management service only). If included in a Contract Specification, the Supplier will store and maintain stock levels of clean linen items, as specified to cover sudden and / or unforeseen increases in demand. The Supplier will agree the timeframe from when such emergency supplies will be made available to the NHS Organisation and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year).
- Total linen management services. To include provision of Supplier staff who are directly assigned to distributing, storing and replenishing stock at designated areas (e.g. at ward/department level) on the NHS Organisation's premises as specified.
- Sewing room/repair and alteration. If included in a Contract Specification, the Supplier will provide sewing room/repair and alteration services in accordance with instructions specified. The Supplier will repair/alter and return linen items (including garments and uniforms) within timescales specified. The Supplier will ensure that all repairs and alterations are undertaken in such a way that they do not:
 - Reduce the lifespan of the linen item, garment or uniform.
 - Use materials that are of a different composition/colour to the linen item/garment.
 - Affect or compromise the cleaning of the linen item/garment.
 - Cause discomfort to the user/wearer.
- Logo affixing service (for NHS Organisation owned items only).
- Dry cleaning service (for NHS Organisation owned items only)
- On-site theatre top-up service. If included in a Contract Specification, the Supplier will monitor stock levels of agreed theatre textiles (gowns, drapes, clean air suits) and clean room garments at specified locations on the NHS Organisation's premises (e.g. theatre by theatre, department by department), at a frequency specified. The Supplier will replenish the agreed barrier theatre textiles (gowns, drapes, clean air suits) and clean room garments to the stock levels and frequency, and in the time range specified.
- Colour Flash affixing service (to clean room garments).

The list above is not exhaustive and other additional Services may be offered providing these services sit within the reasonable scope of the Services as described in this Outline Specification.

2. Service Standards

- 2.1 The Supplier shall be required to comply with all applicable current and future legislation, regulations and guidelines during the period of validity of the Dynamic Purchasing System and during the term of any Contract called off from the DPS where this ends after the period of validity of the Dynamic Purchasing System. NHS Organisations recognise that legislative and regulative compliance from the Supplier does not absolve them from their own specific responsibility to comply with legislation and regulations. NHS Organisations shall work with their contracted Supplier to ensure that jointly both parties notify and advise with regard to all relevant current and

future legislation, regulation and guidelines to ensure each party meet their individual statutory obligations.

- 2.2 Suppliers must include in their response to a call for further competition a method statement or statements clearly demonstrating how the Supplier will comply with applicable current and future legislation, regulations and guidelines to achieve Best Practice standard.
- 2.3 Conformance with additional standards and guidance may be required and will be detailed in a Call Off Contract Specification issued with a call for further competition.
- 2.4 Proof of conformance to standards will be provided to NHS Organisations and to the DPS Manager on request.
- 2.5 The delivery of the Services by the Supplier is expected to meet the operational requirements set out in a Call Off Contract Specification at all times. The Supplier shall nominate a named individual responsible for maintaining quality standards for each Call Off Contract awarded for the contract period.
- 2.6 NHS Organisations must comply with the Health and Social Care Act 2008: Code of Practice on the Prevention and Control of Infections and Related Guidance. The Code of Practice can be accessed online at:

<https://www.gov.uk/government/consultations/prevention-and-control-of-infections-code-of-practice>
- 2.7 This complements the rights for patients under the NHS Constitution, which states that patients have a right to expect care to be provided in a “*clean and safe environment that is fit for purpose, based on national best practice*”.
- 2.8 This statement includes a range of support services such as the provision of Linen and Laundry Services that reduce the risk of cross-infection and enhances the patient experience.
- 2.9 The Health and Social Care Act 2008: Code of Practice on the Prevention and Control of Infections and Related Guidance recommends that health care organisations comply with the Department of Health and Social Care’s policy and guidance described in Heath Technical Memorandum 01-04: Decontamination of linen for health and social care (HTM 01-04) establishing Essential Quality Requirements (EQR) and demonstrate that a plan is in place for progression to Best Practice.
- 2.10 Essential Quality Requirements (EQR) encompasses all existing statutory and regulatory requirements. EQRs incorporate requirements of the current Medical Devices Directive and Approved Codes of Practice as well as relevant applicable Standards. They will help to demonstrate that an acute provider operates safely with respect to its decontamination services.
- 2.11 The purpose of HTM 01-04 is to provide a structure to enable local choices to be made regarding the management, use and decontamination of healthcare and social care linen. HTM 010-04 is designed to reflect the need to continuously improve outcomes in terms of:
 - patient safety
 - clinical effectiveness

- patient experience

HTM 01-04 can be accessed online at:

<https://www.gov.uk/government/publications/decontamination-of-linen-for-health-and-social-care>

- 2.12 The Supplier will comply with the requirements HTM 01-04: Decontamination of linen for health and social care at all times.
- 2.13 If at any point the Department of Health and Social Care's HTM 01-04 policy and guidance is amended or replaced (whether by enhancement, another agreement or by alternative Government arrangements), the Supplier will comply with the new arrangements once issued and in force.

Service Standards applicable to Additional Services only

- 2.14 If a Contract Specification includes processing (wash and finish) and transportation (collection and return) of theatre packs and drapes, the following Service Standards will apply.
- 2.14.1 The Supplier will supply items which comply with the specific accreditations and performance criteria laid down in the European Standard EN13795; and the requirements of the European directive for the disinfection / decontamination of Medical Devices Directive 93/42/EEC (including the requirement to CE mark).
- 2.14.2 The Supplier will conduct all processing, decontamination, preparation, washing, finishing, packing and sterilisation in dedicated laundry facilities, which comply with the conditions and standards specified in a Contract Specification.
- 2.14.3 The Supplier will supply items which have been sterilised, when required, in accordance with the guidance set out in HTM 01-04: Decontamination of linen for health and social care.
- 2.15 If a Contract Specification includes processing (wash and finish) and transportation (collection and return) of cleanroom garments at the ISO classification specified in a Contract Specification.
- 2.15.1 The Supplier must be able to provide management information upon request by an NHS Organisation, to include as a minimum:
- Fabric product name and product code;
 - Particle retention/barrier properties for 0.5 µm and 5.0 µm particle sizes;
 - Air permeability result;
 - Water vapour diffusion result;
 - Date of manufacture;
 - Operator name and any personnel number and department or cleanroom;
 - Number of wash cycles;
 - Number of sterilisation cycles;
 - Length of time in use;
 - Any repairs or adjustments to the garment criteria.

3. Contract Management Approach

- 3.1 The Supplier must operate a defined and documented contract management process. The Supplier must provide details of its contract management process in their response to a call for further competition and to the DPS Manager
- 3.2 The Supplier must operate a defined and documented quality management system. The Supplier must provide details of its quality management system in their response to a call for further competition and to the DPS Manager.
- 3.3 The Supplier will work closely with NHS Organisations and integrate in an adaptive and responsive way with the NHS Organisation's facilities and management teams.
- 3.4 The Supplier will work closely with NHS Organisations to produce a detailed contract implementation and mobilisation plan which will include interfaces and transfer points to ensure a seamless transition to the Supplier. The Supplier must provide its template implementation and mobilisation plan in their response to a call for further competition and to the DPS Manager.
- 3.5 The Supplier will work closely with any outgoing supplier to the NHS Organisation to ensure minimal disruption to the NHS Organisation during any transition. For the avoidance of doubt, this includes managing with the outgoing supplier any issues related to the application of TUPE legislation.
- 3.6 The Supplier will work closely with NHS Organisations to produce a detailed exit plan for the end of each Contract called off from the DPS. This will include a plan for managing any issues related to the application of TUPE legislation. The Supplier must provide its template exit plan in their response to a call for further competition and to the DPS Manager.
- 3.7 The Supplier will effectively communicate with and manage the supply chain to deliver the Services for and with NHS Organisations.
- 3.8 Contracts will be delivered in accordance with defined programmes of work to be agreed with each NHS Organisation for each Contract called off from the DPS.
- 3.9 The Supplier will effectively performance manage any subcontractors (and their supply chains) in performing the Services.
- 3.10 The Supplier will effectively manage its costs and budgets to prevent cost over-runs in Contracts. No further funding will be made available if the Supplier fails to effectively manage its costs and budgets. For the avoidance of doubt, where cost over-runs are partly or wholly due to the actions or inactions of the contracting NHS Organisation, this element of the cost over-run will be funded by the NHS Organisation to the extent of its responsibility for such an over-run.
- 3.11 The Supplier will achieve value for money and continuous improvement in the performance of its Contracts which will be measured by Key Performance Indicators agreed with NHS Organisations. Key Performance Indicators may include, for example:
 - Turn-around time
 - Reported non-conformances

- Service improvement initiatives
- Customer satisfaction levels
- Cost reductions

4. Governance Approach

4.1 The Supplier will be responsible for:

- Delivering the Services as described in this Outline Specification and any Contract Specification
- Ensuring that all current and future quality and legislative standards applicable to delivery of the Services are met
- Ensuring that all staff employed and sub-contracted by them in the delivery of the Services are competent to perform all duties that are required of their rôle, including ensuring that all professional registration conditions are met
- Providing access to relevant training and Continuous Professional Development (CPD) for staff employed by them in the delivery of the Services
- Ensuring that any sub-contractors provide access to relevant training and Continuous Professional Development (CPD) for staff employed by sub-contractors in the delivery of the Services
- Providing Human Resources and Occupational Health services for staff employed by them in the delivery of the Services
- Ensuring that any sub-contractors provide access to Human Resources and Occupational Health services for staff employed by sub-contractors in the delivery of the Services

4.2 The Supplier will take all reasonable care to engage or employ in and about the provision of the Services only such Staff as are carefully skilled and experienced in their several professions and callings.

4.3 All persons employed by or subcontracted by the Supplier who may come into contact with Patients during the course of their duties must hold a current enhanced Disclosure and Barring Service (DBS) certificate or Disclosure Scotland PVG certificate, as appropriate, valid for the work that is the subject of any Call Off Contract.

4.4 All DBS or PVG checks undertaken must have been completed to include all information pertaining to children and vulnerable adults and will cover induction, all mandatory training and occupational health checks

4.5 The Supplier must ensure that all NHS Organisation with whom that hold Contracts to deliver the Services are informed directly should convictions be received regarding them or their employees or subcontractors after the date of the DBS or PVG check. Appropriate action will be taken if necessary. The DPS Manager must also be informed to allow relevant and permitted information to be passed to other NHS Organisations to promote safeguarding.

- 4.6 The Supplier must have robust, auditable management and corporate governance procedures including clear responsibilities for all staff and appropriate employment policies and procedures, insurances and indemnities and, where relevant, clear written agreements with sub-contractors which shall be maintained throughout the life of the DPS and during any Contract whose performance concludes outside the period of the DPS.
- 4.7 The Supplier will provide details of their policies and procedures for governance to any requesting NHS Organisations and will notify the NHS Organisations that have entered into a Contract for the Services of any changes in these.
- 4.8 The Supplier shall ensure that all Staff engaged to undertake any of the Services fulfil all statutory requirements of employment including but not limited to the right to work in the UK.
- 4.9 The Supplier shall be responsible for ensuring compliance with all relevant HM Revenue and Customs regulations regarding the correct accounting for and payment of tax and National Insurance by and for Staff engaged in the performance of the Services.
- 4.10 The Supplier will commit to notifying NHS Organisations to whom the Supplier is contracted to perform the Services of any Staff changes that could affect the delivery of the Services as soon as they become aware of this.
- 4.11 The Supplier must commit to comply with any NHS Organisation's policies and procedures appropriate to the performance of the Services, including but not restricted to infection control policies and risk management strategies. NHS Organisations will provide these to the Supplier as necessary or upon written request.
- 4.12 The Supplier must not through its actions or inactions jeopardise any NHS Organisation's compliance with the requirements of The Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance (or equivalent Codes of Practice in Scotland, Wales and Northern Ireland, where applicable), and with those of any future regulatory standards as appropriate throughout the life of the DPS and during any Contract whose performance concludes outside the period of the DPS. The Supplier will use its best endeavours to ensure that the actions or inactions of the Supplier Staff or the staff of any subcontractor do not jeopardise the compliance referred to in this clause 4.12.
- 4.13 The Supplier must maintain a defined and documented quality assurance system which will ensure:
- Effective performance of the Services at all times including but not limited to periods when equipment is undergoing testing, inspection, maintenance or revalidation and when equipment is out of use for repair or for any other reason;
 - All requirements relating to health and safety in the workplace are satisfied;
 - Staff are appropriately trained and competent to perform the duties required of their role
 - Adherence to the NHS Organisation's guidelines, policies and procedures where applicable throughout the life of any Contract whose performance

concludes outside the period of the DPS. Details of applicable guidelines, policies and procedures and the points to which adherence will be required will be determined for each Contract and described in the Contract Specification

The Supplier must provide details of its quality assurance system in their response to a call for further competition and to the DPS Manager.

- 4.14 The Supplier will have a robust business continuity and disaster recovery plan in place to maintain the delivery of the Services throughout the period of the DPS and any Contract(s) whose performance concludes outside the period of the DPS.
- 4.15 The Supplier will maintain its readiness for business continuity and disaster recovery throughout the period of the DPS and any Contract(s) whose performance concludes outside the period of the DPS.
- 4.16 The Supplier shall produce to the DPS Manager or to any NHS Organisation on request documentary evidence that the business continuity and disaster recovery plan is properly maintained.
- 4.17 The Supplier must ensure that it retains all appropriate public liability, product liability and employer liability insurance at all times throughout the life of the DPS and during any Contract(s) whose performance concludes outside the period of the DPS.
- 4.18 The Supplier shall produce to the Awarding Authority or to any NHS Organisation on request documentary evidence that the insurance required is properly maintained.
- 4.19 Any enquiries made by an NHS Organisation to the Supplier will be dealt with in an appropriate and timely manner.
- 4.20 The Supplier will undertake to provide information to NHS Organisations to support an each NHS Organisation's adherence to national or local frameworks for performance reporting.
- 4.21 NHS Organisations shall on reasonable notice in writing be entitled to request additional information from the Supplier covering the provision of the Services if such information is reasonably required by an NHS Organisation and to comply with any written requests under the Freedom of Information Act 2000 (as amended) or under the Freedom of Information (Scotland) Act 2002 (as amended) or under the Environmental Information Regulations 2004 (as amended) or under the Environmental Information Regulations (Scotland) 2004 (as amended).