**CROWN COMMERCIAL SERVICE**

**and**

**SUPPLIER**

**SUB LOT 2c - HOUSING maintenance and Management SERVICES**

**REF: Rm6089**

**FRAMEWORK SCHEDULE 1e - SPECIFICATION**

**HOUSING MAINTENANCE AND MANAGEMENT SERVICES**

1. **INTRODUCTION**
   1. This Framework Schedule 1e sets out the characteristics of the Services that the Supplier will be required to make available to all Buyers under this Contract.
   2. The Supplier must only provide the Services for the Lot that they have been appointed to.
   3. For this Lot 2c the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
   4. The Services and any Standards set out in this Framework Schedule 1e (Specification) may be refined to the extent permitted and set out in the Order Form, refer to Framework Schedule 6 (Order Form Template and Call-Off Schedules) by a Buyer during a stage within the Call-Off Procedure to reflect its Statement of Requirements for entering a particular Call-Off Contract.
2. **STRUCTURE**
   1. The scope of Services together with specific Standards applicable to the Deliverables are set out as below:

**Part A - Specification**

Work Package A Contract Management

Work Package B Contract Mobilisation

Work Package C Maintenance Services

Work Package D Statutory Services

Work Package E Miscellaneous Services

Work Package F Vacant / Void Property Maintenance Service

Work Package G Management of Billable Works and Projects

Work Package H CAFM System

Work Package I Helpdesk Services

**Part B - Annexes**

**Error! Reference source not found.** Service Standards

Annex B Legislative Standards

Annex C Service Delivery Response Times

Annex D SFG20 Maintenance Standards

Annex E Property Classification

Annex F Lettable Standards

**Part C – Appendices**

Appendix 1 Complaints, Failure and Recall Process

Appendix 1.1 Process Map 1 – Complaints

Appendix 1.2 Process Map 2 – Failure

Appendix 1.3 Process Map 3 - Recall

Appendix 2 Billable Works and Approval Process

Appendix 2.1 Process Map 1 – Billable Works and Approval Process

Appendix 2.2 Process Map 2 – Issuing Quotation by Supplier Process

Appendix 2.3 Process Map 3 – Issuing Instruction for Quotation for Approved Work Order Process

**PART A: SPECIFICATION**

1. **SCOPE OF THE SERVICES**
   1. The Services to be provided under the Housing Maintenance and Management Services Framework are set out below.
   2. The Suppler shall provide a professionally managed Housing Management, Maintenance and Repairs service across all the Buyer's premises assigned for residential occupancy. The scope of these services shall include but not be limited to:
      1. All housing stock;
      2. Garages;
      3. Communal areas (such as gardens, stairs, foyers, corridors and bin areas);
      4. Grounds;
      5. Roadways;
      6. Pathways;
      7. Fences and walls;
      8. Play areas;
      9. Recreational facilities; and
      10. Infrastructure.
   3. Service Standards has been provided within the relevant Service Requirements where applicable.
   4. Each Service states if it is a mandatory or non-mandatory and whether pricing is required at Framework or at Call Off.
   5. The Buyer may amend figures in square brackets [ ] to suit their individual requirements at Call-Off stage.

**SERVICE REQUIREMENTS**

**Work Package A – Contract Management**

1. **Service A:1 - Integration**
   1. Service A:1 – Integration is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA1
   3. The Supplier shall provide an integrated Service ensuring seamless and coordinated Delivery with the Buyer’s residents, other Suppliers and stakeholders to ensure the Services are Delivered at all times. The Supplier shall take advantage of any synergies with these Suppliers Services to realise the benefits that integration will bring.
   4. The Supplier shall be aware that Services shall be delivered across all Buyer Premises.
   5. The Supplier will work collaboratively with the Buyer on all aspects of their housing maintenance and management services and support Buyer policies, working practices and initiatives. The Supplier shall provide the necessary management and services as required to ensure the Buyer’s commitment to their housing policies are fully met and shall ensure that the Buyer maintains full compliance with all UK legislation at all times.
   6. The Supplier will work collaboratively with the Buyer to promote excellence and innovation and enhance the reputation of the Buyer amongst residents, key stakeholders, within local communities and where appropriate, across Government.
   7. The Supplier shall:
      1. Focus on cross / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;
      2. Share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services;
      3. Work collaboratively with the Buyer and identify opportunities and efficiencies in relation to delivering the Services;
      4. Procure Billable Works Services only with the sanction of the Buyer in accordance with the Framework pricing schedules.
      5. The Supplier shall use pan-Government Frameworks approved by the Buyer wherever available. The Supplier shall be invited to review the use of such contracts and make proposals for alternative procurement routes if these can be demonstrated to provide greater value for money for the Buyer; and
      6. Be alert and provide the benefits of working together to the Buyer. The Supplier shall also provide the most advantageous options in relation to the deployment of Supplier Staff in order to deliver the required Services in the most efficient, cost effective and sensible manner.
   8. The Supplier shall work collaboratively with the Buyer and the Buyer's third party when establishing their Service Delivery Plan. They shall focus on the use of technology, data and analytics to develop, maintain and improve the experience and value-for-money for the Buyer and the occupants of the Buyer's Premises.
   9. The Supplier shall ensure that all opportunities identified that have the potential to deliver performance, economic and social value improvements are presented to the Buyer for consideration in accordance with the Continuous Improvement Plan.
   10. The Supplier shall ensure that the initiatives agreed with the Buyer are:
       1. Captured within the Service Delivery Plan (SDP), as defined within Annex A – Accommodation Service Standards;
       2. Recorded within the Supplier's CAFM system;
       3. Regularly monitored to benchmark performance against agreed outputs, efficiencies and benefits; and
       4. Reported upon as part of the agreed contract reporting regime.
2. **Service A:2 - Health and Safety**
   1. Service A:2 – Health and Safety (H&S) is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA2
   3. The Supplier shall ensure that all undertakings, services, provisions and works will comply with all United Kingdom Health and Safety Regulations under the umbrella of the Health and Safety at Work Act 1974 and Housing Regulations including all equivalent Scottish, Welsh and Northern Ireland Legislation.
   4. The Supplier shall prepare and where appropriate, revise a written safety policy and statement. This safety policy and statement must be signed by the Supplier Managing Director or appropriate senior manager.
   5. The Supplier shall ensure:
      1. Their safety policy and statement aligns with the requirements of the Buyer and that throughout the Contract period, they have suitable arrangements in place to implement their safety policy;
      2. The safety policy and safety management plan shall be readily available and accessible, consulted with and understood by and to all their employees and others, including the Buyer.
      3. Their safety management policy, statement and safety management plan shall be reviewed and revised accordingly to take account of any changes, legislation and other factors that may affect it
      4. They have the appropriate number of first aid trained personnel deployed to successfully meet their own and the Buyer’s H&S requirements.
   6. The Supplier shall provide a professional advice service on all matters relating to Health and Safety under UK Law.
   7. The Services may be requested by mutual agreement between the Buyer and the Supplier and shall be limited to the Buyer Premises and Housing Maintenance and Management issues.
   8. The Supplier shall notify the Buyer in writing of any potential implications of not implementing the recommendations of any advice given.
   9. The Supplier shall provide a single point of contact for professional advice pertaining to all Health and Safety matters as they relate to the Delivery and Management of the Services. The appointed person/s will be either a member of the Institution of Occupational Safety and Health (IOSH) and hold an equivalent qualification that is issued by a recognised organisation.
   10. Where the Buyer requires more enhanced Health and Safety qualifications and/or accreditations, details will be provided at Call Off.
   11. The Buyer shall ensure the appointed person/s possess the following:
       1. Core knowledge of the subject;
       2. Experience to apply that knowledge correctly; and
       3. Personal qualities needed to undertake functions effectively.
   12. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, Sub-Contractors and others delivering Housing Maintenance and Management Services on their behalf, and shall issue a written report which shall include recommendations to prevent any repeat to the Buyer.
   13. The Supplier shall be responsible for ensuring that all Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) related incidents are reported in accordance with Housing Safety Executive (HSE) legislation and shall ensure the Buyer is notified immediately in writing.
3. **Service A:3 - Management Services**
   1. Service A:3 – Management Services are a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to the Service apply – SA3
   3. The Supplier shall:
      1. ensure a change management plan is in place which shall be developed and agreed with the Buyer at the Contract mobilisation phase;
      2. Ensure processes are in place to attract, recruit and retain appropriately skilled and experienced Supplier Staff for the duration of the Call-Off Contract. Details of the professional qualifications and accreditation required will be defined at Call-Off;
      3. Develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the SDP within the defined Service Standards and Buyer’s Standards;
      4. Develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are supplied in accordance with Service Standards.
      5. Comply with all of the Buyer’s procedures and Security Policies and act upon the instructions of the Buyer should there be a change in the threat assessment associated with the Buyer Premises. Further details of the security requirements will be provided at Call Off;
      6. Ensure that all staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident;
      7. Be responsible for ensuring all Supplier staff are provided with the necessary training in relation to their responsibilities and activities when changes in security status occur;
      8. Ensure that Supplier Staff and sub-contractors requiring access to the Buyer’s Premises have completed and possess a valid Basic DBS certificate. Where the security requirement exceeds a Basic DBS check, the Buyer will specify the appropriate level of clearance at Call Off. It is the Supplier's responsibility to establish whether the level of clearance will be sufficient for access.
      9. Be responsible for meeting the costs associated with security clearances for Supplier staff and sub-contractors, unless prior approval has been received from the Buyer.
      10. Be responsible for the provision of security cleared escort services and shall meet all associated costs as required for works undertaken by the Supplier on in-scope Services, unless prior approval has been received from the Buyer.
      11. Recognise that some of the Buyer’s data is protectively marked and may contain potentially sensitive information and shall ensure that GDPR compliant data management systems are in place to maintain the security of the Buyer’s data. Further information will be provided at Call-Off stage.
   4. The Supplier's staff, to include all sub-contracted and supply chain staff, shall co-operate with and assist the Buyer with the implementation of all enhanced security related measures required in response to any increased level of security.
      1. Be aware that the implementation of these enhanced measures may require all Supplier, sub-contractor and supply chain staff to vacate a Buyer’s Premises as directed by the Buyer.
   5. The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Framework Schedule 1e (Specification). Details of accreditations and qualifications required will be defined at Call Off.
4. **Service A:4 - Service Delivery Plan**
   1. Service A:4 – Service Delivery Plans (SDP) are a **Mandatory Service priced at Framework**
   2. In addition, the following Standards to this Service apply – SA4
   3. The Supplier shall prepare a SDP, describing its approach to providing the required Services. As a minimum, the SDP shall contain:
      1. Scope and Services objectives;
      2. Approach and methodology: detailed method statement for meeting the Buyer’s requirements and compliance with the Government’s Decent Homes Standard when delivering the Services;
      3. Organisation arrangements including operational and management structure, staffing proposals, details of the Buyer's offices and their locations and the approach to operational liaison with the Buyer's staff;
      4. Quality Management Policy and quality statement;
      5. Strategy for the procurement of Services through third party suppliers / partners including the delivery of Billable Works
      6. The approach to sustainability taking in to account how the Supplier will meet Government Buying Standards or other relevant sustainable development policies;
      7. The approach to the management of information and data, including details of their Helpdesk and CAFM services, the secure storage of data and provision of Management Information and reports to the Buyer;
      8. The approach to the performance monitoring, auditing and assurance of the Services delivered through the contract, including details of how they will record and report the findings of audits and assurance activities to the Buyer and procedures to be followed to address instances of non-compliance with Service Standards or Key Performance Indicators;
      9. H&S Policy Statement and H&S Plan, including details of staff roles and responsibilities;
      10. Complaints management processes and procedures, including details of how this will be implemented and reported to the Buyer;
      11. Customer Satisfaction policy and procedures, including details of how this will be implemented and reported to the Buyer;
      12. Fraud Management Policy and Procedures, including details of how this will be implemented and reported to the Buyer;
      13. Collaborative Working policy and procedures;
      14. Risk management policy and procedures, including details of how this will be implemented and risks and issues will be reported to the Buyer
      15. Security policy and procedures, including details of how this will be implemented;
      16. Balanced scorecard certification;
      17. Maintenance methodologies;
      18. Building management system;
      19. Formulation of the Maintenance programmes;
      20. Maintenance management, recording and reporting
      21. Inspections; and
      22. Maintenance and renewal.
5. **Service A:5 - Fire Safety**
   1. Service A:5 - Fire Safety is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA5
   3. Where requested to do so, the Supplier shall provide a professional advice service on all matters relating to the requirements of the Regulatory Reform (Fire Safety) Order 2005 including any subsequent changes to Government fire regulations and policy as they apply to the Buyer Premises.
   4. This requirement excludes the delivery of Fire Risk Assessments for Buyer Premises. The cost of this service shall be included in the Charges.
6. **Service A:6 - Permit to Work**
   1. Service A:6 Permit to work is **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA6
   3. The Supplier shall:
      1. issue and manage all permits to work, including hot works permits for each Buyer Premises as required by the Buyer and shall ensure the provision of sufficient, suitably qualified and experienced Authorising Engineers (AE) and Authorised Persons (AP) required to effectively operate and administer the permit to work;
      2. Be responsible for the setting-up and the operation of a Safe System of Work, including risk assessments and method statements, with regard to all aspects of its operation. As part of this process the Supplier shall ensure that Supplier Staff and sub-contractors who are undertaking work at the Buyer Premises, consult the asbestos register and sign to indicate that this has been carried out.
7. **Service A:7 - Accessibility Services**
   1. Service A.:7 - Accessibility Services is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA7
   3. The Supplier shall:
      1. Provide advice relating to the Equality Act including health and safety matters;
      2. Ensure continuous interactions with the Buyer's Staff, third party Suppliers and other stakeholders, including any Disability Advisor and the Occupational Health and Safety representatives;
      3. Provide advice on further special needs issues including technical problem-solving regarding access and signage;
      4. Provide advice on health and safety matters as they relate to adaptive works for those with accessibility needs.
      5. The Supplier shall take a pro-active approach and advise the Buyer of any investment that shall be made to improve the Buyer Premises. This includes access and egress for use of those with disabilities and to comply with the Equality Act; and
      6. Provide advice relating to the Equality Act including Health and Safety matters.
8. **Service A:8 - Risk Management**
   1. Service A:8 – Risk Management is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA8
   3. The Supplier shall:
      1. create a risk register containing risks associated with their delivery of services for the Call-Off contract and have sole responsibility for the drafting and updating of this Risk Register; and
      2. Managing risks in accordance with the contract management schedule.
   4. The Supplier shall recognise and where appropriate operate and comply with the requirements of Buyer specific risk management systems. Further information of these requirements will be defined at Call Off.
9. **Service A:9 – Customer Satisfaction**
   1. Service A:9 – Customer Satisfaction is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA9
   3. The Supplier shall:
      1. ensure processes are in place to liaise and work with the Buyer’s Representatives and third-party supply chains;
      2. ensure processes are in place to provide a proactive and responsive customer service, managing customer satisfaction to the service levels and KPI standards agreed at Call-Off throughout the Contract Period;
      3. ensure processes are in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Buyer, residents and relevant stakeholders at all times;
      4. Customer satisfaction processes align with the Buyer’s Quality Management System (QMS) where appropriate. Further information will be provided at Call-Off; and
      5. Administer the formal process for handling Service Failures, Complaints and Recall as set out in Appendix 1 – Complaints, Failure and Recall Process.
   4. The Supplier shall conduct customer satisfaction surveys as part of their ongoing commitment to continuous improvement and performance management (in addition to ensuring value for money).
   5. The Supplier's SDP shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including:
      1. Survey method / medium (online, paper based etc.);
      2. Use of technology;
      3. Approach to maximising survey responses;
      4. Sample / draft questionnaire; and
      5. Approach to the analysis of results.
   6. Where the customer satisfaction survey results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the Buyer at Call-Off stage), 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. **Service A:10 – Reporting**
    1. Service A:10 – Reporting is a **Mandatory Service priced at Framework.**
    2. In addition, the following Standards to this Service apply – SA10 and Call-Off Schedule 14.
    3. The Supplier shall ensure:
       1. All data used to generate reports is held within or is accessible by the CAFM System;
       2. They deliver a dynamic reporting capability to the Buyer via electronic interface accessible via portal and web browser facility which enables the Buyer the ability to self- generate reports on an ad-hoc basis;
       3. The format, standard and frequency of reporting is developed and agreed with the Buyer and delivered in accordance with their requirements at Call Off;
       4. The information required to report against its agreed KPIs is contained within the CAFM System and maintained accurately at all times.
    4. The Supplier shall provide a broad and comprehensive reporting solution under the following categories:
       1. Industry-standard Housing Maintenance reports (details to be provided at Call-Off);
       2. Performance measurement and statistical reporting.
    5. The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided including but not limited to:
       1. Reportable Incidents;
       2. Real time Reporting;
       3. Expert analysis reports;
       4. Ad hoc reporting requirements;
       5. Self-service reporting capability; and
       6. Performance measurement and reporting.
    6. Reportable Incidents. The Supplier shall inform the Buyer and, as appropriate, the Buyer's third-party supply chain each time a Reportable Incident occurs. These shall be recorded on the CAFM System and shall include:
       1. Health and Safety accidents and incidents, to include HSE RIDDOR reports;
       2. Pollution and contamination incidents;
       3. Statutory Compliance failures;
       4. Security breaches;
       5. Service failures;
       6. Instances of wilful damage or vandalism;
       7. Issues with the potential to disrupt energy and utility provision;
       8. Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the Buyer;
       9. Complaints; and
       10. Instances where Supplier Staff were unable to gain entry to Buyer Premises to complete works.
       11. Further information on the reporting timeframes for reportable incidents will be provided at Call-Off.
    7. Expert Analysis. The Supplier shall compile and analyse a suite of specific reports which is to be agreed with the Buyer during the mobilisation period. This shall be in support of the Buyer's performance measurement and management of the Services. The Supplier shall interpret the reports and provide a written commentary.
    8. The Buyer may request the Supplier to create and generate ad hoc reports on its behalf.

Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer.

* 1. Ad hoc reports. The Buyer may be answerable to Parliament and, on occasion, may be required to respond to parliamentary questions regarding the Buyer's Premises on an urgent basis. The Supplier shall comply with any such request in the event information is required under these circumstances.
  2. Self service. The Supplier shall provide the Buyer with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis.
  3. Supplier performance. The Supplier shall report on its performance against the agreed Key Performance Indicators (KPI) and other measures reasonably requested by the Buyer. These reports shall include summaries at region, property type and Service level, as appropriate and will include the following:
     1. Achievement against agreed KPIs;
     2. Achievement against social value initiatives;
     3. Reasons for failure to meet any agreed KPIs;
     4. Performance failures accruing as a result of failure to meet agreed KPIs;
     5. Levels of Statutory Compliance;
     6. Performance against Sustainability Management Plan;
     7. Details of performance against maintenance activities;
     8. Details of Assets or systems taken out-of-service for health and safety or operational reasons;
     9. Details of recommendations generated from maintenance works;
     10. Reasons for failure to complete planned statutory and mandatory inspections / tasks;
     11. Progress / status of work orders;
     12. Waste volumes;
     13. Complaints;
     14. Customer Satisfaction
     15. Health and Safety accident reporting / RIDDOR reports;
     16. Environmental incidents;
     17. Security breaches;
     18. Achievement against the Delivery of statutory testing and inspections;
     19. Progress on outstanding actions; and
     20. Details of actions plans for the following Month which will be reviewed to check progress and track actions carried out to completion. The Buyer shall not unreasonably withhold or delay agreement of these action plans with the Supplier.
  4. The Supplier shall report against its performance, financial and associated information through the following:
     1. Calculation of Supplier Performance Results against Annex D - Service Delivery Response Times, and agreed KPIs in Schedule 14 Key Performance Indicators. Further information will be provided at Call-Off.
     2. The Supplier shall be required to input performance data relating to the agreed KPIs into the CAFM System.
     3. The Supplier shall collate the data required to calculate its performance against the KPIs;
     4. The Supplier shall measure its performance each [month] against each of their KPIs and calculate payment mechanism scores in accordance with its Supplier performance mechanism.
     5. The Supplier shall compile and issue the required Framework Management Information (MI) data on a monthly basis via the CCS portal.
  5. During the mobilisation period, the Supplier shall provide a report on Supplier Performance and associated information for the Buyer on a [monthly] basis. The format will be specified by the Buyer and agreed with the Supplier;
  6. For statistical information reporting, the Supplier shall provide [monthly] comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including, but not limited to:
     1. Inbound volume, by type and region;
     2. Completed Service requests, by inbound channel;
     3. Volume of duplicate Service requests;
     4. Missed appointments / abortive visits;
     5. Customer satisfaction
     6. Benchmarking; and
     7. Volume of requests originated by the Supplier and third parties.
  7. The Supplier shall provide the Buyer with any required reports, written information or statistical information in relation to the Services against all data held within the CAFM System. This will be in response to ad hoc requests from the Buyer.
  8. The Supplier shall for Property Plans and Records:
     1. Review existing Buyer Property layout plans, estate plans, records and drawings within the mobilisation period;
     2. Produce a report containing recommendations and budget costs for the update and reconciliation of any missing or deficient information for all Buyer Premises with the aim of bringing them up to date where practicable and to enable them to be issued to the Buyer to meet Buyer reporting requirements. Further details will be provided at Call-Off stage; and
     3. Ensure that the CAFM System has the reporting functionality to report against their contractual performance measures that will be agreed between the Buyer and the Supplier.
  9. Additional Reports may be required for the Buyer’s stock condition survey. Further information of these requirements will be defined at Call Off.

1. **Service A:11 – Performance Self-Monitoring**
   1. Service A:11 – Performance self-monitoring is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA11
   3. The Supplier is required to undertake a performance self-monitoring regime which is to be agreed with the Buyer. This shall be inclusive of all Services Delivered by third party suppliers and strategic partners. Within the performance self-monitoring regime, the Supplier is required to:
      1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
      2. Monitor the performance of the Services via a programme of internal and external audits and inspections and trend analysis of recorded data in the CAFM System and produce [monthly] performance reports for the Buyer.
   4. The CAFM system, utilised by the Supplier, shall at all times be capable of monitoring and analysing performance of Services, notwithstanding any changes in work practices, technology and agreed performance Standards.
   5. The Supplier shall be responsible for maintaining the CAFM software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.
   6. The Supplier shall work with the Buyer and support their internal management processes. The Supplier’s self-monitoring regime shall recognise these processes and capture feedback from Buyer audits and inspections, to include independent audits scheduled by the Buyer. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.
2. **Service A:12 - Business Continuity and Disaster Recovery (BCDR) Plan**
   1. Service A:12 – Business Continuity and Disaster Recovery Plan is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA12
   3. In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have a BCDR Plan to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract.
   4. The Supplier shall:
      1. Notify the Buyer as soon as it becomes aware of a Disaster event or a likely Disaster event. The Supplier shall collaborate with the Buyer to ensure that the BCDR Plan interfaces seamlessly to support the Buyer's business;
      2. Liaise with the Buyer to ensure that appropriate communication lines are maintained;
      3. 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 Buyer. The Supplier shall coordinate the BCDR Plan with the Buyer and utilities providers;
      4. Ensure the BCDR Plan addresses the loss of or disruption to CAFM and Helpdesk services and shall ensure that these have been reviewed and tested to a programme agreed with the Buyer. The Supplier shall coordinate the BCDR Plan with the Buyer and software/technical service providers;
      5. Ensure its BCDR Plan is executed as planned with due expediency in accordance with the Buyer’s BCDR Plan following the loss of one or more energy supplies to Buyer Premises; and
      6. Provide its BCDR Plan within thirty [30] Working Days following the Call-Off Start Date. The BCDR Plan shall be reviewed on a regular basis and as a minimum once every six [6] months.
   5. At the request of the Buyer, the Supplier shall assist in testing the Buyer's BCDR Plan at intervals to be agreed by both Parties.
   6. The Buyer may require the provision of professional advice in relation to its own BCDR Plan, including the 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 Buyer Premises. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.
   7. The Buyer's BCDR Plan is confidential and the Buyer will decide which information will be divulged to the Supplier for the purpose of the contract to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Buyer.
3. **Service A:13 – Quality Management System**
   1. Service A:13 – Quality Management System is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA13
   3. The Supplier shall have in place ISO 9001 Quality Management, ISO 14001 Environmental Management and Cyber Essentials accreditation.
   4. The Supplier shall maintain such accreditations throughout the Framework Contract Period and as instructed by the Buyer at Call-Off.
   5. The Supplier shall provide the Buyer with evidence of its accreditations upon request at any time during the Framework Contract Period.
   6. 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 Buyer's existing ISO 9001 accreditation and its related systems and for delivering continuous improvement
   7. The Supplier shall be responsible for undertaking an annual review of their quality management and environmental management systems with the Buyer to ensure compliance with ISO 9001 and ISO 14001 to ensure the management systems continue to be suitable, adequate and effective.
   8. Where requested by the Buyer, the Supplier's quality and environmental management systems shall be accredited by the UK Accreditation Service (UKAS). Further details of the requirement will be provided at Call-Off.
4. **Service A:14 – Staff and Training**
   1. Service A:14 – Staff and Training is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA14
   3. The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.
   4. The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate training to ensure the successful and safe Delivery of the Services, these shall include the SDP, quality management plan, the health and safety (Safe System of Work) plan and sustainability plan. The training shall be programmed such that it includes induction, refresher and awareness training.
   5. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including:
      1. Use of CAFM and associated IT systems;
      2. Business processes;
      3. Health and Safety;
      4. Site Induction training.
      5. Further details of these requirements will be provided at Call-Off stage.
   6. The Supplier shall maintain appropriate staff records and training records for all Supplier Staff. The Supplier shall also maintain records of any training provided to the Buyer’s Staff.
   7. The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
   8. Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.
   9. Any Supplier Staff who has not received the clearance required by the Buyer, and who are required to be at the Buyer's Premises must be accompanied and supervised at all times by a member of the Supplier's Staff who has the appropriate level of clearance.
   10. The Supplier shall provide an induction programme for all Staff and for any relevant Buyer Staff, and also participate in any relevant Buyer induction programme.
   11. The Supplier shall investigate all substantiated complaints made against any individual member of staff and take appropriate action to mitigate future reoccurrence. Details of the complaint and action taken shall be included in the Supplier {monthly] performance reports issued to the Buyer.
   12. The Supplier shall be responsible for the provision of all equipment, workwear, uniforms and Personal Protective Equipment (PPE) for their personnel for use on the Contract.
   13. Where high level access equipment is required to deliver services at Buyer premises above three storeys, the costs shall be met by the Buyer. Further details of these requirements will be defined at Call Off.
5. **Service A:15 - Selection and Management of Sub-contractors**
   1. Service A:15 – Selection and management of Subcontractors is a **Mandatory Service** **priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA15
   3. The Supplier is required to actively manage all aspects of Sub-contract involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract. Key aspects of the role include the Services set out below:
      1. Protecting the Buyer's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Call-Off Contract;
      2. Ensuring that all Sub-contractors operate a Safe System of Work and that all activities at the Buyer’s Premises are delivered in compliance with the Supplier’s Health & safety Policy Statement and Management Plan;
      3. Performance monitoring against agreed KPIs;
      4. Benchmarking and market testing of Services against other Service providers;
      5. Problem solving and Dispute prevention and resolution where issues exist;
      6. Auditing and inspecting the Sub-contractors' work, ensuring that it complies with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
      7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Sub-contractors;
      8. Receiving, checking and authorising invoices for payment for additional Services/ Billable Works in compliance with the Government’s Prompt Payment Policy 2015; and
      9. Monitoring Subcontractors' approach to rectifying defects and ensuring these are satisfactorily addressed.
6. **Service A:16 – Sustainability**
   1. Service A:16 – Sustainability is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA16.
   3. The Supplier shall develop, maintain and implement a Sustainability Management Plan in line with the Buyer’s sustainability requirements. The content, structure and format of the sustainability management plan shall be agreed between the Buyer and the Supplier at Call-Off.
   4. The Supplier shall submit the Sustainability Management Plan for the Buyer’s Approval within three [3] Months of the Call-Off Start date.
   5. The Supplier shall ensure that the Sustainability Management Plan complies with Government Buying Standards (GBS) and all Buyer requirements which will be defined at Call-Off stage.
   6. The Sustainability Management Plan shall include the Supplier’s approach to:
      1. Energy management;
      2. Water management;
      3. Waste prevention and management including waste Hierarchy and segregation; and
      4. Minimising transport use.
   7. Further details of the Buyer’s specialist management requirements will be provided at Call-Off.
   8. The Supplier shall ensure that where they have a responsibility to deliver project works on behalf of the Supplier, all new properties shall meet the Building Research Establishment Environmental Assessment Method (BREEAM) or equivalent schemes to excellent standard, and that retrofits meet the very good standard.
   9. The Supplier shall provide the availability of a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Buyer Premises if required by the Buyer. This Service shall be upon request and by mutual agreement between the Buyer and the Supplier and be managed via the Billable Works process. The scope of any advice provided shall include:
      1. Reduction in running Costs;
      2. Measurement and improvement of the performance of Buyer Premises;
      3. Development of action plans;
      4. Reporting of performance.
      5. Historic Buildings
   10. The Supplier shall notify the Buyer in writing of the potential implications of not implementing the recommendations of any advice given.
   11. The Supplier shall take account of and comply with the Buyer’s energy strategy and action plan and its targets under all relevant legislation, best practice and Government policy. This shall include, but not be limited to:
       1. Working with the Buyer to meet external and internal targets for reducing energy consumption; and
       2. Supporting the Buyer’s initiatives for energy-saving strategies including separate heating, lighting and ventilation strategies and co-operate with the Buyer in achieving agreed objectives.
   12. The Supplier shall take account of and comply with the Buyer’s water strategy, action plan and its targets and commitments.
   13. The Supplier shall be aware of and comply with existing and future water-related statutory requirements and legislation put in place. Where detailed at Call-Off, the Supplier shall take responsibility for water efficiency, working with the Buyer to strive to meet external and internal targets for reducing water consumption.
   14. The Supplier shall:
       1. 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 Supplier can quickly advise the Buyer on options, should funding become available.
       2. Details of the Buyer's Premises where water infrastructure maintenance and management is required will be detailed at Call-Off.
   15. Where appropriate, the Supplier shall take responsibility for waste management and work with the Buyer to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and continuous improvements as advances in technology arise.
   16. The Supplier shall provide information to the Buyer on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by the Buyer). 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.
   17. If required by the Buyer, the Supplier shall develop a waste minimisation plan to reduce product consumption by rethinking the need, redeploying, repairing, refurbishing, leasing and/or hiring Assets as appropriate using a formal mobile Asset management plan.
   18. The Supplier shall collect and dispose of all waste in line with the waste hierarchy and best practice.
   19. The following waste hierarchy shall apply:
       1. Eliminate;
       2. Reduce;
       3. Re-use and repair;
       4. Recycle or compost;
       5. Recover (energy recovery); and
       6. Dispose.
   20. A full audit trail of waste management shall be maintained by the Supplier and waste handling must be compliant with the Environment Agency's guidelines.
   21. The Supplier shall agree with the Buyer the process relating to the retention of certificates of destruction.
   22. The Supplier shall comply with the Buyer’s recycling requirements.
   23. Prior to any waste removals from the Buyer’s custody a signed waste transfer note, season ticket or a hazardous waste consignment note must be prepared. The Supplier shall ensure that this documentation is completed correctly and submit consignee’s returns to the producer as required by the legislation. It is recommended that the Supplier use the e-Doc system.
   24. The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES).
   25. 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.
   26. The Supplier shall work to reduce the amount of travel undertaken by Supplier Staff and third party suppliers by combining deliveries of Goods to each Buyer Premises.
   27. The Supplier may be requested to collect and provide the appropriate data to the Buyer. Frequency to be defined at Call-Off.
   28. The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Buyer to share effective strategies across its regions.
   29. The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.
7. **Service A:17 – Social Value**
   1. Service A:17 – Social Value is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards to this Service apply – SA17.
   3. The Public Services (Social Value) Act requires public authorities to have regard to economic, social and environmental wellbeing in connection with public Services contracts and for connected purposes as well as allowing for national and local strategies around this area.
   4. The Supplier shall be required to identify at Call-Off proposed social value initiatives, proportionate and relevant to the Contract. The Supplier shall be responsible for recording and reporting performance against agreed Social Value scorecards. These initiatives shall include:
      1. Creating supply chain opportunities for Small Medium Enterprises (SME);
      2. Appointment of apprenticeships;
      3. Providing additional opportunities for individuals or groups facing greater social or economic barriers;
      4. Supporting work placements to school children and young adults;
      5. Recruitment of locally engaged labour;
      6. Recruitment of long-term unemployed labour;
      7. Recruitment of Young People Not in Education, Employment or Training (NEET) labour;
      8. Recruitment of local supply chain partners;
      9. Procurement and sourcing of sustainable Services and products;
      10. Encouraging ethical and fair-trade procurement; and
      11. Encouraging community engagement.
   5. The Supplier shall ensure that they adopt a positive stance on delivering Community Benefits throughout the life of the Framework Contract Period and any Call-Off Contracts.
   6. The Public Sector in the UK is committed to the Delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
   7. Public bodies in the UK are adopting fair work practices, which include:
      1. A fair and equal 'pay policy' that includes a commitment to supporting the Living Wage, including, for example being a 'Living Wage Accredited Employer';
      2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to apprenticeships' and the development of the UK’s young workforce;
      3. Promoting equality of opportunity and developing a workforce which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
      4. Support for learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
      5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance; and
      6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice.
      7. To ensure the highest Standards of service quality in this Contract the Public Bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

**Work Package B – Contract Mobilisation**

1. **Service B:1 – Contract Mobilisation**
   1. Service B:1 – Contract Mobilisation is a **Mandatory Service priced at Call Off.**
   2. In addition, the following Standards to this Service apply – SB1.
   3. The mobilisation period will be a six [6] Month period. The legal rights and obligations of the Supplier during this period are those stipulated in the Call-Off Contract.
   4. During the mobilisation period, the incumbent supplier shall retain full responsibility for all extant Services until the Service Start Date or as otherwise formally agreed with the Buyer. The incoming Supplier's full-service obligations shall formally be assumed on the Service Start Date as set out in Call-Off Schedule 22 - Call-Off Tender.
   5. The Supplier shall work cooperatively and in partnership with the Buyer, the Buyer’s Representative, incumbent supplier, and relevant supplier(s) and any third party, where applicable, to understand the scope of Services to ensure a seamless transition of Services.
   6. The Supplier shall, in planning for and implementing Mobilisation:
      1. Work with the incumbent supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
      2. Mobilise all the Services specified in the Specification within the Call-Off Contract;
      3. Appoint a Supplier Authorised Representative who shall be responsible for the management of the mobilisation period. This is to ensure that the mobilisation period is planned and resourced adequately, and act as a point of contact for the Buyer;
      4. Produce a Mobilisation Plan, to be agreed by the Buyer, for carrying out the requirements within the mobilisation period including Key Milestones and dependencies;
      5. Detail how they will work with the incumbent supplier and the Buyer’s representative to capture and load up information such as Asset data;
      6. Liaise with the incumbent supplier to enable the full completion of the mobilisation period activities;
      7. Produce and implement a communications plan, to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services;
      8. Produce a mobilisation report for the Buyer's Premises to encompass programmes that will fulfil all the Buyer's obligations to occupants and third parties. The format of reports and programmes shall be in accordance with the Buyer's requirements. Particular attention shall be paid to establishing the operating requirements for the occupiers in drawing up these programmes for agreement with the Buyer;
      9. Manage and report progress against a Mobilisation Plan;
      10. Construct and maintain a mobilisation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer together with proposals to mitigate them;
      11. Attend Progress Meetings (frequency of such meetings shall be determined at Call-Off stage) in accordance with the Buyer's requirements during the mobilisation period. Mobilisation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
      12. Ensure that all risks associated with the mobilisation period are minimised to ensure a seamless change of control between incumbent supplier and the Supplier.
   7. The Supplier shall interact and collaborate fully with all stakeholders throughout Mobilisation.
   8. The Supplier shall conduct site visits where weaknesses in Asset data have been identified, to reassess the accuracy of the data.
   9. The Supplier shall familiarise itself with the Buyer's Premises and the needs of the accommodation occupants.
   10. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:
       1. Liaison;
       2. Reporting;
       3. Co-ordination and provision of Services;
       4. Attendance at meetings; and
       5. Management and resolution of stakeholder issues
       6. Further details of the stakeholder management requirements will be provided at Call-Off.
   11. The Supplier shall ensure that all the necessary arrangements to allow continuous occupation of the Buyer's Premises are in place by the end of the mobilisation period.
   12. During the mobilisation period the Supplier shall undertake routine examinations and inspections of the Buyer's Premises and Services necessary to assume its duties.
   13. During the Mobilisation period the Supplier shall develop, validate and review CAFM and:
       1. Ensure that via Asset verification or by other means that all Assets held on Buyer Premises are uploaded into the CAFM System during the mobilisation period;
       2. Work with the incumbent supplier to facilitate a transfer of all Asset data and historical maintenance data into the new CAFM System during the mobilisation period ready for the Service Start Date;
       3. Be responsible for undertaking an Asset verification exercise that shall review and establish the quality of the Buyer’s Asset data and hierarchies as issued at Call-Off. The Supplier shall provide the results of the Asset verification exercise in a formal Report within twelve [12] months of contract commencement which shall include:
          1. A summary of findings;
          2. A proposed project plan;
          3. An estimate of costs for developing the data held on the CAFM system so that it is fully compliant with the coding requirements of SFG20, Uniclass 2015 (or later version) and NRM3.
       4. Liaise in detail with the Buyer to ensure that its proposed systems can interface with existing systems during the mobilisation period;
       5. Be in continuous contact with the Buyer's IT supplier for the establishment of the CAFM System and for the provision of information on the Buyer's intranet. The Supplier shall provide the CAFM System for the Buyer and at the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract for any reason, ownership of the Buyer's data contained within the CAFM System shall remain with the Buyer.
       6. Be responsible for implementing the full CAFM System with the assistance of the Buyer's IT Supplier in accordance with the Buyer's requirements as set out in the Mobilisation Plan, during the mobilisation period;
       7. Ensure that full CAFM System training is provided to all staff, Sub-contractors, Buyer Representatives and other Supplier(s) where applicable prior to Service Start Date;
       8. Ensure that all Supplier Helpdesk staff are fully trained and ready to mobilise the Helpdesk service at the Service Start Date;
       9. Provide [5] user licences for the Buyer which shall be transferable, where the CAFM System is provided by the Supplier;
       10. Ensure that all appropriate information required for a successful mobilisation and transition of Service Delivery is obtained from the incumbent supplier before the Service Start Date;
       11. The Supplier shall develop in conjunction with incumbent supplier a transition plan to ensure a seamless service for customers, the content of the transition plan to be defined at call off but shall include task order transfers, data transfer and transfer of help desk contact points.
       12. Ensure a build of all IT platforms in their CAFM System to meet the requirements triggered by the Service Start Date of the Call-Off Contract;
       13. Ensure the CAFM System can produce all reports required under the MI Reporting Template as provided at Framework Schedule 5 - Management Charges, and information from the Service Start Date;
       14. Ensure the format, standard and frequency of reporting is developed and agreed with the Buyer and any other accommodation Supplier(s) where applicable, and Delivered in accordance with their requirements;
       15. Ensure that the full reporting capability is fully functional within the CAFM System at Service Start Date to enable the Supplier to report against their contractual performance measures;
       16. Ensure that at Service Start Date it has the ability to report on the Supplier performance;
       17. Ensure that the information required to report its agreed KPIs is contained within the CAFM System;
       18. Ensure that all Assets are referenced in two [2] hierarchical structures to include Building Category type and location;
       19. Ensure that at the end of the mobilisation period that the CAFM System has the ability to perform all Services;
       20. Ensure that the CAFM System is sufficiently populated at the Service Start Date to accommodate all required maintenance activities within the Maintenance schedules for each Buyer Premises.
   14. During the mobilisation period the Supplier shall ensure that the Buyer’s Security policies are applied.
   15. The Supplier shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Supplier Staff have the necessary security clearance in place before the Service Start Date. The Supplier shall ensure that this is reflected in their Mobilisation Plans.
   16. The Supplier shall ensure that all Supplier Staff and Subcontractors do not access the Buyer's IT systems, or any IT systems linked to the Buyer's, unless they have satisfied the Buyer's security requirements.
   17. The Supplier shall be responsible for providing all necessary information to the Buyer to facilitate security clearances for Supplier Staff and Subcontractors in accordance with the Buyer's requirements.
   18. The Supplier shall provide the names of all Supplier Staff and Sub-contractors and inform the Buyer of any alterations and additions as they take place throughout the Call-Off Contract.
   19. The Supplier shall ensure that all Supplier Staff and Sub-contractors requiring access to the Buyer's Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior Approval has been received from the Buyer, the Supplier shall be responsible for meeting the Costs associated with the provision of security cleared escort services.
   20. If a property requires Supplier Staff or Subcontractors to be accompanied by the Buyer’s Authorised Representative, [5 working days] notice of such a requirement must be given, except in the case of emergency access.
   21. The Supplier shall detail in the SDP any specific requirements of the Buyer during the mobilisation period. The SDP shall be presented to the Buyer and agreed with them.
   22. The Supplier shall ensure that for all Buyer Premises, fully compliant and accurate maintenance schedules which plans all required maintenance activities for the first twelve [12] Months of the Call-Off Contract is uploaded to the CAFM System.
   23. The Supplier shall review the maintenance schedules of the incumbent supplier and deliver an asset validation exercise to identify potential non-compliance and / or inaccuracies in the data provided by the Buyer at Call-Off.
   24. The format and content of the asset verification report should be presented to the Buyer in a format and timeframe to be agreed with the Buyer at mobilisation.

**Work Package C –Maintenance Services**

1. **Generic maintenance requirements** is a **Mandatory Service priced at Framework.**
   1. In respect of all of the Services, the Supplier shall provide a comprehensive PPM system in accordance with SFG20 or (if not applicable), with good industry practice and Standards defined by the Buyer at Call-Off stage during operational hours.
   2. The Supplier will be responsible for the delivery of all planned maintenance services and shall ensure that:
      1. The Government’s Decent Home Standard, the Scottish Homes Quality Standard and Welsh Homes Quality Standard and all subsequent changes to these Government and Buyer policies are maintained. Where the Buyer has defined alternative standards for Buyer Premises the Supplier shall be responsible for compliance with these standards. Further information shall be defined at Call Off; and
      2. Statutory Compliance is achieved and maintained at all Buyer Premises. The service shall be inclusive of the delivery of all statutory inspections, risk assessments, written scheme of examination and insurance inspections as required to achieve full Statutory Compliance at Buyer premises.
   3. The Services shall recognise Buyer requirements in regard to the Delivery of planned maintenance that may be in addition to or in replacement of SFG20 requirements, landlord tenancy agreements that exist at the Buyer Premises and shall be responsible for ensuring these requirements are fully captured in the planned maintenance regime and managed via the CAFM System in accordance with the Asset information requirements to ensure that all Services are Delivered in full compliance with the Buyer’s legal, statutory and lease obligations.
   4. Where SFG20 is not applicable to a planned maintenance activity or where the Buyer has specified bespoke requirements for the maintenance of systems and / or Assets are applicable, the Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer’s requirements in accordance with SFG20. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and upload to their SFG20 / CAFM System.
   5. The Supplier shall inform the Buyer of enhancements and/or modifications to SFG20 PPM management regimes where they are likely to impact on the agreed Charges for maintenance services e.g. changes in task frequencies. Where the Buyer agrees the implementation of the change they will be managed via the Variation Procedure.
   6. The Supplier shall ensure that the planned maintenance schedules capture the requirements outlined within the Buyer’s quality management plan and sustainability management plan.
   7. The Supplier shall work in collaboration with the Buyer regarding the requirements of the Right to Repair Scheme where applicable. Further details of these requirements will be provided at Call Off;
   8. Where agreed with the Buyer, the PPM schedule should include any agreed maintenance system, such as business focussed maintenance ("**BFM**"), condition based maintenance ("**CBM**") etc. The revised planned maintenance processes and scheduling shall be reflected within SFG20 where appropriate and be managed via the Supplier’s CAFM System. Further details of these requirements will be defined at Call Off.
   9. The Supplier shall provide installation work associated with planned and reactive maintenance works and Billable Works without compromising the integrity of any historic Buyer Premises and in a manner so as to avoid damage. Prior to carrying out work to a historic Buyer Premises the Supplier shall undertake a written scheme of investigation, prepare a method statement and Safe System of Work and discuss their proposal with the Buyer to seek formal approval to proceed with any works.
   10. Maintenance tasks shall be generated through the CAFM System on a Monthly basis, in advance. The Supplier shall work to an annual maintenance programme and ensure that an annual maintenance schedule for the relevant year is available on the CAFM System for each respective Buyer Premises in accordance with the following process:
       1. Not less than six (6) weeks prior to the start of an annual planned maintenance programme, the Supplier shall provide the Buyer with a proposed annual planned maintenance programme;
       2. The Buyer will notify the Supplier of any comments;
       3. The Supplier will revise the proposed annual planned maintenance programme to take account of the Buyer’s comments; and
       4. The Supplier will then resubmit the proposed annual planned maintenance programme to the Buyer;
   11. In the absence of any comments from the Buyer, the Supplier is in no way relieved of any of its obligations under this Framework Schedule 1e - Specification including this maintenance strategy.
   12. The Supplier shall, subject to the Inclusive Repair Threshold, maintain Assets leased to or leased by the Buyer in accordance with the requirement of the lease or as specified by the Buyer. All planned maintenance regimes will be approved by the Buyer prior to upload on the CAFM System and undertaking any works. Further details of the Services required shall be defined at Call-Off stage.
   13. The Supplier shall prioritise work on the system and make any proposed improvements and adjustments to suit availability of resources. Any such proposed improvements and adjustments shall be submitted to the Buyer for Approval.
   14. The annual PPM programme shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all Services.
   15. The Supplier shall ensure they operate a Safe System of Work in accordance with their Health and Safety Policy and that risk assessments are site specific and not generic and shall include the following:
       1. Asset criticality;
       2. Any relevant equipment manufacturers’ recommendations;
       3. Industry Standard specification;
       4. The Supplier’s experience of similar equipment and Services; and
       5. The risk to and/or impact upon the business that could result from failure of the Asset.
   16. The Supplier shall ensure that:
       1. The maintenance works task sheet clearly identifies the Asset type, location, SFG20 task instruction and frequency or if not applicable, details of the work required and frequency as defined and agreed with the Buyer;
       2. Where the time between activities is greater than one year, those activities are to be undertaken on an appropriate rolling programme as agreed with the Buyer at Call-Off stage;
       3. Costs for all consumable items and replacement parts which are required to satisfactorily maintain the Services are of the same quality and type or better as provided for the original installation. Replacement components shall be of the same manufacturer as the equipment being serviced in the first instance; and
       4. Costs for the provision of these consumables and replacement parts / components shall be included in the Charges.
   17. The Supplier shall be responsible for the safe keeping and storage of any materials that may be directly delivered to the Buyer Premises, including other site specific critical spares as agreed with the Buyer.
   18. The Supplier shall agree access arrangements for restricted areas in advance with the helpdesk in order to avoid being denied entry and delaying the execution of the Services. In multi-occupancy buildings, the Supplier shall liaise with landlords, landlord’s representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' In respect of all of the Services.
   19. The Supplier shall agree with the Buyer the process relating to the retention of all statutory and mandatory certificates and related documentation.
   20. The Supplier shall provide expert and technical advice on all maintenance matters upon the request of the Buyer.
2. **Service C:1 - Mechanical and Electrical Engineering Planned Maintenance.**
   1. Service C:1 - Mechanical and Electrical Engineering is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service SC1.
   3. The Supplier shall provide a professionally managed Mechanical and Electrical ("**M&E**") Maintenance Service for which ensures the maintenance and operation of all items of plant and equipment within the Buyer Premises, are in accordance with the Buyer’s requirements.
   4. The Supplier shall ensure the successful operation and optimum condition of all of the Buyer’s mechanical, electrical, drainage and plumbing systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers’ and installers’ recommendations and statutory obligations. A list of plant and systems to be maintained shall be listed within the Asset registers in Call-Off Schedule 22 - Call-Off Tender.
   5. For the avoidance of doubt, these requirements include the maintenance of all gas, coal, biomass, LPG and oil fired systems and all associated infrastructure, to include storage tanks, pipework, flues, chimneys and air supply systems, cylinder storage facilities, bund storage equipment and detection systems as present within the Buyer Premises.
   6. The Supplier shall be responsible for the inclusion of all Assets irrespective of their inclusion in Call-Off Schedule 22 - Call-Off Tender.
   7. The Supplier shall implement an annual planned maintenance programme that fully meets the maintenance requirements of the Chartered Institution of Building Service Engineers ("**CIBSE**") SFG20, or if not applicable, the maintenance requirements specified by the manufacturers, the Building Engineering Services Association (“**BESA**”) and other relevant professional bodies. The overriding responsibility of the Supplier shall be to ensure that maintenance Services to the built and installed Assets within the Buyer Premises are delivered as required throughout the Call-Off Contract.
   8. The Supplier shall provide and review the current planned maintenance schedule during the mobilisation period. The Supplier shall ensure the maintenance and operation of the built and installed Assets, within the Buyer Premises are maintained and operational for the duration of the Call-Off Contract.
   9. Information on the specific built and installed Assets, in the form of reports and surveys has been included within Call-Off Schedule 22 - Call-Off Tender. This information is given to the Supplier to assist them in preparing a relevant and competitive Tender, but in no way limits the overall responsibility of the Supplier.
   10. The Supplier shall satisfy itself as to the accuracy of the information provided by the Buyer.
   11. It is a fundamental requirement of the Services that the Supplier is cognisant of the intimate relationship between operational elements and those elements of life cycle management. The Supplier shall provide the Buyer with a demonstration of the appropriate methodologies. The Supplier shall look to implement a holistic annual PPM schedule to maximise the life of all built and installed Assets.
   12. The Supplier shall transmit notification of the planned maintenance via the Buyer Premises based CAFM System to the Buyer Authorised Representative or their nominated deputy and allocate to the appropriate tradesmen. The works task sheet shall clearly identify the Asset type, location and work required. The Buyer Authorised Representative shall agree access arrangements for restricted areas in order to avoid any interruption to business.
   13. The Supplier shall provide all Planned Maintenance activities, other than daily nominated or advised tasks, within seventy two (72) hours of scheduled date.
   14. The Supplier shall monitor the Services so that operating conditions can be maintained and the quality of service provision can be recorded. The Supplier shall be responsible for establishing and maintaining the necessary systems including the use of the CAFM System to log and record responses to problems as they occur as well as recording performance of equipment, systems and Supplier Staff.
   15. Special note shall be made of specific warranty period maintenance requirements.
3. **Service C:2 - Ventilation and Air Conditioning Systems Planned Maintenance.**
   1. Service C:2 - Ventilation and air conditioning systems is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service SC2.
   3. The Supplier shall maintain ventilation, comfort cooling and air conditioning systems by using the same principles employed for other mechanical and electrical systems. Some of the air conditioning systems shall be designated by the Buyer as business critical systems where appropriate.
   4. This provision includes all extract and forced air systems inclusive of ductwork and terminal units.
   5. The Supplier shall deliver air quality monitoring at the Buyer Premises to meet COSHH 2002 and EH40 statutory requirements and all other statutory and best practice requirements linked to the delivery of the service, including HSEG409, HSG173 and CIBSE KS17. Where the installation of new fixed monitoring equipment is required to deliver these services the costs shall be met by the Buyer.
   6. The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service SC3 Environmental Cleaning (below). The Supplier shall maintain the systems and ensure compliance with legal obligations in respect of health and safety and the management of greenhouse gases and ozone depleting substances and any other Specification or Standard required by the Buyer.
4. **Service C:3 – Environmental Cleaning Service.**
   1. Service C:3- Environmental cleaning is a **Mandatory Service priced at Call Off.**
   2. In addition, the following Standards Ref apply to this Service SC3.
   3. The Supplier shall thoroughly clean general mechanical ventilation and environmental systems. This shall include air conditioning systems, LEV ductwork and extract hoods to ensure compliance with all statutory requirements.
   4. The Supplier shall deliver the services in compliance with all statutory requirements.
   5. Where the Buyer requests additional cleaning services at a frequency which exceeds the requirements of the statutory requirements, these shall be rechargeable and managed via the Billable Works and Projects process.
   6. The Supplier shall ensure that all works are recorded and managed via the Supplier’s CAFM system.
   7. The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.
5. **Service C:4 - Fire Detection and Fire Fighting Systems/Equipment Planned Maintenance.**
   1. Service C:4 - Fire detection and firefighting systems/equipment maintenance is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service SC4.
   3. The Supplier shall be responsible for ensuring all fire-fighting equipment and systems are tested in accordance with the applicable British Standards, Approved Codes of Practice, manufacturer’s recommendations and industry best practice.
   4. All systems shall be tested including:
      1. Extinguishers;
      2. Voice alarm systems;
      3. Smoke pressurisation and extraction systems;
      4. Smoke detection systems;
      5. Carbon dioxide sensors;
      6. Fume Cupboards;
      7. Suppression systems;
      8. Dry Risers;
      9. Sprinkler systems;
      10. Public Address systems;
      11. Evacuation chairs;
      12. Lift evacuation systems; and
      13. Emergency communications systems (refuges).
   5. The Supplier shall be responsible for operating fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and weekly tests are operated within [two (2)] minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer’s requirements.
   6. The Supplier shall be responsible for resetting all equipment upon completion of the fire alarm testing, to include air conditioning systems, gas supplies and gas suppression systems.
   7. The Supplier shall test fire detection systems in a manner that ensures full functionality of the fire system and associated devices. The results shall be recorded within the fire log-book at the Buyer Premises and centrally within the management regime. Details of the outcome of the tests should be passed to the Buyer Authorised Representative at the Buyer Premises.
   8. All abnormal test results shall be immediately advised to the Buyer, and dealt with under the auspices of the responsive maintenance Services.
   9. The Supplier shall be responsible for ensuring that all statutory inspections for fire prevention and fire-fighting equipment and systems are undertaken to ensure compliance with all applicable British legislative standards, Approved Codes of Practice, manufacturer’s recommendations and industry best practice.
   10. The Supplier shall ensure copies of all certification is issued to the Buyer within five [5] working days of completion, recorded in the fire logbook and stored electronically on the CAFM system.
   11. It is the responsibility of the Supplier to notify the CAFM System / helpdesk of each instance where works are raised as a result of testing of firefighting or detection systems.
   12. The Supplier shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Buyer Premises.
   13. The Supplier shall inform the Buyer Authorised Representative when they are to undertake maintenance work to the fire safety systems. This shall be carried out in line with the Buyer’s policies for example The Regulatory Reform (Fire Safety) Order 2005 at a Buyer Premises.
6. **Service C:5 - Lifts, Hoists and Conveyance Systems Planned Maintenance.**
   1. Service C:5 - Lifts, hoists and conveyance systems maintenance is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service SC5.
   3. The Supplier shall provide a fully comprehensive maintenance regime to the lifts, hoists and conveyance systems within the Buyer Premises. The Supplier shall be responsible for meeting minimum response times contained within the performance regime if there are problems with the system’s components, items and panels.
   4. The Supplier shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM System. The Supplier shall:
      1. Manage the thorough examination of lifts by an independent competent person and forward reports to the Buyer;
      2. Keep lift records;
      3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
      4. Inform the Buyer of any work required costing more than the Inclusive Repair Threshold;
      5. Inform the Buyer of any lift that is out of service, the reason why and the time the lift will be back in service;
      6. Ensure that lift cars are taken out of service in the case of dangerous situations;
      7. Ensure the competency of those who carry out the work and train Supplier staff in the rescue and freeing of trapped passengers;
      8. Ensuring the availability of replacement parts;
      9. Carry out a detailed risk assessment for all works; and
      10. Include fireman lifts and lift evacuation systems.
7. **Service C:6 - Security, Access and Intruder Systems Planned Maintenance.**
   1. Service C:6 - Security, access and intruder systems maintenance is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service SC6.
   3. The Supplier shall maintain all security, access and intruder systems within the Buyer’s Buyer Premises and any new systems put in place to ensure correct functioning throughout the course of the Call-Off Contract.
   4. It will be the Supplier’s responsibility to ensure the continued functioning of security, access and intruder systems.
   5. The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale.
   6. The Supplier shall ensure that all security, access and intruder systems are fully compliant with all UK legislation and be responsible for the delivery of all statutory testing and certification.
   7. All certification will be issued to the Buyer within five [5] days of completion and recorded on the CAFM system.
   8. The Supplier shall seek Buyer approval prior to the installation of new and replacement systems at Buyer Premises.
   9. The Supplier shall liaise with the Buyer’s security representative and any relevant Government security equipment specialists (e.g. Centre for the Protection of National Infrastructure – “CPNI”) over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by Government Staff.
8. **Service C:7 - Internal and External Building Fabric Planned Maintenance.**
   1. Service C:7 - Internal and External Building Fabric Maintenance is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service SC7.
   3. The Supplier shall provide a professionally managed Planned Fabric Maintenance Service in accordance with a system and programme of building fabric maintenance. This programme shall take account of the Asset registers, planned maintenance schedules and all relevant lease obligations.
   4. Variations from planned maintenance shall be agreed between the Supplier and the Buyer in advance.
   5. Planned Maintenance tasks shall be generated through the CAFM System on a Monthly basis, in advance.
   6. The Buyer shall agree access arrangements for Buyer Premises in order to avoid any missed appointments and business interruption.
   7. The Supplier shall ensure that in instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety when replacing lamps in addition to ensuring consistency in colour balancing throughout the area and in keeping with the Buyer’s requirements.
   8. The Supplier shall acknowledge the Buyer’s Planned Maintenance schedules contained within Call-Off Schedule 22 - Call-Off Tender. The Supplier shall include all building fabric maintenance tasks within this Framework Schedule 1e - Specification, in addition to any further requirements.
   9. The Supplier shall agree access arrangements for restricted areas with the helpdesk in advance in order to avoid being denied entry and delaying the execution of the Service. In multi-occupancy buildings the Supplier shall be required to liaise with landlords, landlord’s representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' requirements.
   10. The Supplier shall be responsible for the maintenance of the buildings, to include all outbuildings and garages.
   11. The Supplier shall be responsible for the sweeping chimneys to open fireplaces where present at Buyer Premises at a frequency that will maintain them in a safe working order.
   12. The Supplier shall be required to undertake redecoration works on a cyclical / periodic basis to comply with the Buyer’s lease obligations or Buyer agreed standard where this is requested. The Supplier shall liaise with the Buyer to establish these obligations and provide quotations for all redecoration works as per the Billable Works process detailed in Call-Off Schedule 4A - Billable Works and Projects.
   13. The Supplier shall provide redecoration works on an elective basis as per the Billable Works process detailed in Call-Off Schedule 4A (Billable Works and Projects) and upon instruction from the Buyer’s Authorised Representative. Any redecoration work required as a result of reactive maintenance shall be included with the reactive maintenance work.
   14. The Supplier shall provide capital works relating to replacement kitchens and bathrooms on an elective basis as per the Billable Works process detailed in Call-Off Schedule 4A (Billable Works and Projects) and upon instruction from the Buyer’s Authorised Representative.
   15. The Supplier shall provide a gutter clearance service and shall ensure drainage systems including but not limited to pipes, gutters, manholes and parapet gutters. The Supplier shall ensure that these are kept functional at all times and remain free from debris, leaves and other blockages at all times. The frequency shall be determined at Call-Off Stage. Where Buyer Premises exceed three [3] storeys and have no fixed roof access equipment fitted to enable the delivery of the gutter cleaning service, the Supplier shall be responsible for the provision of the portable equipment required to deliver the service and costs will be managed via the Billable Works and Projects process.
   16. The Supplier shall provide a securing and making safe Service in the event of break–ins, vandalism or damage to the external building on a reactive basis within the timescales detailed in the Annex E – Service Delivery Response Times. This shall include but shall not be limited to boarding up windows on a temporary basis and re-glazing of broken windows as a minimum requirement. This Service shall be paid for as additional works as per the Billable Works process detailed in Call-Off Schedule 4A - Billable Works and Projects.
   17. The Supplier shall ensure that luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance.
   18. The Supplier shall ensure that all lamps and tubes in high access areas such as reception areas, lift lobbies, lifts, stairwells and all emergency lighting shall be fully operational at all times subject to response and rectification times.
   19. The Supplier shall be responsible for the safe storage and maintenance of all equipment issued to them for their use on the Contract by the Buyer. All maintenance works undertaken shall be in accordance with the manufacturer’s recommendations.
   20. The Supplier shall be responsible for the provision of the following for Buyer issued equipment:
       1. Repairs;
       2. Replacement equipment;
       3. Operator Training;
       4. Insurance cover;
       5. Certification;
       6. Risk assessments; and
       7. Calibration.
   21. The Supplier shall, at the end of the Contract Period, be responsible for the return all items issued to them by the Buyer for their use on the Call-Off contract in their original condition, allowing for fair wear and tear, and in good working order. Any items missing or damaged, other than by fair wear and tear, shall be replaced by the Supplier at no cost to the Buyer.
   22. Details of the equipment to be issued to the Supplier will be defined at Call-Off stage.
   23. The Supplier shall execute the Service during the operational working hours between 08:00 am to 18:00 pm Monday to Friday. The Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise where agreed with the Buyer.
   24. The Supplier shall be responsible for the maintenance and statutory inspections of the Buyer’s Health and Safety and building protection systems including:
       1. Safety eye-bolts;
       2. Fixed roof edge protection handrail systems;
       3. Free-standing roof edge protection handrail systems;
       4. Cradle access systems;
       5. Fall and arrest safety lifelines and man-safe systems;
       6. Lightning protection systems;
       7. Flood protection systems;
       8. Window and door security equipment, e.g. shutters, window bars and grilles;
       9. Bird protection systems, e.g. nets, spikes and sirens;
       10. Waste storage and recycling facilities;
       11. External fire exists and fire escape routes;
       12. Doors including locks and door furniture;
       13. External lighting systems, including pathway and street lighting; and
       14. External vehicle storage facilities; e.g. cycle and motorcycle enclosures.
   25. The Supplier shall ensure that fire doors are maintained and in efficient working order and shall be responsible for undertaking planned inspections of all fire doors, to include self-closing door systems, seals and signage to ensure compliance with Fire Regulations.
   26. The Supplier shall submit a report for the reporting of the condition of the fire doors which shall be agreed with the Buyer prior to the commencement of the first round of inspections.
   27. The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection and shall be reported via email by the Supplier within twenty-four (24) hours of the inspection of any defects of a health and safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection.
9. **Service C:8 - Planned / Group Re-lamping Service.** 
   1. Service C:8 - Planned lamp replacement ("Group Re-Lamping") is a **Non Mandatory Service priced at Call Off.**
   2. In addition, the following Standards Ref apply to this Service SC8.
   3. The Supplier shall adopt an organised approach to re-lamping across the Buyer Premises. The Supplier shall monitor this Service for efficiency with a view to achieving the greatest possible reductions in replacement frequency and cost. A consistent colour/warmth is critical in presentational and prestige areas.
   4. The Supplier shall be cognisant of the impact that lighting control systems have on the life expectancy of lamps. Details of the location of such systems within the Buyer Premises are held in Call-Off Schedule 22 - Call-Off Tender. The Supplier shall make proposals for the enhancement and expansion of lighting control systems.
   5. The Supplier shall ensure that control and execution of this Service is managed entirely by the CAFM System in line with the overall PPM schedule and subject to the same performance Standards. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM System. In instances of reactive lamping, the Supplier shall acknowledge the need to ensure electrical safety when replacing lamps in addition to ensuring consistency in colour balancing throughout the area and in keeping with the Buyer’s requirements.
   6. The optimum replacement frequencies for lamps may be determined by the Supplier, whilst maintaining the specified lighting levels in accordance with targets published by the Buyer and in accordance with industry guidance.
   7. The Supplier shall work alongside the Buyer to identify opportunities for greater efficiencies in lamping as technology develops. This will apply to all Buyer Premises systems.
   8. The Supplier shall dispose of old fluorescent tubes in accordance with environmental best practice and any relevant legislation, using the most economically advantageous method. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Buyer has access.
   9. The Supplier shall assess new lamp technology (such as LED) before re-lamping an area(s). Where this upgrade takes place, a review of the consumables and the Charges shall be considered via a Variation in accordance with Clause 24 of the Core Terms of the Call-Off Contract.
10. **Service C:9 - Automated Barrier Control System Planned Maintenance.**
    1. Service C:9 - Automated access control system isa **Non Mandatory Service priced at Call Off.**
    2. In addition, the following Standards Ref apply to this Service SC9.
    3. Where automated barriers, shutters, turn-styles, doors and electrified fencing are installed at the Buyer Premises and included in the scope of Services, the Supplier shall be required to provide a maintenance service for these Assets as part of the overall mechanical and electrical maintenance strategy across each Buyer Premises.
11. **Service C:10 - Building Management System ("BMS") Planned Maintenance.**
    1. Service C:10 - Building Management System ("BMS")maintenance isa **Mandatory Service priced at Call Off.**
    2. In addition, the following Standards Ref apply to this Service SC10.
    3. The operation of the Buyer’s building engineering Service is to be achieved through the BMS. The Supplier shall operate the systems in a competent, pro-active manner so as to control all of the systems and the internal environment and to maintain a secure and reliable Service.
    4. The Supplier shall monitor any departures from agreed environmental parameters and shall take actions to rectify.
    5. Before adjusting set points or modifying software the Supplier shall fully understand the effect these actions may have on the air conditioning and other building Service systems process, and take account of the internal and external environment.
    6. The Supplier shall ensure that the BMS is periodically upgraded as and when software versions are issued.
    7. The Supplier shall ensure that the BMS forms part of the maintained Assets and is maintained and Serviced as part of the general maintenance regime and within the limits set by the Inclusive Repair Threshold.
    8. The Supplier shall ensure that the BMS is configured to operate building systems at optimum energy efficiency.
    9. The operation of the Buyer’s building engineering Service is to be achieved through the BMS. The Supplier shall operate the systems in a competent, pro-active manner so as to control all of the systems and the internal environment and to maintain a secure and reliable Service.
12. **Service C:11 - Standby Power System Planned Maintenance.**
    1. Service C:11 - Standby power system maintenance isa **Mandatory Service priced at Call Off.**
    2. In addition, the following Standards Ref apply to this Service SC11.
    3. The Supplier shall:
       1. Be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment;
       2. Ensure that the backup equipment is available at all times and starts within ten (10) seconds of a mains power supply interruption or fluctuation;
       3. Liaise with the Buyer for the load testing of this equipment;
       4. Be responsible for the accurate recording of systems that are connected to the generators and Uninterruptable Power Supply ("**UPS**") systems;
       5. Be responsible for ensuring that the systems are not overloaded and the balance between phases is maintained;
       6. Ensure that fuel levels in storage tanks are maintained at a minimum of seventy five per cent (75%) capacity;
       7. Ensure that invoices for fuel are dealt with as Pass Through Costs; and
       8. Conduct as a minimum one (1) annual black test on all standby power systems installed.
13. **Service C:12 - High Voltage ("HV") and Switchgear Planned Maintenance.**
    1. Service C:12 - High Voltage ("**HV**") and switchgearmaintenance isa **Mandatory Service priced at Framework.**
    2. In addition, the following Standards Ref apply to this Service SC12.
    3. The Supplier shall:
       1. Maintain HV switchgear using the same principles employed for other mechanical and electrical systems. HV switchgear may be designated by the Buyer as a business critical system;
       2. Ensure that substations are clean, dry, and ventilated. The Supplier shall ensure that tubular heaters are fitted where necessary to avoid condensation;
       3. Ensure that hardwood, metal or concrete duct covers are in place, except when work is being carried out. Under no circumstances shall items which are not directly concerned with the operation and maintenance of the HV installation be kept in the substation;
       4. Ensure that HV equipment is regularly inspected, maintained and tested to ensure that it is in a safe and serviceable condition;
       5. Ensure that any of its Staff operating in an HV environment are authorised, suitably qualified and competent and shall at the very least:
          1. Be an electrical craftsman; and
          2. Be over the age of twenty three (23) years.
       6. Ensure there is a qualified named High Voltage Authorised Person ("**HVAP**") engineer for the Buyer Premises(s); and
       7. Ensure that a permit to work system is used for this Service.
14. **Service C:13 – Miscellaneous Property Maintenance Services**
    1. Service C:13 – Miscellaneous Property Maintenance Services is a **Mandatory Service priced at Call Off.**
    2. In addition, the following Standards Ref apply to this Service SC13.
    3. The Supplier shall be responsible for the provision of all miscellaneous property maintenance and services in communal areas including:
       1. Television system maintenance;
       2. External walls and fencing maintenance;
       3. External pathway maintenance;
       4. Grounds maintenance;
       5. Internal and external building fabric maintenance including boundary walls and fences;
       6. Water and sewerage systems maintenance;
       7. Roads and car parking area maintenance;
       8. Laundry equipment maintenance; and
       9. Playground equipment maintenance.
    4. Further details of these services will be provided by the Buyer at Call Off.
15. **Service C:14 - Responsive Maintenance and Repair Services.**
    1. Service C:14 - Responsive Repair Service is a **Mandatory Service priced at Framework.**
    2. In addition, the following Standards to this Service apply – SC14.
    3. The Supplier shall provide a professionally managed Service for responsive repairs [24] hours per day, [365] days per year covering the interior and exterior or all Buyer Premises to maintain a good state of repair in line with the [Decent Homes, SHQS and WHQS] standards. This shall include all installations provided by the Buyer for heating and sanitisation and for the supply of water, gas and electricity. Where a Buyer has developed bespoke standards these shall apply, further information will be provided at Call Off.
    4. This Service shall be managed through the CAFM System. All responsive repairs (including labour, materials, profit, overheads and any other relevant Costs) up to the Inclusive Repair Threshold (to be defined at the Call Off stage) shall be carried out and included within the Supplier’s Charges.
    5. All responsive repairs (including labour, materials, profit, overheads and any other relevant Costs) and works arising from planned and cyclical maintenance works **above** the Inclusive Repair Threshold (to be defined at the Call-Off stage), are to be priced in accordance with the prices agreed at Framework and managed as outlined in Call-Off Schedule 4A - Billable Works and Projects process.
    6. The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning and shall advise the Buyer when the cost of repairing and/or maintaining an individual Asset outweighs the cost of replacing it (Beyond Economic Repair) and is likely to cause on-going unplanned downtime or pose potential health and safety risks.
    7. When an Asset is Beyond Economic Repair the replacement costs of the individual asset up to the Inclusive Repair Threshold (to be defined at the Call Off stage) shall be replaced at the Supplier’s cost. The Buyer shall be responsible for meeting all costs above the Inclusive Repair Threshold.
    8. The Buyer shall be the final arbiter on whether an Asset is Beyond Economic Repair but will act reasonably in reaching such decisions taking into account any one of the following:
       1. If the projected cost of the repair exceeds the cost of replacing the Asset;
       2. If the part(s) required to repair the Asset are no longer available unless there is a possibility of manufacture of part as a cost-effective alternative; and/or
       3. Any recommendations carried out as a result of Condition Surveys at the Buyer Premises.
       4. Where replacement has been deemed appropriate by the Buyer, the Supplier shall assist the Buyer in determining a suitable replacement option taking into account operational use, whole life cost and required life factor.
    9. The Supplier shall deliver the Responsive Repairs and Maintenance service to meet Buyer priorities in accordance with the response times specified within Annex D – Service Delivery Response Times.
    10. The Supplier shall proceed with emergency tasks occurring outside operational hours where urgent action is required to mitigate health and safety, Business Continuity and Disaster Recovery risks or damage to the Buyer Premises.
    11. Where costs to make safe the Buyer Premise or full repair costs exceed the Inclusive Repair Threshold (to be agreed at the Call Off stage), the Supplier shall complete the works and record full details of the task lifecycle on the CAFM to ensure full audit trail of the task lifecycle is available for issue to Buyer.
    12. These details include:
        1. Customer details,
        2. Property details,
        3. The date and time the task was generated by the Helpdesk,
        4. Details of the fault and responsive repairs undertaken; and
        5. Details of the full repair costs, less the costs falling beneath the agreed Inclusive Repair Threshold (to be agreed at the Call Off stage).
    13. Upon completion of the repair works, the Supplier shall issue a formal request to the Buyer for retrospective approval for payment no later than the next working day for payment via the Schedule 4a – Billable Works and Projects process.
    14. Further details of these arrangements will be provided at Call Off.
    15. The Supplier shall ensure that all its staff conducting maintenance work remain fully engaged to ensure a fault free operation. The inherent skills of the Supplier’s Staff shall ensure the identification and rectification of faults is delivered to minimise the impact on the occupants of the Buyer Premises and in accordance with the service delivery response times (Annex C) and KPI performance measurement requirements (Schedule 14).
    16. Both faults identified by Buyer and the Supplier’s Staff shall be logged through the CAFM System for quality analysis. Each and every reactive Service request shall have an associated history, including completion date and time.
    17. Where the Supplier encounters reactive maintenance tasks which they believe have been caused by wilful damage or vandalism, they shall be required to produce a damage report in support of their assessment which shall include:
        1. The date and time the damage was identified;
        2. A summary of the findings upon inspection;
        3. Photographic evidence of the damage; and
        4. Details of the condition at the previous maintenance work or inspection; and
        5. An estimate of the cost of repair or replacement.
    18. For the avoidance of doubt, in these circumstances the Supplier will remain responsible for all responsive maintenance works within the Inclusive Repair Threshold.
    19. The Supplier shall ensure that all Supplier Staff attend to calls, with suitable and sufficient equipment and suitable training to deal with the responsive repair reactive maintenance in a competent, safe and efficient manner.
    20. The Supplier shall at all times ensure that its Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive responsive repairs. The Supplier shall ensure that Supplier Staff who are dispatched to reactive activities are appropriately trained to deliver a first-time fix. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be evidenced.
    21. For the avoidance of doubt, the Supplier shall be responsible for the delivery of responsive repairs to faults in communal areas and to external areas at Buyer Premises, including:
        1. Mechanical and Electrical system faults;
        2. Gas leaks;
        3. Water leaks;
        4. Roof leaks;
        5. HVAC faults;
        6. CCTV system faults;
        7. Fire detection and fire-fighting equipment repairs;
        8. Access control system faults;
        9. Lift faults;
        10. Lighting faults;
        11. Roads and pathways faults;
        12. Glazing faults;
        13. Building fabric faults;
        14. Door faults; and
        15. Replacement locks, including lock-outs.
    22. Further details of these requirements will be provided at Call Off.

**Work Package D – Statutory Services**

1. **Generic Statutory Services Requirements is a Mandatory Service priced at Framework.** 
   1. In addition, the following Standards to this Service apply – D1.
   2. The Supplier shall be responsible for the delivery of all statutory inspections, certification, air- monitoring, risk-assessments, written schemes of examination and insurance inspections as required to achieve and maintain Statutory Compliance at the Buyer Premises.
   3. The service shall be fully inclusive of all Buyer’s systems and assets including M&E systems, HVAC systems, safety access equipment, security systems, lifting equipment, building protection systems, gas systems, oil systems, LPG systems, Biomass systems, water systems, pressure systems and fire protection systems.
   4. The Supplier shall at all times comply with all relevant statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the Buyer’s concerns with that aspect of performance.
   5. Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the Buyer Authorised Representative, landlord and other such persons. The Supplier shall co-operate with the persons executing these inspections.
   6. The control and execution of this Service shall be managed entirely by the CAFM System and subject to the specified performance Standards, whether fulfilled directly by the Supplier's Staff or by a third party supplier.
   7. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM System.
   8. The Supplier will ensure that any specific requirements of the Buyer are included in the planning and Delivery of these works.
   9. The programme shall be issued to the Buyer sixty [60] days in advance of all works taking place.
2. **Service D:1 – Gas Systems Servicing and Certification.**
   1. Service D:1 – GasSystems Servicing and Certification is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service SD1.
   3. The Supplier shall be responsible for ensuring compliance with the requirements of The Gas Safety (Installation and Use) Regulations 1998 and shall ensure all gas appliances, pipework and flues are fully maintained and safety checked by a qualified Gas Safe registered engineer.
   4. The Supplier shall ensure a copy of the Landlord Gas Safety Record is issued to the Buyer within [48] hours of completion and stored electronically on the CAFM system.
   5. The Supplier shall ensure copies of the Landlord Gas Safety Record is issued to tenants occupying Buyer Premises within [5] working days of completion and to new tenants on the start of their tenancy agreement.
   6. The Supplier must immediately notify the Buyer via the CAFM system of all instances where the works could not be completed due to inability to access the Buyer’s Premises to ensure the works can be rescheduled.
   7. The Buyer shall be responsible for managing any enforced entry and / or legal action where the Supplier has experienced repeated inability to gain access to deliver the works.
   8. The Supplier shall be responsible for collating, updating and maintaining asset data relating to gas appliances and for the delivery if an annual programme of condition surveys for all gas appliances.
3. **Service D:2 Asbestos Management**
   1. Service D:2 - Asbestos Management is a **Mandatory Service, priced at Call-Off**
   2. In addition, the following Standards Ref apply to this Service SD2.
   3. The Supplier shall be responsible for ensuring that services provided to all Buyer Premises are statutory compliant in accordance with The Control of Asbestos Regulations: 2012.
   4. The Supplier shall undertake an initial review of the Buyer’s Asbestos Management Plan within the first sixty [60] days of the Contract and be responsible for undertaking regular (at least annual) reviews of the Asbestos Management Plan thereafter.
   5. Where Buyer premises are non-compliant and do not have an asbestos risk assessment in place, the Supplier will be responsible for undertaking a review and for producing a new asbestos risk assessment on the behalf of the Buyer. Costs for this service shall be rechargeable and be managed via the Billable Works and Additional Works process.
   6. The Supplier shall maintain the Asbestos register such that it contains a comprehensive Schedule of all areas within each Buyer Premises which contain asbestos or asbestos-based products or other deleterious Asbestos Containing Materials (ACM).
   7. The Supplier shall be responsible for the delivery of asbestos surveys and for the updating of the asbestos register following refurbishment and demolition works. Where these works were undertaken by Buyer appointed third-party suppliers the costs for the work shall be rechargeable and be subject to the Billable Works and Additional Works process.
   8. Where asbestos removal works are required by the Buyer the works shall be undertaken by the Supplier the costs for the works above the inclusive repair limit shall be rechargeable and be subject to the Billable Works and Additional Works process.
   9. The Supplier shall publish and convey the contents of the Asbestos register to all its Staff, appointed sub-contractors and Buyer’s representative that are likely to be at risk of interfacing with this substance or have an interface with activities which may expose them to this substance. This should include advice and action to be taken in the event of any damage together with contact details for further information.
   10. The Supplier shall ensure that:
       1. The process of identifying, signing and tagging all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements;
       2. All identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist;
       3. Notifications are issued to HSE for licensed works as required; and
       4. That all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full risk assessments and method statements for safe execution of their task.
   11. The Supplier shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.
4. **Service D:3 - Water Hygiene Maintenance and Management**
   1. Service D:3 - Water Hygiene Maintenance and Management is a **Mandatory Service, priced at Call-Off**
   2. In addition, the following Standards Ref apply to this Service SD3.
   3. The Supplier shall be responsible for ensuring that services provided to all Buyer Premises are statutory compliant.
   4. The Supplier shall be responsible for undertaking an initial review of the Buyer’s Water Management Plan within the first six [6] months of the Contract and be responsible for undertaking regular (at least annual) reviews of the water management plan and legionella risk assessment thereafter and shall issue a detailed report which outlines areas of risk, recommendations to remove the risks, schematic drawings and photographic evidence of all areas of risk.
   5. Where Buyer premises are discovered to be non-compliant and do not have a water risk assessment in place, the Supplier shall be responsible for undertaking a review and for producing a new legionella risk assessment on the behalf of the Buyer. Costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.
   6. The Supplier shall have a written scheme of examination and maintain a water hygiene log book.
   7. The Supplier shall provide a Water Hygiene Service that includes a cleaning and disinfection regime in accordance with current Health and Safety requirements as specified within the FM Service Standards and water treatments to include hard water treatments and PH level testing. These Services shall include the provision of all associated consumables to include water softening cartridges, PH testing equipment and ultraviolet (UV) filters.
   8. The Supplier shall produce and implement an inspection and monitoring regime to check systems and plant for performance, cleanliness, contamination and damage.
   9. Temperatures shall be monitored to ensure that the required Standard of control is reached within the code of practice guidelines.
   10. The Supplier shall report any anomalies that may be detected and detail corrective works where required. Buyer Premises records shall be audited and amended.
   11. The Supplier shall produce and implement a regime of bacteria sampling to detect Legionella, e-coli and any other water bound bacteria using an UKAS accredited laboratory.
   12. The Supplier shall empty tank bunds of all contaminated and uncontaminated water and dispose of water in a manner that accords with the level of contamination.
5. **Service D:4 - Electrical Testing** 
   1. Service D:4 – Electrical Testing is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service – SD4.
   3. The Supplier shall undertake electrical inspections and produce an electrical installation condition report in accordance with Electricity at Work Regulations and BS 7671 (as amended). Further details to be provided at Call-Off.
   4. The Supplier shall ensure copies of all certification is issued to the Buyer within five [5] working days of completion and stored electronically on the CAFM system.
6. **Service D:5 – Portable Appliance Testing (PAT)** 
   1. Service D:5 – Portable Appliance Testing (PAT) is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards reference applies – SD5.
   3. The Supplier shall undertake Portable Appliance Testing (PAT) of Buyer electrical appliances and equipment, including but not limited to:
      1. Buyer supplied white goods at Buyer Premises including any temporary issue equipment but excluding all electrical equipment identified as personal equipment belonging to the tenant occupying the Buyer’s Premises;
      2. PAT testing shall be risk based and take cognisance of individual equipment’s usage and location. The Supplier shall intimate the expected frequency based on the risk presented to the Class 1 and Class 2 electrical and electronic equipment of the Buyer by the working environments within the Buyer’s Premises; and
      3. The Supplier shall ensure that Supplier Staff who control and execute the Service are managed entirely by the CAFM System in line with the overall testing schedule and shall be subject to the same performance Standards.
      4. The Supplier shall ensure all reports and recommendations are issued to the Buyer within [5] working days of completion and stored centrally within the CAFM System.
7. **Service D:6 - Fire Risk Assessments.** 
   1. Service D.6 – Fire Risk Assessments is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Ref apply to this Service – SD6.
   3. The Supplier shall be responsible for the review the fire risk assessment and fire safety plans and undertake subsequent reviews as an in-scope Service. The Costs for these Services shall be included in the Charges.
   4. Where Buyer premises are discovered to be non-compliant and do not have a fire risk assessment in place, the Supplier be responsible for undertaking a review and for producing a new fire risk assessment on the behalf of the Buyer. Costs for this service and any associated remedial works shall be rechargeable and be managed via the Billable Works and Projects process.
   5. The Supplier shall be responsible for issuing details of all non-compliances identified upon completion of the Fire Risk Assessment to the Buyer and must ensure all assessments and recommendations arising thereof are fully recorded within the CAFM system.
   6. The Supplier shall ensure copies of all fire risk assessments are issued to the Buyer within five [5] working days of completion and stored electronically on the CAFM system.
8. **Service D:7 – Radon Gas Management** 
   1. Service D:7 – Radon Gas Management is **Mandatory Service, priced at Call-Off.**
   2. In addition, the following Standards Reference applies to this Service – SD7.
   3. The Supplier will be required to deliver a risk assessment and testing service on behalf of the Buyer to fulfil the Buyer’s Landlords responsibilities under the Housing Act to provide a safe home where Radon is identified as a potential hazard within a Buyer Premise.
   4. The need for action is defined by the Housing Health and Safety Rating System, which the Supplier will manage on behalf of the buyer.
   5. If the scores exceed national trigger points the Supplier shall inform the Buyer of the scope and cost of works required on behalf of the Buyer to meet the Buyer’s Landlord obligations.
   6. Full details of Radon gas management requirements will be provided at Call-Off.
9. **Service D:8- Energy Performance Certification (EPC)**
   1. Service D:8 - Energy Performance Certification (EPC) is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Reference applies to this Service – SD8.
   3. The Supplier shall be responsible for the undertaking Energy Performance Certificates (EPC’s) at Buyer Premises and shall ensure they are produced by the required dates to ensure compliance.
   4. The Supplier shall appoint an accredited energy surveyor and ensure all EPCs are displayed by the required date.
   5. The Supplier shall ensure copies of all EPC certification is issued to the Buyer within five [5] working days of completion and stored electronically on the CAFM system.
10. **Service D:9- Lifts, Hoists and Conveyance Systems Testing:** 
    1. Service D:9 – Lifts, Hoists and Conveyance Systems is a **Mandatory Service priced at Framework.**
    2. In addition, the following Standards Ref apply to this Service – SD9.
    3. The Supplier shall be responsible for the delivery of the statutory inspections and insurance inspections as required to maintain compliance with LOLER 1998.
    4. The Supplier shall ensure copies of all certification is issued to the Buyer within five [5] working days of completion and stored electronically on the CAFM system.
11. **Service D:10 – Buyer Premise Condition Surveys:** 
    1. Service D:10 – Buyer Premise Condition Surveys is a **Mandatory Service priced at Call Off.**
    2. In addition, the following Standards Ref apply to this Service – SD10.
    3. The Supplier shall be responsible for the delivery of a planned programme of Buyer Premises condition surveys.
    4. The Supplier shall ensure copies of all Buyer Premises condition reports are issued to the Buyer and stored electronically on the CAFM system.
    5. The timeframes, format and content of the Buyer Premises Condition Report will be defined at Call Off by the Buyer.

**Work Package E – Miscellaneous Services**

1. **Service E:1 – Adaptations and Disabled Access Equipment is a Mandatory Service, priced at Call Off.**
   1. In addition, the following Standards shall apply – SE1.
   2. The Supplier shall ensure that all work requests associated with property modifications and adaptations linked to a special need or disability of the occupant at the Buyer’s Premises is managed effectively.
   3. All works shall be managed in accordance with Schedule 4a – Billable Works and Projects.
   4. Further details of the requirement will be provided at Call-Off.
2. **Service E:2 – Insurance Claims Management Service is a Mandatory Service, priced at Call Off.**
   1. In addition, the following Standards shall apply – SE2.
   2. Where it is necessary for the Buyer to interact with an insurance company in order to make a claim from a third-party, the Supplier shall act on behalf of the Buyer and carry out all necessary actions to complete the claim and ensure that all subsequent repairs are completed satisfactory including:
      1. Undertaking a full investigation of the incident;
      2. Recording full details including photographic evidence;
      3. Establishing details of the third party;
      4. Certifying that where applicable, all repairs undertaken by third-parties on behalf of the insurer fully meet and are compliant with the standards of the Buyer; and
      5. Management of the claims process to ensure that all costs are recovered from the insurer on behalf of the Buyer as appropriate.
   3. Further details of the requirement will be provided at Call-Off.
3. **Service E:3 – Communal Services**
   1. Service E:3 – Communal Services is a **Mandatory Service, priced at Call Off.**
   2. In addition, the following Standards Ref apply to this Service SE3.
   3. The Supplier shall be responsible for the provision of all miscellaneous services in communal areas including:
      1. Concierge services;
      2. Caretaker services;
      3. Security Services;
      4. Cleaning services, including graffiti removal;
      5. Refuse collection, including bulk removal and recycling services;
      6. Window cleaning services;
      7. Pest control services;
      8. Locksmith services;
      9. Cyclical redecoration services;
      10. Grounds maintenance services; and
      11. Warden / caretaker call systems.
   4. Further Information will be provided at Call Off.

**Work Package F – Vacant / Void Property Maintenance Services**

1. **Service F:1 – Vacant / Void Property Maintenance Service is a Mandatory Service priced at Framework.** 
   1. In addition, the following Standards shall apply – SF1.
   2. The Supplier shall be responsible for undertaking the maintenance and repairs at Buyer Premises when they become vacant in accordance with the timeframes specified within Annex C – Service Delivery Response Times.
   3. The Supplier shall work in collaboration with the Buyer when managing vacant Buyer Premises to:
      1. Minimise the period the Buyer Premises remain vacant;
      2. Minimise the loss of rental income; and
      3. Maintaining lettable standards within Buyer Premises.
   4. The Supplier shall be responsible for ensuring the maintenance and repair works undertaken are compliant with the standards outlined within Annex F – Lettable Standards.
   5. The Supplier shall be responsible for the disconnection and reconnection of all utilities at vacant Buyer Premises, including the reading of meters and population of data on the CAFM system.
   6. The Supplier shall be responsible for the provision of services for securing vacant Buyer Premises where the risks of vandalism and unlawful occupation are deemed to be high risk by the Buyer.
   7. The Supplier shall work in conjunction with the Buyer to deliver and develop strategies and procedures for the management of Vacant Buyer Premises, including:
      1. Development of Buyer Premises lettable standards;
      2. Key management processes to ensure maintenance, repairs and tenant viewings;
      3. Pre-termination inspections, including delivery of condition and compliance survey and assessment of damages for which the tenants may be responsible;
      4. Vacant property checklists to identify works needing to be completed pre-occupation and post-occupation;
      5. Recharge processes for works undertaken on behalf of the tenant vacating the Buyer Premises;
      6. Provision of data and trend analyses to deliver effective property management policies and strategies;
      7. Provision of management information including asset condition against Buyer standards, levels of compliance; and
      8. Provision of advice on Buyer strategies for the disposal, demolition, redevelopment, remodelling and designation for vacant Buyer Premises.
   8. Where the costs of maintenance and repair works required to restore the Buyer standards as defined within Annex F – Lettable Standards exceed the Inclusive Repair Threshold, the Supplier shall provide costs based on their Framework rates to the Buyer for approval in accordance with Schedule 4a – Billable Works and Projects.
   9. Where the condition of the Buyer Premises has been damaged by vandalism or where the condition has been damaged by fire or flood, the Supplier shall provide costs based on their Framework rates to the Buyer for approval in accordance with Schedule 4a – Billable Works and Projects.
   10. The Supplier shall implement a recycle and reuse initiative to ensure unwanted items in void properties can be donated to charities. Other items shall be recycled to minimise waste going to landfill.

**Work Package G – Management of Billable Works and Projects**

1. **Service G:1 -** **Management of Billable Works and Projects.**
   1. Service G:1 - Management of Billable Works and Projects is a **Mandatory Service, with management costs and trade rates priced at Framework.**
   2. In addition, the following Standards to this Service apply – SG1 and Call-Off Schedule 4A
   3. Where the Buyer opts for the Supplier to Deliver Billable Works and Projects at Call-Off, the Supplier shall manage the projects in accordance with the Buyer’s Standards, The National Federation of Housing Work Instructions and the Royal Institute of British Architects (RIBA) Plan. The costs for the management Services shall be as defined within the rates specified at Framework.
   4. The Buyer shall be final arbiter on whether new works are classified as a project requiring the RIBA management approach.
2. **Service G:2 - Building Information Modelling ("BIM") and Government Soft Landings ("GSL")**
   1. Service G:2 - Building Information Modelling ("BIM") and Government Soft Landings ("GSL") is **Mandatory Service, priced at Call-Off**
   2. In addition, the following Standards Ref apply to this Service – SG2.
   3. The Supplier shall support the Buyer requirements for delivery of a number of strategic priorities related to the wider Government policy by the adoption of measures to improve efficiency and value for money. These shall include:
      1. Delivering projects in line with Government’s Common Minimum Standards where applicable;
      2. Government Soft Landings (GSL); and
      3. Building information Modelling (BIM) Level 2 for all Projects.
   4. The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.
   5. The Supplier shall comply with BIM Level 2 Standards and any updates to these Standards. Where Buyer requirements exceed this level, further information will be provided at Call-Off.
   6. The Supplier should be aware that for the purposes of this Framework PAS 1192:2 relates to project Delivery within the suite of BIM Standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.
   7. It is expected that the classification Standards applied should as a minimum reference Uniclass 2015, SFG20 and the NRM3 to enable the ease of transfer between projects and Asset management operations.
   8. The Buyer shall be responsible, upon request, for the provision of a fully complete Asset register as a minimum codified in line with the above Standards and presented using a Construction Operations Building information Exchange (COBie) file either in .XLS or .XML.

**Work Package H – Computer Aided Facility Management (CAFM) System**

1. **Service H:1 - CAFM System**
   1. Service H:1 - CAFM System is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Reference applies to this Service SH1.
   3. The Supplier shall provide the CAFM System and associated software required to deliver the services for the Buyer and should include Costs in the Charges.
   4. The Supplier shall be responsible for recording data within their CAFM system or associated system, which is aligned with the Buyers Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime.
   5. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract and for any reason, ownership of the Buyer’s data contained within the CAFM System shall remain with the Buyer.
   6. The Supplier shall ensure that all managerial quality monitoring, complaints. PPM and reactive activities are managed, executed and monitored through the CAFM System.
   7. The Supplier shall ensure that the Buyer has full access to the live CAFM System data at all times and shall provide the Buyer with five [5] licences for access to the CAFM system. The Supplier shall be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web based application which can be accessed via a web browser.
   8. An Application Programming Interface (API) or export function for the systems data should be available at all times to the Buyer.
   9. The Supplier shall work closely with the Buyer during the mobilisation period to produce and maintain a contract fixed Asset register in line with the Asset information requirements schedule as defined by the Buyer. This shall be compiled from condition surveys, location surveys, operating and maintenance manuals and all Asset register details entered into the CAFM System at the Buyer Premises.
   10. At the end of the Contract, the Supplier shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a COBie. Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.
   11. The Supplier will work with the Buyer to limit the requirement for further survey and Asset verification in the event of the coming to an end of their Contract.
   12. 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.
   13. 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 Buyer. This shall include:
       1. The adoption of point cloud survey information;
       2. Building information models;
       3. Photogrammetry; and
       4. Telemetry.
   14. The Supplier shall ensure that:
       1. All Assets are individually referenced and capable of being identified in four hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;
       2. The CAFM System has the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any Buyer Premises. The Supplier shall take into account the appropriate data security considerations of how this information is stored and be aware of the Centre for Protection for National Infrastructure (CPNI) guidance;
       3. All Assets which are scheduled for maintenance or require attention due to malfunction are clearly identified on job sheets, using digital formats / forms, with respect to type and accurate location;
       4. The CAFM System has the ability to record and track the history of reactive work on specific Assets as required by the Buyer; and
       5. All response and rectification periods required by the Buyer are maintained within the CAFM System and the CAFM System has the capability to produce alerts as reactive or planned works that are about to breach their agreed KPI.
   15. 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 Buyer’s sanction of Costs (e.g. automated delay request and authorisation process). The Supplier shall agree in advance with the Buyer the exact criteria for suspension.
   16. The Supplier shall ensure that the CAFM System has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.
   17. All parent and child relationships should be codified and recorded within any data or information exchange from the CAFM System(s).
   18. The Supplier shall ensure that the CAFM System captures all Costs including maintenance, direct labour and Subcontractor labour, in addition to material Costs for each Asset.
   19. The Supplier shall ensure that they are capable of interacting with the Buyer’s IT systems, Supplier where appropriate. In such a situation the Supplier shall be required to use the Buyer’s defined master data to report activities against. This will be defined at Call-Off.
   20. The CAFM shall have the capability to:
       1. Record and report by each Buyer Premises or location;
       2. Review work assignment to both maintenance staff and Subcontractors;
       3. Track maintenance activity, status updates and the provision of on-screen alerts;
       4. Provide automated email notifications of work requests;
       5. Provide automatic status updates to the Buyer’s Representatives;
       6. Provide search and visibility of calls and activities;
       7. Provide automatic associated hazard warnings, for example asbestos alerts;
       8. Provide status reports and updates on the level of Statutory Compliance at the Buyer Premises;
       9. Allocate and schedule appointment dates and times with the occupants of residential Accommodation and Buyer’s representatives within Buyer Premises for maintenance works, audits and inspections;
       10. Provide mobile, online portal, application based or other innovative systems to facilitate automated online booking systems to enable the Buyer’s representatives and residential Accommodation occupants to schedule attendance for works directly online, tracking task orders and completion of customer satisfaction surveys. Access requirements will be defined at call off ;
       11. The Supplier shall ensure that systems defined at call off is capable of being used by visually impaired users;
       12. The Suppler shall ensure the CAFM system includes a residential property management function which has the capability to capture and provide property management data e.g. utilities, track the condition of the property and record property data e.g. tenure, Landlord details, occupier details, lease/tenancy expiry, site closures, projects, works special access requirements;
       13. The Supplier shall ensure the CAFM system has the functionality to identify task orders associated with the affected property that are the responsibility of the Landlord. The Supplier shall develop a database of Landlord obligations within the CAFM, lease data to be provided by the buyer. The CAFM should have the ability to issue a reactive task order to the Managing Agent/Landlord;
       14. Provide a repository for all Buyer documents to include but not be limited to Computer Aided Design (CAD) drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats to include 2D, 3D and scanned documents;
       15. Provide automated facilities for online invoicing, and payment processes;
       16. Provide clear and proactive management of agreed KPIs;
       17. Automatically prioritise work and job escalation when appropriate.
       18. The Service shall include the facility to accept electronic online bookings and confirmations;
   21. The Asset tracking functionality shall operate in line with the Asset information requirements of the Buyer and have the capability to:
       1. Provide various forms of information relating to Assets including location, warranty, parts and maintenance records;
       2. COBie sheets;
       3. Building information Models for New Build and Retrofit projects. This should include access to BIM object library where available;
       4. Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20, NRM3 and Uniclass 2015;
       5. Provide the ability to record planned and reactive maintenance information to enable full visibility of an Assets service history;
       6. Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
       7. Integrate with other facilities data to provide detailed financial and ownership details;
       8. Identify movement and tracking of Assets within existing or external systems;
       9. Associate Assets to the Buyer’s Staff departments or locations;
       10. Associate Asset contract for automatic issue of related Service requests to maintaining third party suppliers;
       11. Provide an export capability of Asset data to third party applications using industry standard tools, for example an API or through export to a suitable interoperable file format aligned to the information structure of COBie and the classification Standards of SFG20, NRM3 and Uniclass 2015;
       12. Provide full Asset reporting for distribution to interested parties defined by the Buyer; and
       13. Provide the ability for two-way communication including importing data from third party financial software or exporting to a data file.
   22. The cost control functionality shall have the capability to:
       1. Track costs through multi-level hierarchy of budgets, contracts and projects;
       2. Provide transparency of full facilities spend and generation of single or multi-line purchase orders;
       3. Utilise the NRM3 standard to classify the information
       4. Discount purchase orders or individual line items;
       5. Provide purchase order receipt acknowledgement;
       6. Navigate, search and view all budget information;
       7. Link trade rates to the contractual resource rates agreed with the Buyer;
       8. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;
       9. Provide costs for all Billable Works;
       10. Easily distribute information to stakeholders;
       11. Ensure financial reports are available for ad hoc reporting or scheduled generation basis;
       12. Navigate data tree to ensure simple management and retrieval of all facilities information;
       13. Manage Service requests; and
       14. Manage health and safety equipment
   23. The property management functionality shall have the capability to:
       1. Provide a dynamic link to property related planned maintenance activities;
       2. Provide storage and maintenance of hazardous related data, for example asbestos;
       3. Track the condition of the Buyer Premises including structure, fabric and mechanical elements;
       4. Monitor building lifecycle costs and energy efficiency;
       5. Store all Buyer Premises related documents including contracts, lease agreements and health and safety documents;
       6. Store all details of the Buyer’s residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;
       7. Navigate the storage of Buyer Premises contact information;
       8. Use industry standard BIM tools to detail, plan and manage space allocation;
       9. Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure; and
       10. Ensure easy movement and tracking of Assets within the CAFM System.
   24. The report functionality shall have the capability to:
       1. Report on FM Helpdesk performance management;
       2. Automatically generate reports;
       3. Provide direct email distribution to stakeholders;
       4. Produce specific corporate reporting requirements;
       5. Analyse data;
       6. Provide reports as standard;
       7. Provide measured performance benchmarking; and
       8. Provide cost control and monitoring.
   25. The supplier shall ensure that the CAF systems shall be able to provide multiple user types and profile levels, including but not limited to the management of user profiles, accounts, access rights and passwords, which will be defined by the buyer at call off stage;
   26. The Supplier shall use a recognised framework for accepted IT Service and Support Management best practise such as ITIL;
   27. The Supplier shall use a common set of data standards on the CAFM for all data that will be passed to and from the CAFM System. Data standards will be defined by the Contracting Authority at call off stage.
   28. The Supplier shall ensure a regular back up of the CAFM system including but not limited to the whole system, files, and records as specified by the Contracting Authority at call off stage.
   29. The CAFM system shall be available 24 hours a day / 365 days a year. Where the CAFM system requires temporary closure for upgrade or maintenance works agreement must be received in advance from the Buyer. During these periods, the Supplier must ensure the delivery of the services are not degraded in any way and should invoke their BCDR arrangements as appropriate to mitigate any impact to the delivery of the Services.
   30. The supplier shall provide guidance and process documentation in the use of the CAFM system to support the Buyer, services users and third party suppliers.
   31. The supplier shall provide classroom training and train the trainer to key system users prior to call of date
   32. The Supplier shall ensure that that in line with best practice, the CAFM System has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of service without degradation.

**Work Package I –Helpdesk Services**

1. **Service I:1 – Helpdesk Services**
   1. Service I:1 – Helpdesk Services is a **Mandatory Service priced at Framework.**
   2. In addition, the following Standards Reference applies to this Service SI1.
   3. The Supplier shall provide a Helpdesk Service linked to the CAFM System for all in-scope Service requests and fault reporting, twenty-four [24] hours per day [365] days per year.
   4. The Supplier shall provide a single a telephone single point of contact (free of charge form UK Landlines)
   5. The Supplier shall ensure that the Helpdesk service is capable of interacting with the Buyer’s IT systems. Further details of the requirement will be provided at Call-Off.
   6. The Supplier shall collaborate with the Buyer and the Buyer’s third party Suppliers to create, maintain and develop Services which deliver a common user experience for all users of the Service.
   7. 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.
   8. The Supplier shall ensure that the Helpdesk provides a single point of contact for Buyer Staff and occupants of the Buyer Premises.
   9. The Supplier shall ensure continued Service Delivery for all Services under its control during the core service hours as agreed by the Buyer at Call-Off.
   10. The Supplier Helpdesk shall only be responsible for accepting service requests from the Buyer’s third party suppliers where the service request is in-scope of the Call Off contract.
   11. The Supplier where service request are received from the Buyers Tenants shall provide multilingual help desk and translation services to meet the buyers requirements to be defined at call off;
   12. The Supplier Helpdesk shall accept Service requests raised via industry standard interactive multi-media applications to achieve industry best practice.
   13. The Supplier shall ensure that all Service requests are logged on to the CAFM System without unnecessary delay.
   14. The Supplier Helpdesk shall record details of the Service Request including:
       1. Name of requestor;
       2. Contact details, to include telephone number, email address;
       3. Location of the Buyer Premises to which the request is related;
       4. Nature of the request;
       5. Agreed appointment dates and times;
       6. The actual response time as specified within the agreed Response Times;
       7. A 'Unique Service Request' reference number;
       8. Further information will be provided by the Buyer at Call-Off.
   15. The Supplier shall ensure that the person logging the Service Request is updated regarding the status and progress through each stage of the Process, including notifications of delays, further remedial actions and completion.
   16. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the Buyer. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the CAFM System.
   17. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the CAFM System and issue daily reports to the Buyer. Further information will be provided at Call-Off.
   18. The Supplier shall ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System.
   19. The Supplier shall make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The supplier shall retain recordings for [12] months on a rolling program, further details to be provided at call off;
   20. The Supplier shall provide appropriate staff to ensure that the Helpdesk service can operate within the requested performance parameters as agreed between the Buyer and the Supplier.
   21. The Supplier shall ensure that all staff appointed to operate on the Helpdesk are capable of handling all faults and in scope Service requests, irrespective of the time of the day.
   22. The Supplier shall ensure that all staff appointed to operate on the Helpdesk can access and report the status of all Service requests at any such time as requested by the Buyer.
   23. The Supplier shall provide all staff appointed to operate on the Helpdesk with documented training, including:
       1. Training on the CAFM System package;
       2. Customer Service skills;
       3. Contract Awareness Skills;
       4. BCDR Awareness Training;
       5. Service call management;
       6. Listening skills;
       7. Escalation procedures;
       8. Buyer emergency procedures;
       9. Training in respect of all operational areas of the Buyer Premises; and
       10. Appropriate levels of security clearance.
   24. The Helpdesk shall be responsible for the allocation and scheduling of appointment dates and times with the occupants of the Buyer Premises for all repairs, maintenance works, audits and inspections. Further details of the requirement will be provided at Call-Off.

**PART B - ANNEXES**

**ANNEX A – Housing maintenance and management services**

1. The Standards have been developed by CCS in relation to the requirements set out in this Housing Maintenance and Management Services Framework Schedule 1e- Specification.
2. The Buyer should utilise and adhere to each required Standard when procuring their own Services via the Housing Maintenance and Management Services Framework Contract (RM-6089).
3. This is a live document and will be subject to change as areas within the FM area develop further, either through Government policy, changes to statutory requirements or as other good practice initiatives are highlighted.
4. The document will be reviewed annually and updated by CCS. Suppliers will be notified of any changes through CCS’ web portal.
5. Housing Maintenance and Management Services Framework Standards table:

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| **WORK PACKAGE A: CONTRACT MANAGEMENT** | | |
| **Service Reference** | **Service Description** | **Service Standard** |
| A:1 | Integration | SA1 |
| A:2 | Health & Safety | SA2 |
| A:3 | Management Services | SA3 |
| A:4 | Service Delivery Plans | SA4 |
| A:5 | Fire Safety | SA5 |
| A:6 | Permit to Work | SA6 |
| A:7 | Accessibility Services | SA7 |
| A:8 | Risk Management | SA8 |
| A:9 | Customer Satisfaction | SA9 |
| A:10 | Reporting | SA10 |
| A:11 | Performance Self-Monitoring | SA11 |
| A:12 | Business Continuity and Disaster Recovery (BCDR) Plans | SA12 |
| A:13 | Quality Management System | SA13 |
| A:14 | Staff and Training | SA14 |
| A:15 | Selection and Management of Subcontractors | SA15 |
| A:16 | Sustainability | SA16 |
| A:17 | Social Value | SA17 |
| **WORK PACKAGE B: CONTRACT MOBILISATION** | | |
| **Service Reference** | **Service Description** | **Service Standard** |
| B:1 | Contract Mobilisation | SB1 |
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| **WORK PACKAGE C: MAINTENANCE SERVICES** | | |
| **Service reference** | **Service Description** | **Service Standard** |
| General Requirements |  |  |
| C:1 | Generic Requirements  Mechanical and Electrical Engineering Planned Maintenance | SC1 |
| C:2 | Ventilation and Air Conditioning Systems Planned Maintenance | SC2 |
| C:3 | Environmental Cleaning Services | SC3 |
| C:4 | Fire Detection and Fire Fighting Systems/Equipment Planned Maintenance | SC4 |
| C:5 | Lifts, Hoists and Conveyance Systems Planned Maintenance | SC5 |
| C:6 | Security, Access Control and Intruder Systems Planned Maintenance | SC6 |
| C:7 | Internal and External Building Fabric Planned Maintenance | SC7 |
| C:8 | Planned / Group Re-lamping Service | SC8 |
| C:9 | Automated Barrier Control Systems Planned Maintenance | SC9 |
| C:10 | Building Management System (“BMS”) Planned Maintenance | SC10 |
| C:11 | Standby Power Systems Planned Maintenance | SC11 |
| C:12 | High Voltage (“HV”) and Switchgear Planned Maintenance | SC12 |
| C:13 | Miscellaneous Property Maintenance Services | SC13 |
| C:14 | Responsive Maintenance and Repair Services | SC14 |
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| **WORK PACKAGE D: STATUTORY SERVICES** | | |
| **Service Reference** | **Service Description** | **Service Standard** |
| D:1 | Generic Requirements  Gas Systems Servicing and Certification | SD1 |
| D:2 | Asbestos Management | SD2 |
| D:3 | Water Hygiene Maintenance and Management | SD3 |
| D:4  D:5 | Electrical Testing  Portable Appliance Testing (PAT) | SD4  SD5 |
| D:6 | Fire Risk Assessments | SD6 |
| D:7 | Radon Gas Management | SD7 |
| D:8 | Energy Performance Certification (EPC) | SD8 |
| D:9  D:10 | Lifts, Hoists and Conveyance Systems Testing  Buyer Premise Condition Surveys | SD9  SD10 |
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| WORK PACKAGE E: MISCELLANEOUS SERVICES | | |
| **Service Reference** | **Service Description** | **Service Standard** |
| E:1 | Adaptations and Disabled Access Services | SE1 |
| E:2 | Insurance Claims Management Service | SE2 |
| E:3 | Communal Services | SE3 |
| **WORK PACKAGE F: VACANT / VOID PROPERTY MAINTENANCE SERVICE** | | |
| **Service Reference** | **Service Description** | **Service Standard** |
| F:1 | Vacant / Void Property Maintenance Services | SF1 |
| **WORK PACKAGE G:** Management of Billable Works and Projects | | |
| Service Reference | Service Description | Service Standard |
| G:1 | Management of Billable Works and Projects | SG1 |
| G:2 | Buildings Information Modelling (“BIM”) & Government Soft Landings (“GSL”) | SG2 |
| **WORK PACKAGE H: CAFM Systems** | | |
| Service Reference | Service Description | Service Standard |
| H:1 | CAFM Systems | SH1 |
| **WORK PACKAGE I: HELPDESK SERVICES** | | |
| Service Reference | Service Description | Service Standard |
| I:1 | Helpdesk Services | SIL |

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| **WORK PACKAGE A – CONTRACT MANAGEMENT** | |
| **Service A:1** | 1. **SA1: Integration** |
| Standard | * 1. The Supplier shall provide an innovative and professional FM Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer. |
| **Service A:2** | 1. **SA2: Health and Safety** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The Supplier shall be compliant with Annex B including:      1. Legislative Standards;      2. UK Legislation;      3. BS/ISO/EN Standards;      4. Guidance Notes / Codes of Practice; and      5. Building Regulations (England & Wales only).      6. Housing Act 2004 (HHRS System). |
| Standard | * 1. As a minimum, the Supplier shall produce and comply with the following documents:      1. A forward maintenance register;      2. Planned and preventative maintenance schedule;      3. Accident/Incident reports (RIDDOR);      4. Fire evacuation drill reports;      5. Statutory inspection reports, assessments and reviews;      6. Risk assessment reports and reviews;      7. Compliance certificates;      8. Security incident reports;      9. Disability discrimination assessments and reports;      10. Method statements for meeting the Buyer’s requirements;      11. Health and safety policies and procedures; and      12. Scope and Services objectives.   2. The Supplier shall at all times ensure that:      1. The operation of the Buyer Premises and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;      2. It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;      3. It produces detailed procedures for a variety of emergency situations in conjunction with Buyer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually;      4. It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;      5. It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;      6. It programmes and implements Health and Safety inspections of the Buyer Premises and Service delivery annually, and provides evidence to the Buyer on request;      7. It conducts and reviews all risk assessments relevant to the operation of the Buyer Premises and the delivery of Services in accordance with current statutory health and safety legislation;      8. It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier's or Buyer's staff using the Buyer Premises or to the Supplier's delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;      9. It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Buyer;      10. It complies with all health and safety obligations including at all the Buyer’s Properties which are occupied under leasehold arrangements;      11. It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier staff on the Buyer Properties; and      12. It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer’s specific requirements. |
| **Service A:3** | 1. **SA3: Management Services** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).   2. Call-Off Schedule 7 - Key Staff.   3. Call-Off Schedule 3 - Continuous Improvement.   4. Call-Off Schedule 15 - Contract Management. |
| Standard | * 1. The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer.   2. The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.   3. The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards. |
| **Service A:4** | 1. **SA4: Service Delivery Plans** |
| Standard | * 1. Call-Off Schedule 13 - Mobilisation Plan and Testing.   2. As a minimum, the buildings and Asset maintenance management Service Delivery Plan shall contain:      1. Scope and Services objectives;      2. Approach and methodology;      3. Asset management method statement for meeting the Buyer’s requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;      4. Variation procedures and additional work requests;      5. Operational structure including resource proposals;      6. Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;      7. Quality statement;      8. Procurement of Services;      9. Procurement of materials taking account of embodied carbon and recycled content;      10. Management of energy use including lighting;      11. Scope of Service;      12. Planned preventative maintenance methodology/schedule;      13. Computerised Asset management system;      14. Building management system;      15. Routine maintenance;      16. Formulation of the planned preventative maintenance programme;      17. Maintenance management, recording and reporting;      18. Critical spares management;      19. Inspections;      20. Conservation and sustainability;      21. Maintenance and renewal;      22. Management arrangements;      23. Quality management;      24. Operational liaison;      25. Reactive Maintenance Works; and      26. Reactive vandalism maintenance Service.   3. In use and occupied space shall be maintained to appropriate Standards which are deemed ‘fit for function’ by type (i.e. office).   4. Vacant space shall be maintained to appropriate Standards (e.g. mothballing & re-commissioning, as BESA SFG 30). |
| **Service A:5** | 1. **SA5: Fire Safety** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.   2. BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.   3. BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.   4. BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance. |
| Standard | * 1. The Supplier shall provide professional and technical fire related advice to the Buyer upon request. |
| **Service A:6** | 1. **SA6: Permit to Work** |
| Standard | * 1. The Supplier shall deliver the Permit to Work systems on behalf of the Buyer.   2. The Supplier be responsible for managing compliance of Permit to Work systems on behalf of the Buyer for all works being undertaken or managed by the Supplier, including hot works, confined spaces, live electrical working, working on or near high voltage, excavations, temporary disconnection of safety systems and working at height.   3. The Supplier shall be responsible for the provision of all suitably qualified, skilled and accredited Staff to successfully deliver the Permit to Work system for the Buyer. |
| **Service A:7** | 1. **SA7: Accessibility Services** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The Equality Act 2010. |
| Standard | * 1. The Supplier shall provide professional advice on accessibility, occupational health, disability and safety advice to meet the requirements of the Buyer.   2. The Supplier shall provide specialist furniture to meet the requirements of the Buyer. Cost for the provision of these furniture items will be managed via the Billable Works and Projects process. |
| **Service A:8** | 1. **SA8: Risk Management** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. ISO 31000: Risk Management where requested by the Buyer. |
| Standard | * 1. The Supplier shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.   2. The Supplier shall produce and comply with any and all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and Statutory Compliance required by or produced by third parties such as landlords. |
| **Service A:9** | 1. **SA9: Customer Satisfaction** |
| Standard | * 1. Call-Off Schedule 3 - Continuous Improvement.   2. The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.   3. The Supplier shall deliver a complaints management process which manage and maintain the Buyer’s customer satisfaction targets.   4. The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer. |
| **Service A:10** | 1. **SA10: Reporting** |
| Standard | * 1. The Supplier’s CAFM system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.   2. The Supplier shall be responsible for the provision of all interfaces between their own and third-party CAFM systems to facilitate the real-time transfer of data.   3. The Buyer’s data contained within the Supplier’s CAFM system shall be able to be uploaded to third-party CAFM systems where required by the Buyer.   4. The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan. |
| **Service A:11** | 1. **SA11: Performance Self-Monitoring** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. ISO 9001:2015 Quality Management System. |
| Standard | * 1. The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.   2. The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer’s internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).   3. The Supplier shall provide a system to manage, control and record and report on the delivery of all Services provided as part of any Call-Off Contract.   4. The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the FM Framework Contract and within specified response times.   5. The Supplier will develop and agree with the Buyer the management reporting regimes for recording Statutory Compliance, performance against social value targets and balanced scorecard returns. |
| **Service A:12** | 1. **SA12: Business Continuity and Disaster Recovery Plans** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Call-Off Schedule 8 - Business Continuity and Disaster Recovery.   2. Centre for the Protection of the National Infrastructure (CPNI).   3. ISO 22301: Business Continuity Management.   4. ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).   5. ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).   6. ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).   7. ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.   8. ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).   9. ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security. |
| Standard | * 1. The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.   2. The Supplier’s CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance.   3. The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.   4. The Supplier’s CAFM System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation. |
| **Service A:13** | 1. **SA13: Quality Management System** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The Supplier shall hold and maintain valid ISO9001, ISO14001 and OHSAS 18001 accreditation or equivalent at all times for the duration of the Call-Off Contract. |
| Standard | * 1. The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date. |
| **Service A:14** | 1. **SA14: Staff and Training** |
| Standard | * 1. The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.   2. Where the Buyer has nominated management roles and/or positions as key roles on the Contract, the Supplier shall ensure their recruitment and business continuity processes comply with Buyer requirements as defined within the Service Delivery Plan.   3. The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures. |
| **Service A:15** | 1. **SA15: Selection and Management of SubContractors** |
| Standard | * 1. The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.   2. The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.   3. The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.   4. The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties.   5. The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes. |
| **Service A:17** | 1. **SA16: Sustainability** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Compliance with Government Buying Standards for Cleaning Products and Services   2. All waste initiatives must meet the Buyer’s Commitments, including:      1. Reductions in the amount of waste generated;      2. Re-use or responsible recycling of all unwanted items; and      3. Food waste shall be source segregated, separately collected and treated in accordance with legislative and best practice procedures.   3. Compliance with the Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list.   4. Appendix I - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:      1. Sustainable food production; meeting high standards of farming and food processing;      2. Nutrition, including food procurement, menu development and provision, food preparation and food service;      3. Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;      4. Social and economic value – achieving wider social benefits for the community; and      5. Quality of service provision.   5. Compliance with Government hospitality policies is essential at all times.   6. The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics.   7. All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:      1. A legal source; and      2. A sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.   8. In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.   9. Compliance with Government Buying Standards for sustainability as they apply to scanners.   10. The Government Buying Standards for the sustainable procurement of furniture.   11. All timber signage shall comply with the requirements of the Government’s Timber Procurement Policy.   12. Provision and maintenance of vehicles shall be in line with the Government Buying Standard for transport (vehicles).   13. All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance.   14. Compliance with:       1. Government carbon management strategy;       2. The Mainstreaming Sustainable Development Package sets out the Government’s vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing**;**       3. All initiatives must at least meet the agreed Buyer’s Commitments;       4. Government Buying Standards; and       5. The Waste and Resources Action Programme’s (WRAP) Resource Management and Mobile Asset Management Planning tools.   15. The Mainstreaming Sustainable Development Package sets out the Government’s vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing**.**   16. All initiatives must meet the Buyer’s requirements.   17. Government Buying Standards for the public procurement of sustainable goods and services are mandatory at the minimum level for the central Government estate and related agencies.   18. For all major refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects.  Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money.  Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.   19. All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable.   20. Waste and Resources Action Programme (WRAP) Guidance for refurbishment and fit-out professionals   21. Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.   22. In addition, there are Government Buying Standards for a range of electrical goods.   23. All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable. |
| Standard | * 1. The Supplier will develop and agree a Sustainability Plan incorporating all the requirements outlined above with the Buyer. |
| **Service A:18** | 1. **SA17: Social Value** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Public Services (Social Value) Act 2012. |
| Standard | * 1. The Supplier will develop a Social Value initiatives and objectives with the Buyer.   2. The Supplier will meet the requirements of the Buyer’s Social Value requirements.   3. The Supplier will meet the reporting requirements to measure Supplier performance and compliance. |
| **WORK PACKAGE B – MOBILISATION** | |
| 1. **General Requirements** | |
| Standard | * 1. The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing. |
| **WORK PACKAGE C - MAINTENANCE SERVICES** | |
| 1. **General Requirements** | |
| Legislation, ACoP or similar industry or Government guidelines | * 1. BS8544 2013 Life Cycle Costing;   2. RICS New Rules for Measurement Part 3 for Maintenance (NRM3);   3. HVCA Standard Maintenance Specification, Vol’s I – V;   4. C.I.B.S.E guidelines;   5. SFG20 Maintenance Schedules (published with the consent and support of B&ES Publications);   6. Building Research Establishment Conservation Support Unit guidance;   7. BSRIA guidance;   8. BS 7671.2008 (2011);   9. Fire Safety Order 2005;   10. S.I. 1989 No 635, the Electricity at Work Regulations;   11. Environmental Cleaning Specification (1063);   12. PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals / The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual;   13. FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene;   14. Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100);   15. Mechanical and Electrical Specification (1027);   16. PD5454:2012;   17. Asbestos ACOP L143;   18. Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning;   19. PAS 2050-1:2012;   20. Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3);   21. Heating and Ventilation Contractors’ Association Standard Maintenance Specification, Volumes I – V;   22. Chartered Institution of Building Services Engineers’ guidelines;   23. Building Services Research and Information Association guidance;   24. Government’s Timber Procurement Policy;   25. Institute of Baths and Recreation Management (IBRM);   26. Pool Water Treatment Advisory Group (PWTAG);   27. Swimming Pool and Allied Trades Association (SPATA);   28. Institute of Swimming Pool Engineers;   29. The Health and Safety (Safety Signs and Signals) Regulations 1996;   30. PAS;   31. BS5499-1:1990;   32. BS5499-4:2000; and   33. The Traffic Signs Regulations and General Directions (TSRGD) 2002. |
| Sustainability | * 1. The General Requirements for Sustainability shall apply.   2. Compliance with the Buyer’s policy shall be maintained at all times, including in relation to Waste and Water Management.   3. In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.   4. Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna.   5. All debris arising from the performance of the Works shall promptly be removed from the Buyer Premises and disposed of in an environmentally preferable manner.   6. All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:      1. a legal source; and      2. a sustainable source, which can include a Forest Law Enforcement Governance Trade (FLEGT) licensed or equivalent source;   7. The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the Call-Off Contract meets this requirement. |
| Standard | * 1. The General Requirements for Maintenance Services shall apply.   2. There are many regulations that apply to the work within the maintenance and service industry and which may be detailed in this section. It should be noted that no piece of legislation stands alone as they all interact with each other. They stipulate the *minimum* Standards for safe working but also have absolute requirements in respect of particular areas of the legislation. All Supplier Staff involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to.   3. The Supplier shall be responsible for:      1. The provision of a safe and comfortable environment for all Buyer users through the provision of a complete building and Asset maintenance management Service for the Buyer Premises;      2. The provision of preventative, cyclical and Reactive Maintenance to the Buyer Properties to ensure that the Assets provide full operational functionality at all times;      3. Provision and maintaining of a Full Asset list of all plant and equipment, kept regularly updated – to a level applicable for performing Planned Preventative Maintenance (PPM) and for also undertaking full condition/ remaining life surveys on all built Assets (in scope);      4. Ensuring that buildings and associated engineering services and external works shall be sound and operationally safe;      5. Ensuring that the Asset’s condition remains commensurate with age and life cycle replacement date;      6. Ensuring that maintainable Assets, including non-fixed plant and equipment, within the Buyer properties and identified from the Asset list and Condition Survey, are maintained to the required ‘*fit for function’* performance level, and compliant with all statutory/legal and mandatory obligations;      7. Ensuring that the maintenance regime is required to suit the built environment (for in use and also mothballing of vacated facilities) taking due regard for the manufacturers and installers recommendations;      8. Meeting Reactive Maintenance responsiveness requirements - see the Helpdesk and CAFM System section;      9. Provision of Asset listing and Condition Surveys to include plant and equipment. This is to be regularly updated to allow for any additions and /or forward maintenance plans - identifying short, medium and long term maintenance proactive maintenance shall include periodic management inspections of Buyer Properties (e.g. plant tours, inspections/monitoring);      10. Ensuring the management and administration levels to be appropriate to the specific Service Requirements; and      11. Tailoring the Service to appropriately maintain the relevant Assets to suit the defined functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).   4. All statutory requirements and safety practices shall be adhered to in respect to the method of completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable.   5. Prior to carrying out tasks within this section, site specific risk assessments shall be produced and where it is identified from them, method statements will also be required. Some tasks due to their nature will require permits and a method statement as a matter of course. This will ensure a safe system of working has been adopted before work commences. Always ensure that the correct Personal Protective Equipment (PPE is made available and worn and that an asbestos register is checked before Works are carried out. Supplier should also be made aware of the Buyer Premises hazard and emergency procedures.   6. **Buildings and Asset Maintenance:**   7. The Supplier shall deliver a buildings and Asset maintenance management Service that meets the requirements in Annex E – Service Delivery Response Times:      1. The Supplier shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:      2. Produce a schedule of programmed maintenance in the form of an annual five (5) Year rolling plan or forward maintenance register with respect to planned maintenance. The schedule of programmed maintenance will be updated annually and on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review will be undertaken prior to the end of each Year of the Call-Off Contract and a revised plan presented to the Buyer in accordance with the Call-Off Contract.      3. Provision of a thirty (30) year lifecycle replacement profile for the Buyer Premises;      4. Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result;      5. Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work;      6. Submit a Monthly report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the annual service plan;      7. State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call-Off Contract;      8. Specify minimum redecoration cycles for internal and external elements. The minimum cycles may be split into various areas around the buildings with front of house and all public areas taking precedence. The aim is to ensure that the facilities are maintained in a reasonable decorative standard through the whole Buyer Premises during the Call-Off Contract;   8. When carrying out Services the Supplier shall:      1. Discuss the proposed works with the Buyer and Buyer Representative and seek agreement in relation to timescales;      2. Ensure that any reasonable requirements of the Buyer are taken into account in the proposed works;      3. Ensure that the operations of Buyer can continue but the extent of maintenance is at the discretion of the Supplier unless governed by statutory requirements;      4. Confirm the start and completion dates and hours of working;      5. Protect all Buyer users and their belongings during such works;      6. Provide advice and instructions on the use of any new equipment and/or installations;      7. Liaise with the Buyer at the Buyer Premises or the Buyer Representative on access issues, including restrictions to areas that may be out of use;      8. Maintain and make good any incidental damage caused;      9. Remove all rubbish and clean up after completing tasks at the end of each Working Day;      10. Carry out all works in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer’s instructions and otherwise in compliance with Good Industry Practice.      11. Undertake all Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE and Statutory Buyer guidance and all legislative requirements;      12. Test and service all plant and equipment within the responsibility of the Supplier, as required by legislation;      13. Provide competent Supplier Staff on an ad hoc basis to undertake New Works (not associated with building maintenance) as requested by the Buyer;      14. Survey the Buyer Premises in accordance with the Buyer’s Service Level Requirements to establish condition, hazards, remaining elemental life etc. of the fabric and building services and record the information which will be provided to the Buyer on request or by pre-agreed programme. Findings to be incorporated in next annual service plan; and      15. Record and periodically update all building development, replacement works and maintenance work undertaken in each in the form of a shared electronic database or any other format agreed with Buyer.   9. Planned Maintenance:      1. The Supplier shall take cognisance of the Buyer’s Planned Preventative Maintenance schedules. The Supplier shall include all building fabric maintenance tasks currently indicated within these documents in addition to any additional Buyer requirements;      2. The Supplier shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The Supplier shall agree an annual plan of works with the Buyer that complies with the following requirements;      3. The forward maintenance register will be developed and submitted for agreement to the Buyer on an annual basis as part of the Service Delivery Plan at least two (2) months prior to the start of each Year of the Call-Off Contract. Any such agreement will not constitute a limitation on the extent of the maintenance requirement;      4. Modifications to the schedule of programmed maintenance will also be submitted to the Buyer for approval, providing at least four (4) weeks term time notice;      5. The Supplier must comply with the schedule of programmed maintenance which shall be designed to meet SFG20 requirements and ensure compliance with the performance standards;      6. Access for performing maintenance functions and all other works will be restricted in accordance with the performance standards of the Buyer (see also Security). The Supplier must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of the Buyer, its staff, Building Users, and the overall Buyer Premises;      7. A programme of inspection reports shall be submitted to the Buyer one (1) month post the Call-Off Contract Commencement Date;      8. The Supplier shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the Buyer prior to the Call-Off Contract Commencement Date;      9. The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection;      10. The Supplier shall report via email within twenty-four (24) hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection;      11. The Supplier shall submit by the end of the Mobilisation Period, its Planned Preventative Maintenance (PPM) Programme, which should include (and clearly identify) all statutory and routine tasks;      12. The Service shall be delivered in line with Appendix I - Property Classification; and      13. All maintenance routines with a frequency:          1. Statutory tasks shall be performed on the date required to maintain Statutory Compliance in accordance with all appropriate legislation;          2. of 2 weeks or less shall be performed +/- 1 Working Day of the due date;          3. of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date; and          4. of greater than 13 weeks shall be performed +/- 2 weeks of the due date.   10. Replacement Materials:       1. The Supplier shall ensure that the programmed replacement of materials and components comply with the requirements of the Buyer’s requirements;       2. Replacement materials used shall be of the same quality and specification for existing building facilities with an equivalent life span (as detailed elsewhere) and meet Government Buying Standards where applicable, taking into account advancements in materials development and Good Industry Practice and embodied carbon and recycled content at the time of replacement, unless the Buyer agrees otherwise. External materials will maintain the vernacular of the building;       3. Reused or reconditioned parts or replacements will only be used where the Supplier can clearly show that the lifecycle and performance of the item is at least equivalent to a new replacement item and performance will not be affected; and       4. Maintenance and replacement will be affected in accordance with Good Industry Practice, such that at the end of the Call-Off Contract, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement. |
| **Service C:1** | 1. **SC1: Mechanical and Electrical Maintenance (M&E)** |
| Standard | * 1. SFG20.   2. The General Requirements for maintenance management shall apply.   3. The Supplier shall ensure the successful operation and optimum condition of all of the Buyer’s mechanical, electrical, plumbing and drainage systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers’ and installers’ recommendations and statutory obligations. The Supplier shall ensure that the Asset register is accurate and all Assets are maintained according to this Standard.   4. The Supplier shall develop and implement a fifty-two (52) week maintenance planner and associated resource management plan (format and structure to be agreed with the Buyer at the Call-Off Contract Commencement Date) outlining the maintenance requirements for each Buyer Premises.   5. The Supplier is to be responsible for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production as required by the Buyer.   6. In line with manufacturers recommendations and common Good Industry Practices. |
| **Service C:2** | 1. **SC2: Ventilation and Air Conditioning Systems Maintenance** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:      1. COSHH Regulations 2002;      2. COSHH Regulations 7, 8 & 9;      3. COSHH Regulations EH40;      4. NHS Estates HTM2025;      5. CIBSE TM26 Hygiene Maintenance of Office ventilation Systems; and      6. TR19 Guide to Good Practice – Internal cleanliness of ventilation systems. |
| Standard | * 1. The General Requirements for maintenance management shall apply.   2. The Supplier shall ensure that the insides of ventilation and air conditioning ductwork are kept clean in accordance the relevant and applicable Standards.   3. In line with manufacturers recommendations and common Good Industry Practices. |
| **Service C:3** | 1. **SC3: Environmental Cleaning Services** |
| Standard | * 1. Environmental cleaning to be undertaken in accordance with current best practice such as:      1. CIBSE Technical Memorandum TM26;      2. Hygienic Maintenance of Office Ventilation Ductwork;      3. HVCA Guide to Good Practise;      4. Internal Cleanliness of Ventilation Systems TR19 in order to minimise the build-up of dust, dirt, grease and scale.   2. The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.   3. The General Requirements for cleaning shall apply.   4. In line with common Good Industry Practices, guidance should also be sought from the various trade and governing bodies for the sector.   5. Where treatment for guano and like materials is undertaken the appropriate Health and Safety precautions should be used. |
| **Service C:4** | 1. **SC4: Fire Detection and Fire Fighting Systems Maintenance** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.   2. BS 5839-1:2017 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises.   3. BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.   4. BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.   5. BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance. |
| Standard | * 1. All Fire Fighting equipment and systems shall be tested in accordance with the manufacturer’s recommendations, the relevant applicable British Standards, Approved Codes of Practice and industry best practice.   2. Fire systems log book shall be checked to ensure completeness and retention of appropriate records and documents including certification; fire risk assessment, test register and zone charts/device listing. |
| **Service C:5** | 1. **SC5: Lifts, Hoists and Conveyance Systems Maintenance** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:      1. Lifting Operations and Lifting Equipment Regulations 1998. |
| Standard | * 1. The General Requirements for maintenance management shall apply.   2. Supplier shall operate and maintain all lifts, hoists and conveyance systems in line with manufacturers’ recommendations and common Good Industry Practices.   3. In accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems. |
| **Service C:6** | 1. **SC6: Security, Access and Intruder System Maintenance** |
| Standard | * 1. The General Requirements for maintenance management shall apply.   2. Operate and maintain systems in line with manufacturers’ recommendations and common Good Industry Practices, in accordance with statutory/legal compliance and maintenance requirements. This includes Fireman Lifts and Lift evacuation systems. |
| **Service C:7** | 1. **SC7: Internal and External Building Fabric Maintenance** |
| Standard | * 1. The Supplier shall work alongside the Buyer in forward planning and providing cost estimates for financial planning of forward maintenance activities where requested to do so.   2. The Buyer may require BREEAM in-use or similar assessment of the Buyer Premises performance to be carried out at agreed intervals.   3. The Supplier shall apply the use of BS8544 2013 in relation to Life Cycle Costing and RICS New Rules for Measurement Part 3 for Maintenance (NRM3).   4. The Supplier shall ensure that ad hoc repairs to the external fabric are carried out in accordance with the Buyer’s requirements.   5. Where response times are appropriate these shall be adhered to. |
| **Service C:8** | 1. **SC8: Planned / Group Re-Lamping Services** |
| Standard | * 1. The Supplier shall provide optimum replacement frequencies for lamps within the first six (6) Months of the Call-Off Contract Commencement date, whilst maintaining the specified lighting levels in accordance with targets published by the Buyer and in accordance with manufacturer’s guidance and any relevant legislation. |
| **Service C:9** | 1. **SC9: Automated Barrier Control Maintenance** |
| Standard | * 1. The General Requirements for maintenance management shall apply, in line with manufacturer’s recommendations, instructions and common Good Industry Practices. |
| **Service C:10** | 1. **SC10: Building Management System (BMS) Maintenance** |
| Standard | * 1. The Supplier shall ensure that maintenance is performed in accordance with the current version of SFG20 and/or manufacturers recommendations and the Buyer’s requirements.   2. Planned maintenance is to include for the periodic upgrade of software as new versions are issued.   3. The Building Management System (BMS) shall be configured to operate building systems at optimum energy efficiency.   4. Where possible the BMS shall be integrated or be able to exchange data with the CAFM System.   5. The BMS shall be to be periodically upgraded as software (& hardware) versions are issued. |
| **Service C:11** | 1. **SC11: Standby Power System Maintenance** |
| Standard | * 1. The General Requirements for maintenance management shall apply.   2. Operate and maintain systems In line with manufacturers’ recommendations and common Good Industry Practices. |
| **Service C:12** | 1. **SC12: High Voltage (HV) and Switchgear Maintenance** |
| Standard | * 1. All electrical equipment shall be capable of local isolation in accordance with the current regulations, manufacturer’s recommendations and SFG20.   2. Due consideration shall be given to the elevated Health and Safety risk when maintaining HV equipment and all electrical equipment shall be provided with means of isolation, which disconnects the respective item of equipment and any associated control devices and circuits.   3. The Supplier shall ensure that only HV Approved Persons (HVAP) are allowed to instigate isolations and re-instatements of any HV service.   4. The Supplier shall ensure there is a qualified named HV AP (High Voltage Approved Person) engineer for the Buyer Premises and that the appropriate Competent Person (CP) is in place.   5. The Supplier shall ensure that Supplier Staff operating in an HV environment are an authorised person, suitably qualified and competent and shall at the very least:      1. Be an electrical craftsman;      2. Be over the age of 23 years; and      3. Possess sufficient knowledge and experience to avoid danger.   6. The Permit to Work system shall be used for this Service. |
| **Service C:13** | 1. **SC13: Communal Maintenance SERVICES** |
| Standard | * 1. The Standards will be specified by the Buyer at Call Off.   2. The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| **Service C:14** | 1. **SC14: RESPONSIVE MAINTENANCE and REPAIR SERVICE** |
| Standard | * 1. The General Requirements for maintenance management shall apply.   2. All works undertaken will be undertaken by appropriately skilled and qualified Supplier staff in accordance with all legislative standards, best proactive and manufacturer’s recommendations.   3. The timeframes specified within “Annex D - Service Delivery Response Times” will apply.   4. All works undertaken will be compliant with the requirements outlined within the Decent Homes Standard and “Annex G - Lettable Standards”. |
| **WORK PACKAGE D – STATUTORY OBLIGATIONS** | |
| 1. **General Requirements** | |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties. |
| Standard | * 1. The Supplier shall manage compliance through their CAFM system using SFG20.   2. The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties. |
| **Service D:1** | 1. **SD1: Gas Servicng and INSPECTIONS** |
|  | * 1. The Supplier shall manage compliance through their CAFM system.   2. The Supplier will conform to the Gas Safety (Installations and Use) Regulations 1998.   3. The Supplier shall ensure all works are undertaken by a Gas Safe Registered engineer.   4. The Supplier will ensure all gas appliances, fittings, flues and pipework are checked in communal areas. |
| **Service D:2** | 1. **SD2: Control of Asbestos** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   2. Control of Asbestos Regulations 2012. |
| Standard | * 1. The Supplier shall maintain, update and review the Buyer Premises asbestos register in accordance with statutory legislation.   2. The Supplier shall ensure that Supplier Staff are appointed and appropriately trained to carry out inspections.   3. The Supplier shall ensure that the Asbestos Register is reviewed prior to the commencement of all works in accordance with their H&S Policy and Safe System of Work.   4. The Supplier shall operate the appropriate Permit to Work scheme. |
| **Service D:3** | 1. **SD3: Water Hygiene Services** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:      1. Water Act 2003;      2. Water Industry Act 1991; and      3. The Private Water Supplies Regulations 2009. |
| Standard | * 1. All water systems shall be subject to a Written Scheme of Examination (WRA) to ensure compliance with the relevant Standards applicable at that time.   2. The Supplier shall provide a water hygiene log book and it shall be the responsibility of the Supplier to ensure this is maintained as current.   3. The Supplier is responsible for ensuring the appointment of trained and competent Supplier Staff specific to the Buyer Premises. |
| **Service D:4** | 1. **SD4: ELECTRICAL TESTING** |
| Standard | * 1. Electricity at Work Regulations 1989 and BS 7671 (as amended).   2. The Supplier shall undertake electrical testing in accordance with the latest edition of wiring regulations as published by the Institute of Electrical Engineers and any other relevant legislation.   3. Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) years.. |
| **Service D:5** | 1. **SD5: Portable Appliance Testing** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Health & Safety at Work Act of 1974;   2. The Electricity at Work Regulations;   3. The Provision and Use of Work Equipment Regulations 1998 (PUWER 1998); and   4. The Management of Health and Safety at Work Regulations of 1999. |
| Standard | * 1. The General Requirements for Maintenance Services shall apply.   2. As a minimum, testing shall be implemented to meet the requirements of the Supplier’s Risk Assessments, to meet Buyer requirements and to align with industry requirements and any relevant legislation.   3. All works shall be carried out in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer’s instructions and otherwise in compliance with Good Industry Practice.   4. All Portable Appliance Testing for both the Supplier's and the Buyer’s portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE, Buyer guidance and all statutory and legislative requirements. |
| **Service D:6** | 1. **SD6: FIRE RISK ASSESSMENTS** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.   2. BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.   3. BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.   4. BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance. |
| Standard | * 1. The Supplier shall manage and deliver fire risk assessments and fire safety plans on behalf of the Buyer.   2. The Supplier manage compliance with all fire regulations and standards. |
| **Service D:7** | **SD7: RADON GAS Testing** |
| Standard | * 1. The Supplier shall have regard to the management and testing of Radon gas as outlined in the Ionising Radiation Regulations 2017 (IRR17), Building Regulations 2000 (England & Wales), the Building (Scotland) Regulations 2004 and the Building Regulations Northern Ireland (as amended 1990) as supported by BRE Reports BR211, BR376 & BR413.   2. The Supplier shall deliver the services in accordance with the Approved Code of Practice.   3. The Supplier will collaborate with the Buyer to ensure services are delivered to meet Buyer requirements. |
| **Service D:8** | **SD8: Energy Performance certificates** |
| Standard | * 1. The Supplier shall comply with the requirements of “The Energy Efficiency (Private Rented Property) (England & Wales) Regulations 2015 and associated requirements as they apply within Scotland and NI.   2. The Supplier shall comply with the Buyer requirements regarding the issue of EPC certificates for Buyer Premises. |
| **Service D:9** | **SD9: Lifts, hoists and conveyance systems tESTING** |
|  | * 1. LOLER 1998.   2. Systems will be tested in accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems. |
| **Service D:10** | **SD10: BUYER PREMISES CONDITION SURVEYS** |
|  | * 1. The Supplier shall comply with the Buyer’s policy, strategy and requirements regarding the delivery of planned condition surveys for Buyer Premises. |
| **WORK PACKAGE E – MISCELLANEOUS FM SERVICES** | |
| **Service E:1** | 1. **SE1: Adaptations** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The Equality Act 2010 shall apply. |
| Standard | * 1. The Supplier shall provide adaptations in accordance with all legislation and Buyer policies. |
| **Service E:2** | 1. **SE2: Insurance CLAIMS MANAGEMENT** |
| Standard | The Standards will be specified by the Buyer at Call Off.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| **Service E:3** | 1. **SE3: COMMUNAL SERVICES** |
| Standard | * 1. The Supplier shall provide this Service in line with the Buyer’s requirements.   2. The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| **WORK PACKAGE F VAcant / void maintenance service** | |
| **Service F:1** | 1. **SF1: Vacant / void maintenance service** |
| Standard | * 1. The Supplier shall deliver services to meet the Decent Homes Standard and to meet the “Annexe D - Letting Standards”.   2. The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| **WORK PACKAGE G – MANAGEMENT OF BILLABLE WORKS AND PROJECTS** | |
| **Service G:1** | 1. **SG1: management of billable works and projects** |
| Standard | * 1. The Supplier will comply with Schedule 4a – Billable Works and Projects.   2. RIBA Plan of Work 2013.   3. NHF Schedule of Rates (Version 7).   4. The General Requirements of Management Services shall apply.   5. Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls and windows. |
| **Service G:2** | 1. **Sg1: business information modelling and government soft landings** |
| Standard | 47.1 The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.  47.2 The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset r shall have re is no standard for this service. |
| **WORK PACKAGE H – CAFM** | |
| **Service H:1** | 1. **SH1: CAFM** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning   2. Centre for the Protection of the National Infrastructure (CPNI).   3. ISO 22301: Business Continuity Management.   4. ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).   5. ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).   6. ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).   7. ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.   8. ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).   9. ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.   10. The CAFM system shall have the capability to meet the requirements of Government Soft Landings (GSL).   11. The CAFM system shall have the capability to meet the requirements of Business Information Modelling (BIM) mandated requirements across Central Government (currently BIM Level 2).   12. PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.   13. The CAFM system shall have the capability to codify Asset to Uniclass 2015, NRM3 and SFG20 coding.   14. Uniclass Classification Tables.   15. National Rules of Measurement (NRM3). |
| Standard | * 1. The CAFM System will be bespoke by the very nature in relation to the Buyer activity. The Supplier shall automate the collection of Data and thereby influence the maintenance of the built environment and the delivery of facilities management Services. Typically, they track and maintain the following core facilities activities:      1. Strategic planning - real estate, business operations, headcount requirements, forecasting future space;      2. Space planning & management - allocations, inventory, churn;      3. Planned Preventative Maintenance Programme;      4. forward maintenance register;      5. People management – occupancy rates, staff;      6. Maintenance management - demand (reactive) and scheduled (preventive maintenance);      7. Emergency management – business continuity;      8. Disaster planning – business recovery;      9. Health and safety information – CDM, asbestos;      10. Capital project management - construction/renovation, large scale move management;      11. Lease management - property financial data (rentals and insurances);      12. Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets;      13. Building information management – integration and interaction with other programs;      14. Sustainability – energy, water and waste performance, building certifications; and      15. Building information.   2. While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.   3. The Buyer should have real time live access to the Supplier’s CAFM System.   4. Business Continuity and Disaster Recovery:      1. The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;      2. In line with common industry practice the CAFM System facilities will have its own Business Continuity contingency plan in place to enable continuity of the Services without degradation;      3. The Supplier shall ensure that the CAFM System can support the Buyer during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and      4. In line with common industry practice the CAFM System will have its own Business Continuity and Disaster Recovery Plan in place to enable continuity of Service without degradation.   5. The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the Buyer:      1. Helpdesk including:         1. Room Booking;         2. Car Parking;         3. Catering;         4. IT Support; and         5. Other services as required and defined by the Buyer.      2. The Helpdesk shall also:         1. Record and report by each Buyer Property or region;         2. Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests;         3. automated status updates to the Buyer;         4. easily search and ensure visibility of calls/activities;         5. automate associated hazard warnings, including asbestos alerts;         6. allow cost allocation;         7. Ensure clear and proactive management of Service Level Agreements;         8. Log all Calls via intranet/internet; and         9. Automate prioritisation of work and job escalation when appropriate.      3. Asset Management:         1. Asset labelling is required either as a bar code or unique number linked into CAFM System;         2. Relevant Assets shall be included in the forward maintenance register, which must then be updated during the life of the contract as Assets are added or deleted;         3. Numerous elements of data storage against Assets including location, warranty, parts and maintenance records;         4. Asset data to be coded to be compliant with the requirements of SFG20, Uniclass:2015 and NRM3;         5. Link between facilities Helpdesk and planned maintenance enables full visibility of an Asset’s service history;         6. Future actions and maintenance requirements will generate alerts at the appropriate time;         7. Integration with other facilities Data provides detailed financial and ownership details;         8. Movement and tracking of Assets within existing or external systems;         9. Association of Assets to personnel departments or locations;         10. Asset contract association for automatic issue of related Service Requests to maintaining Supplier;         11. Easy export of Asset Data to third party applications or generation of an Asset register;         12. Full Asset reporting available for automatic distribution to interested parties;         13. Ability for two-way communication, import data from third party financial software or export to a data file;         14. Asset lifecycle reporting including repair details and costs per Asset;         15. Update of Assets with Condition Survey details to feed into an annual life cycle report for the Buyer consideration; and         16. Identify Assets that are replaced or retired so that the Buyer can track against its financial records.      4. Costs:         1. Costs tracked through multi-level hierarchy of budgets, contracts and projects;         2. Transparent views of full facilities spend and generation of single or multi-line purchase orders;         3. Ability to discount purchase orders or individual line items;         4. Purchase order receipt acknowledgement;         5. Easy to navigate, search and view all budget information;;         6. Projects functionality enables tracking of project spend, key dates and stakeholders;         7. Easy distribution of information to stakeholders;         8. Financial reports available for ad hoc reporting or scheduled generation;         9. Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;         10. Management of Health and Safety equipment and Service Requests; and         11. Consider applying a purchase threshold over which the Buyer needs to authorise.      5. Property Management:         1. Dynamic link to property related planned maintenance activities;         2. Storage and maintenance of hazardous element Data such as asbestos;         3. Ability to track condition of building elements including structure, fabric and mechanical;         4. Monitoring of building lifecycle costs and energy efficiency;         5. Storage of all property related documents such as contracts, lease agreements and Health and Safety documents;         6. Easy to navigate storage of all company and building contact information;         7. Generation of property management reports;         8. Use of familiar AutoCAD tools to detail and manage space allocation;         9. Map spaces, Assets and assign attributes;         10. Two-way communication between facilities drawings and the Database; and         11. Easy movement and tracking of Assets.      6. Management Information:         1. Helpdesk performance management;         2. Automatic generation of reports;         3. Direct email distribution to stakeholders;         4. Specific corporate reporting requirements easily created;         5. Analyse the Data using reporting functionality;         6. Extensive reports provided as standard;         7. Measured performance benchmarking;         8. Cost Control and monitoring;         9. Ensure there is the capability to link ‘parent’ & ‘child’ Service Requests and track Service Requests through the various stages to completion; and         10. Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests.      7. Reporting:         1. The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements.      8. Room Booking / Workplace Allocation:         1. All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space;         2. The Service shall include the facility to accept electronic online bookings and confirmations;         3. The system shall ensure no double bookings;         4. The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and         5. Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support. |
| **WORK PACKAGE I – HELPDESK SERVICES** | |
| **Service I:1** | 1. **SI1: Helpdesk** |
| Legislation, ACoP or similar industry or Government guidelines | * 1. The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:      1. Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning. |
| Standard | * 1. The Supplier shall ensure that Supplier Staff manning the Helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement.   2. The Supplier shall ensure that all Supplier Staff manning the Helpdesk are provided with documented training, to including:      1. Extensive training on the CAFM System package;      2. Buyer service skills;      3. Service call management;      4. Listening skills;      5. Escalation Procedures;      6. Supplier site inductions;      7. Knowledge of Access and Permit to Work procedures;      8. Buyer BCDR and Emergency procedures;      9. Training in respect of all operational areas of the Buyer’s premises; and      10. Helpdesk Response Times are detailed in Appendix E – Helpdesk Response Times.   3. The Helpdesk shall also:      1. Provide a Freephone number from UK landlines to the Buyer;      2. Record and report by each Buyer Property or region across all Service lines;      3. Review work assignment to both maintenance staff and Subcontractors;      4. Track all logged work orders, provide status updates and the provision of on-screen alerts automate email notifications of work requests and provide status updates to the Buyer; and      5. Record and manage customer satisfaction processes and complaints. |

**ANNEX B – LEGISLATIVE STANDARDS**

This list of codes of practice is not exhaustive. These legislative standards must be complied with (under the “comply with applicable laws” Framework Agreement provision) in any event and nothing in the Service Requirement or Standards absolve the Supplier from doing so.

From the current issue of maintenance procedures the Buyer has identified the Mechanical and Electrical Maintenance procedures and also the Building Fabric Maintenance procedures that have a mandatory, statutory and legislative requirement to undertake. The legislation, Codes of Practice, Standards etc. used as the basis of this identification are identified below:

**Table 1: Legislation**

|  |  |
| --- | --- |
| **No.** | **Title** |
| 1 | Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR) |
| 2 | Health and Safety at Work Act 1974 (HSW) |
| 3 | Management of Health and Safety at Work Regulations 1999 (MHSWR) |
| 4 | Reporting of Injuries, Diseases and Dangerous Occurrences 2013 (RIDDOR) |
| 5 | Provision and Use of Work Equipment Regulations 1998 (PUWER) |
| 6 | Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) |
| 7 | Work at Height Regulations 2005 (WAHR) |
| 8 | Waste Electrical and Electronic Equipment Regulations 2006 (WEEE) |
| 9 | Construction (Design and Management) Regulations 2015 (CDM) |
| 10 | Personal Protective Equipment Regulations 2002 (PPE) |
| 11 | Control of Substances Hazardous to Health Regulations 2002 (COSHH) |
| 12 | Pollution Prevention and Control (England and Wales) Regulations 2000 |
| 13 | Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 |
| 14 | Modern Slavery Act 2015 |
| 15 | Energy Act 1983 |
| 16 | The Regulatory Reform (Fire Safety) Order 2015 |
| 17 | The Wildlife and Countryside Act 1981 |
| 18 | Boiler (Efficiency) Regulations 1993 |
| 19 | Clean Air Act 1993 |
| 20 | The Air Quality Standards Regulations 2010 |
| 21 | The Air Quality Standards (Amendment) Regulations 2016 |
| 22 | The Air Quality Standards (Wales) Regulations 2010 |
| 23 | The Air Quality Standards (Scotland) Regulations 2010 |
| 24 | The Air Quality Standards (Northern Ireland) Regulations 2010 |
| 25 | The Air Quality Standards (Amendment) Regulations (Scotland) 2016 |
| 26 | The Air Quality Standards (Amendment) Regulations (Northern Ireland) 2017 |
| 27 | Construction (Design and Management) Regulations (CDM) 2015 |
| 28 | Control of Asbestos at Work 2012 |
| 29 | Confined Spaces Regulations 1997 |
| 30 | L8 Approved Code of Practice: The Control of Legionella Bacteria in Water Systems. |
| 31 | HSG 274: Legionella Technical Guidance |
| 32 | Water Supply (Water Fittings) Regulations 1999 |
| 33 | Control of Noise at Work Regulations 2005 |
| 34 | Control of Pollution (Oil Storage) Regulations 2001 |
| 35 | Electricity at Work Regulations 1989 |
| 36 | Electrical Equipment (Safety) Regulations 1994 |
| 37 | EU product regulation - guidelines on the appointment of UK notified bodies: 2016 |
| 38 | Electromagnetic Compatibility Regulations 2005 |
| 39 | Energy Performance of Buildings (Certificates and Inspections) Regulations 2007 |
| 40 | Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2012 |
| 41 | Pollution Prevention and Control Act 1999 |
| 42 | The Environment Act 1995 |
| 43 | The Environment (Wales) Act 2016 |
| 44 | The Environmental Protection Act 1990 |
| 45 | European F-Gas Regulation |
| 46 | F Gas Regulations 2015 |
| 47 | Factories Act 1961 |
| 48 | Food Safety Act 1990 |
| 49 | The Food Safety and Hygiene (England) Regulations 2013 |
| 50 | Fuel and Electrical (Heating) (Control) (Amendment) Order 1980 |
| 51 | Gas Safety (Management) Regulations 1996 (as amended) |
| 52 | Gas Appliances (Safety) Regulations 1995 |
| 53 | Gas Safety (Installation and Use) Regulations 1998 (GSIUR) |
| 54 | Pipelines Safety Regulations 1996 (PSR) |
| 55 | Pressure Systems Safety Regulations 2000 (PSSR) |
| 56 | Pressure Equipment Regulations 1999 |
| 57 | Simple Pressure Vessels (Safety) Regulations 1991 |
| 58 | Health and Safety (Safety Signs and Signals) Regulations 1996 (SSR) |
| 59 | Dangerous Substances Explosive Atmospheres Regulations 2002 (DSEAR) |
| 60 | Sustainable and Secure Buildings Act 2004 |
| 61 | Lift Regulations 1997 |
| 62 | Notification of Cooling Towers and Evaporative Condensers Regulations 1992 |
| 63 | Ozone Depleting Substances Regulations 2015 |
| 64 | Energy Performance of Buildings Directive |
| 65 | Private Security Industry Act 2001 |
| 66 | Courts Act 2003 Section 1 (1) |
| 67 | The Criminal Justice Act 1991 |
| 68 | Controlled Waste (England & Wales) Regulations 2012 |
| 69 | The Carriage of Dangerous Goods Regulations |
| 70 | The Safe Management of Healthcare Waste Memorandum (HTM 07-01) |
| 71 | Directive 2008/98/EC on Waste (Waste Framework Directive 2008) |
| 72 | Waste list Decision 2000/532/EC |
| 73 | The Hazardous Waste (England & Wales) Regulations 2005 |
| 74 | The List of Wastes (England) Regulations 2005 |
| 75 | The List of Wastes (Wales) Regulations 2005 |
| 76 | The Hazardous Waste (Wales) (Amendment) Regulations 2009 SI 2861 |
| 77 | The Hazardous Waste (England & Wales) (Amendment) Regulations 2009 SI 507 |
| 78 | The Waste (England & Wales) (Amendment) Regulations 2012 |
| 79 | Health & Safety Guideline (HSG) – HSG 33 (4th Edition 2012) – Health & Safety in Roof Work |
| 80 | Health & Safety Guideline (HSG) – HSG 258 (3rd Edition 2017) – Controlling airborne contaminants at work. A guide to LEV. |
| 81 | Housing Act 1985 |
| 82 | Housing Act 1996 |
| 83 | Homelessness Act 2002 |
| 84 | Housing Act 2004 |
| 85 | Housing Grants, Construction and Regeneration Act 1996 |
| 86 | Local Government and Housing Act 1989 |
| 87 | Landlord and Tenant Act 1985 |

**Table 2: Guidance Notes and Codes of Practice:**

|  |  |
| --- | --- |
| **No.** | **Title** |
| 1 | HSE Guidance Note PM5 1989 Automatically controlled steam and hot water boilers (and BS EN 61508) |
| 2 | Prevention and Control of Legionellosis (Including Legionnaires’ Disease) HSE Approved Code of Practice L8 (ACOP L8) |
| 3 | Safe use of Pesticides for Non-agricultural Purposes Approved Code of Practice L9 ACoP L9 |
| 4 | ACOP L22 & L33 - Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998 |
| 5 | ACOP L122 - Safety of Pressure Systems |
| 6 | Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002 |
| 7 | NFPA25 – Standard for the Inspection, Testing and Maintenance of water-based fire protection systems |
| 8 | Food and Hygiene Regulations 2005 |
| 9 | Food and Hygiene Regulations 2005 |
| 10 | HSG 250 Guidance on Permit to Work Systems |
| 11 | Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property |
| 12 | HVCA Internal Cleanliness of Ventilation Systems TR/19 |
| 13 | HSG 253 The Safe Isolation of Plant and Equipment |
| 14 | ACOP L101 Confined Space Regulations |
| 15 | ACOP L122 Pressure System Safety Systems 2000 |
| 16 | ACOP L8 The Control of Legionella Bacteria in Water Systems 2013 |
| 17 | ACOP L56 Safety in the installation and use of gas systems and appliances – 4th Edition: 2013 |
| 18 | UKPLG Code of Practice No. 7 |
| 19 | The Horticulture Code of Practice 2011 / Horticultural Code for Scotland |

**Table 3: BS / ISO / EN Standards:**

|  |  |
| --- | --- |
| **No.** | **Title** |
| 1 | BS 5266 Part 1:2016 Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment 2005 |
| 2 | BS 5839-1:2013 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises |
| 3 | BS 5588 Fire Precautions in the Design, Construction and use of Buildings 1990-2004 |
| 4 | BS 6173: 2009 (this Standard requires interlocking of mechanical ventilation systems and gas supplies for all types of appliances in commercial kitchens, preventing a gas appliance from being switched on before the ventilation system is operating) |
| 5 | BS 6700 Specification for Design, Installation, Testing and Maintenance of services supplying water for domestic use within buildings and their cartilages 2006 & A1: 2009 |
| 6 | BS 7671 Requirements for Electrical Installations – IEE Wiring Regulations 17th Edition 2009 |
| 7 | BS 7430: Code of Practice for Earthing Protection of Electrical Systems 2011 |
| 8 | BS EN 62305 (parts 1-5) Protection against lightning |
| 9 | BS 5306 Part 4: 2002 – Fire Extinguishing Installations – CO2 Systems |
| 10 | BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers 2009 |
| 11 | BS EN 3 Portable Extinguishers |
| 12 | BS 5839 Part 1: Fire Detection and Alarm Systems for Buildings 2017 |
| 13 | BS EN 671-1: Fixed Fire Fighting Systems 2012 |
| 14 | BS EN 131 / BS 2037 / BS 1129 / BS EN 14183 / BS EN 1004 / PAS 250 Ladder and Access Equipment |
| 15 | BS 476 Fire Tests |
| 16 | BS EN 795 Personal Fall Protection Equipment |
| 17 | BS 7883:2005 – Code of practice for the design, selection, installation, use and maintenance of anchor devices conforming to BS EN 795:2012 |
| 18 | BS 12094: Fixed Fire Fighting Systems 2003-2006 |
| 19 | BS 9251: 2005 Sprinkler systems for residential and domestic occupancies |
| 20 | BS 750: Registered Homes Act 1984 (as a FIR1) |
| 21 | BS EN ISO/IEC 17020: 2012 General criteria for the operation of various types of bodies performing inspections |
| 22 | BS 7036 Part 1-5: 1996 Code of Practice for safety for powered doors for pedestrian use. Revolving doors. |
| 23 | BS 5871: parts 1-4 2005-2007 Specification for the installation and maintenance of gas fires, convector heaters, fire/back boilers and decorative fuel effect gas appliances. Inset live fuel effect gas fires of heat input not exceeding 15 kW, and fire/back boilers (2nd and 3rd family gases) |
| 24 | BS 5837: 2012 Trees in relation to design, demolition and construction – Recommendations |
| 25 | BS 6571 Part 4: Vehicle Parking Control Equipment 1989 |
| 26 | BS5925: 1991 Code of Practice – Ventilation Principles and Designs for Natural Ventilation |
| 27 | BS EN 14175-2: 2003 – Fume Cupboards |
| 28 | BS 5726:2005 Microbiological safety cabinets. Information to be supplied by the purchaser to the vendor and to the installer, and siting and use of cabinets. Recommendations and guidance |
| 29 | BS 5726: 2005 & BS EN 12469: 2000 – Microbiological Safety Cabinets. |
| 30 | BS 9999:2008 – Fire precautions in the design, construction and use of buildings. Managing fire safety. |
| 31 | BS 9999:2017 – Fire safety in design, management and use of buildings. Code of practice. |
| 32 | BS 9991:2011 – Fire precautions in the design, construction and use of buildings. Code of Practice for residential buildings. |
| 33 | BS EN ISO 9999:2016 – Assistive products for persons with disability. Classification and Terminology. |
| 34 | BS 6173:2009 – Specification for installation and maintenance of gas-fired catering appliances for use in all catering establishments (2nd & 3rd family gases) |
| 35 | BS EN 795:2012 – Personal fall protection equipment. Anchor devices. |
| 36 | TR19: Internal Cleanliness of Ventilation Systems - Guide to Good Practice |
| 37 | TM46: Hygiene Maintenance of Office Ventilation Systems |
| 38 | NHS Estates HTM 2025 |
| 39 | BS 7858 - Code of Practice for Security Screening of Personnel Employed in a Security Environment |
| 40 | BS 7499 - Code of Practice for Static Site Guarding and Mobile Patrol Services |
| 41 | BS 7984 - Code of Practice for Key-holding and Response Services |
| 42 | BS 7958 - Code of Practice for CCTV Management and Operation |
| 43 | BS 7960 - Code of Practice for Door Supervisors |
| 44 | BS 8406 - Code of Practice for Event Stewarding and Crown Safety Services |
| 45 | BS 7872 - Code of Practice for Operation of Cash-in-Transit Services (collection & delivery) |
| 46 | ISO 9001 - Quality Management |
| 47 | ISO 14001 - Environmental Management |
| 48 | BS EN 16636:2015 – Pest management Services |
| *49 \** | *ISO 27001 - Information Security Management System* |
| *50 \** | *ISO 44001 - Collaborative business relationship management systems – Requirements and framework* |
| *51 \** | *ISO 31000 – Risk Management* |

\* Where required by the Buyer at Call-Off.

**Table 4: Building Regulations (England & Wales Only):**

|  |  |
| --- | --- |
| **No.** | **Title** |
| 1 | Building Act 1984 |
| 2 | Building Regulations Act 1991 2000 Part B, Approved Document B (2006) |
| 3 | Building Regulations Act 2000 Approved Document F (2010) |
| 4 | Building Regulations Act 2000 Approved Document G (1992) incorp 2000 amendments |
| 5 | Building Regulations Act 2000 Approved Document H (2002) |
| 6 | Building Regulations Act 1991 2000 Approved Document J (2010) |
| 7 | Building Regulations Act 1991, 2000 Approved Part M (2004) |
| 8 | Building Regulations Act 2000 Approved Part L (2010) |
| 9 | Building Regulations Act 2000 Approved Document P (2006) |

**Table 5: Miscellaneous:**

|  |  |
| --- | --- |
| **No.** | **Title** |
| 1 | At request of Fire Officer |
| 2 | Local Act |
| 3 | SFG 20 Guidelines |
| 4 | Buyer specific work practices, requirements and standards |
| 5 | RIBA (Royal Institute of British Architects) Plan of Work: 2013 |
| 6 | Healthy Home Rating System (HHRS) |
| 7 | DCLG Decent Homes Standard |

(Regulations are continually being updated and amended and as such can only be considered valid prior to the day of issue)

**ANNEX C- SERVICE DELIVERY RESPONSE TIMES**

1. All Service Requests shall be recorded on the CAFM system.
2. The response times for tasks logged via the Helpdesk shall be as follows:

**Response and Rectification Times**

| **Category** | **Call Type** | **Description** | **Initial Attendance** | **Interim Solution (if applicable)** | **Completion Due** |
| --- | --- | --- | --- | --- | --- |
| **A** | Emergency | An incident that threatens imminent risk of injury to persons or presents a high risk of extensive property damage | Within  [4] hours | As soon as reasonably practicable | Completion within [24] hours  *(unless alternative response time approved by Buyer).* |
| **B** | Critical | Critical Repairs requiring attention to maintain the high standards of security, safety and comfort of residents, visitors and staff but which do not pose an imminent threat to health, safety nor security. | n/a |  | Completion within [3] working days  *(unless alternative response approved by Buyer).* |
| **C** | Routine | Repairs to items or fittings not requiring an urgent response for health, safety or convenience reasons. | n/a | n/a | [10] Working Days |
| **D** | Low Priority | Low priority works necessitated by wear and tear. | n/a | n/a | [28] Working Days |
| **E** | VOID / Vacant Property Maintenance | All Works to meet the Decent Homes and Lettable Standard completed *(excludes works at void / vacant properties where major works are required where the Supplier and Buyer will agree timeframes outside of this deadline).* | n/a | n/a | [15] Working Days. |
| **F1** | Helpdesk | Helpdesk Telephone Request Response Times | n/a | n/a | [2] Minutes |
| **F2** | Helpdesk | Helpdesk Online Portal Request Response Times | n/a | n/a | [30] Minutes |
| **F3** | Helpdesk | Helpdesk Email Request Response Times | n/a | n/a | [3] Hours |
| **F4** | Helpdesk | Helpdesk Letter Request Response Times | n/a | n/a | [5] Days |
| **G** | Billable Works | New Work, change or cosmetic requests. | n/a | n/a | Initial attend and schedule completion date within [10] Working Days of request.  Completion timeframe to be agreed with the Buyer on a task by task basis. |
| **H** | Complaints | Management of Complaints. |  | n/a | Acknowledged within [1] hour.  Investigation and remedial / corrective actions completed within [72] hours.  Customer response within [5] working days. |

**ANNEX D – SFG20 MAINTENANCE STANDARDS**

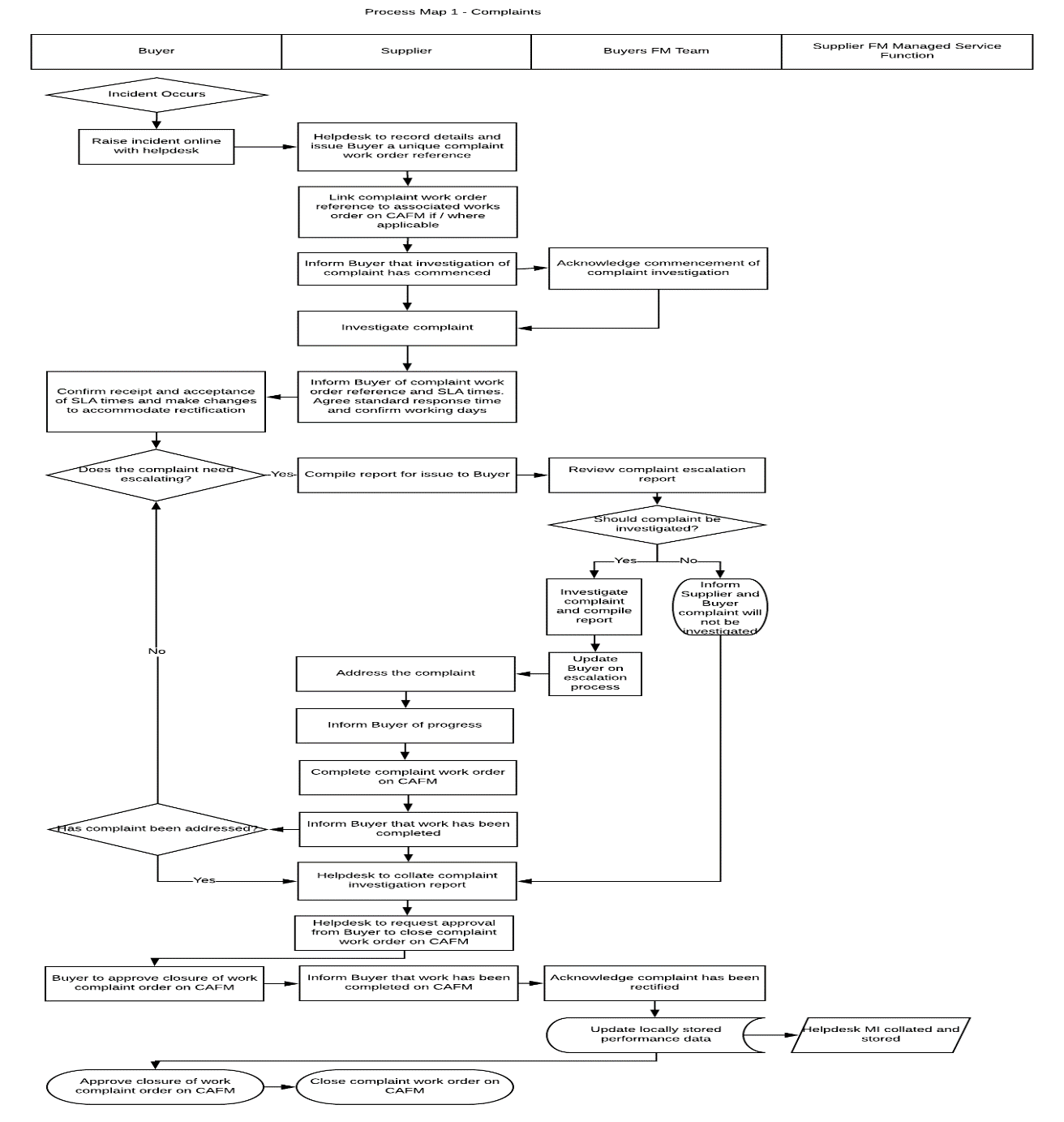
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | | |
|  | **Synergy with SFG20** | | **Description** | | | | |
|  | **Red** (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance). | | The general or normal Service Level. | | | This Standard includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory, mandatory or regulatory requirements together with sector / organisation compliance needs and will include business critical maintenance activities. | |
|  | **Pink** (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance). | |
|  | **Amber** (Function critical tasks which must be carried out to maintain business critical assets. By carrying them out at the recommended level of frequency, it will avoid the over or under-maintenance of functional / critical assets). | |
|  | **Red** (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance). | | This is the minimum level of services required. | | | This includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory and mandatory requirements. | |
|  | **Pink** (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance). | |
|  | **Green** (Discretionary tasks which must be carried out in order to maintain non-critical assets). | | A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g. mothballed buildings, garages warehouses, etc.). To include elements of Red (statutory), Pink (mandatory, regulatory, sector and organisational compliance) and Amber (discretionary) as defined by the Buyer. | | | Whilst maintaining the core requirements of Standard B, this Standard provides for a bespoke maintenance regime which may include discretionary or non-critical maintenance for specialised properties or circumstances as detailed in the Service Requirements by the Buyer at Call-Off. Consequently it will reflect either an enhanced or reduced planned maintenance requirement. | |
|  |  | |  | | | | |  |
|  | **aNNEX E – PROPERTY CLASSIFICATION**  Buyer Premises are categorised under one of the following 3 classifications:   |  |  |  | | --- | --- | --- | | **Building Category** | **Business & Occupational Profile** | **Description** | | Type 1 | Low Rise | Comprising 1- 2 floors | | Type 2 | Medium Rise | Comprising 3 – 5 floors | | Type 3 | High Rise | Comprising 6 plus floors | | | |  | | |

**Annex F - Lettable Standards**

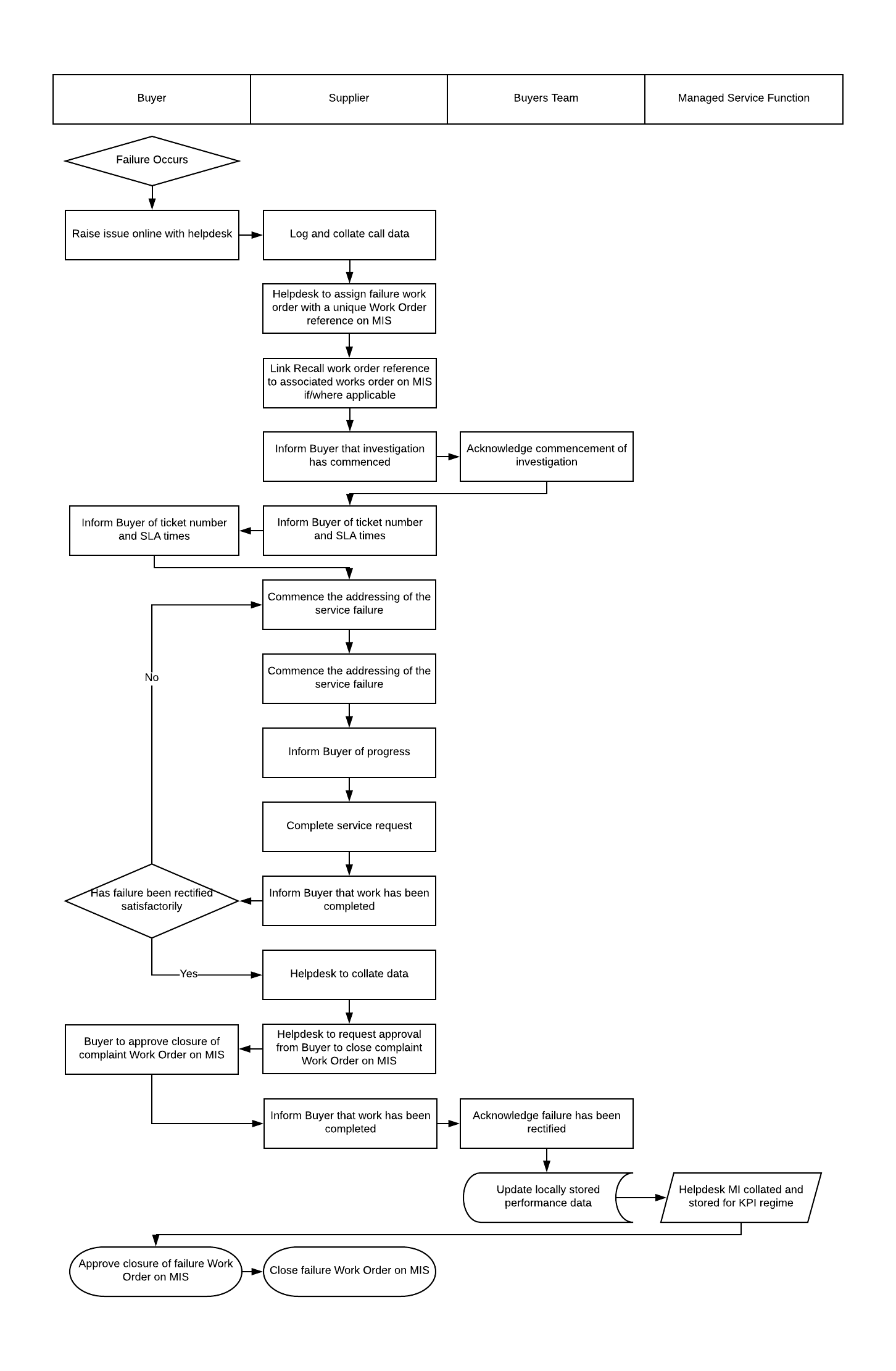
|  |  |
| --- | --- |
| **Gas and / Solid Fuel Systems** | * Properties will have a valid Gas Safety certificate. * All gas / solid fuel systems will be inspected. |
| **Energy Performance Certificate** | * Properties will have a valid EPC certificate. |
| **Electrical Systems and Equipment** | * All properties will have a valid electrical certificate. * All light fittings, sockets and switches will be safe to use and in good working order. * Any alterations or works undertaken by former occupants will be inspected to ensure compliance with all Regulations and safety. |
| **Fire Safety Systems** | * All smoke and carbon dioxide will be compliant with all Regulations and be in full working order (replacement batteries will be installed where systems are not hard-wired). * Fire-fighting equipment (e.g. extinguishers, fire blankets etc.) will be compliant with all Regulations and in good working order. |
| **Access Control / Door Entry Systems** | * All door entry and intercom systems will be compliant with all Regulations and be in full working order. |
| **Doors** | * Fire doors and all associated ironmongery, closers, locks, seals and signage will be fully compliant with Regulations, be undamaged and in good working order. * All internal doors will be open and close safely and have handles, locks and catches in full working order. * Locks to exterior doors will be replaced and (2) sets of keys will be provided. * Door frames will be solid, glass panels will be free of breakages and cracks, secure and safe. |
| **Windows** | * Will be in full working order, free of cracks and breakages with fully operational locks, window catches and restrictors. * All glazing within double glazed units will be in good working order. * Keys (x2) will be available for all window locks where applicable. |
| **Bathrooms** | * All hot and cold water supplies shall be in full working order. * Toilets shall be in full working order, free of cracks or leakages with fully operational flushing systems. * Toilet seats shall be in good condition, be clean and hygienic (new toilet seats will be fitted where existing are badly stained). * All hot and cold taps will be fully operational. * All taps will be free of lime-scale build-up and other residues. * All extractor fans will be fully compliant with Regulations and be in full working order. * All showers will be compliant with Regulations and be in full working order. * All shower screens shall be leak free and full working order. * All sinks will have a fitted plug and chain present. * All wall and floor coverings shall be safe and in good condition. |
| **Kitchens** | * All hot and cold water supplier shall be in full working order. * All base and wall units will open and close and catches will be fully operational. * All cupboard drawers, doors and handles will be fully working order. * All sinks and worktops will be in good condition and free of all visible damage. * All under-sink waste services will be fully operational with no leaks or blockages. * Stopcocks will be tested and be in full working order. * Floor coverings, walls and kitchen units will be clean and hygienic and presentable. * All connections for appliances (e.g. cooker, washing machines, etc.) will be fully compliant with all Regulations, be safe and in good working order. |
| **Central Heating Systems** | * All radiators will be leak free and in full working order. * Heating controls and thermostats will be safe and in full working order. * All electrical heaters will be safe and in good working order. |
| **Floors, Walla and Ceilings** | * All plasterwork will be in good condition and free of major cracks and damage. * All tiled surfaces will be secure with no loose tiles present. Grouting will be clean and presentable. * All joinery including door frames, skirting boards, architraves, bannisters, stair treads and floor boards and laminate flooring will be hazard and damage free. |
| **Interior Areas** | * All carpets and furnishings will be cleared (unless the Buyer approval for retention is received). * Properties shall free of rubbish and uncollected items. * Properties shall be free of all graffiti. * Internal decoration shall be to a clean and presentable standard (damaged and / or stained decorations and / or paintwork shall be redecorated / repainted where Buyer approval is issued). * Properties shall have no mould growth or damage from condensation present. * All Buyer provided equipment (where retention has been approved by the Buyer) will be inspected and be safe to use and in a clean and hygienic condition. |
| **External Areas** | * All fences and gates will be in a safe and presentable condition. * Overgrown gardens and hedges will be pruned to deliver a presentable standard. * Drainage systems will be free of blockages and in good working order. * Outbuildings will be in a weatherproof, secure and usable condition. * All rubbish shall be cleared and disposed of / recycled. * All pest control equipment will be checked to ensure pest control measures remain effective. |
| **Building Fabric** | * All roof tiles / slates, gutters, chimney stacks, fascia boards, soffits and rainwater collection systems shall be secure and in good working order. * All boundary walls, brickwork, paths and driveways will be in a safe and presentable condition. |

**Appendix 1 – Complaints, Failure and Recall Process**

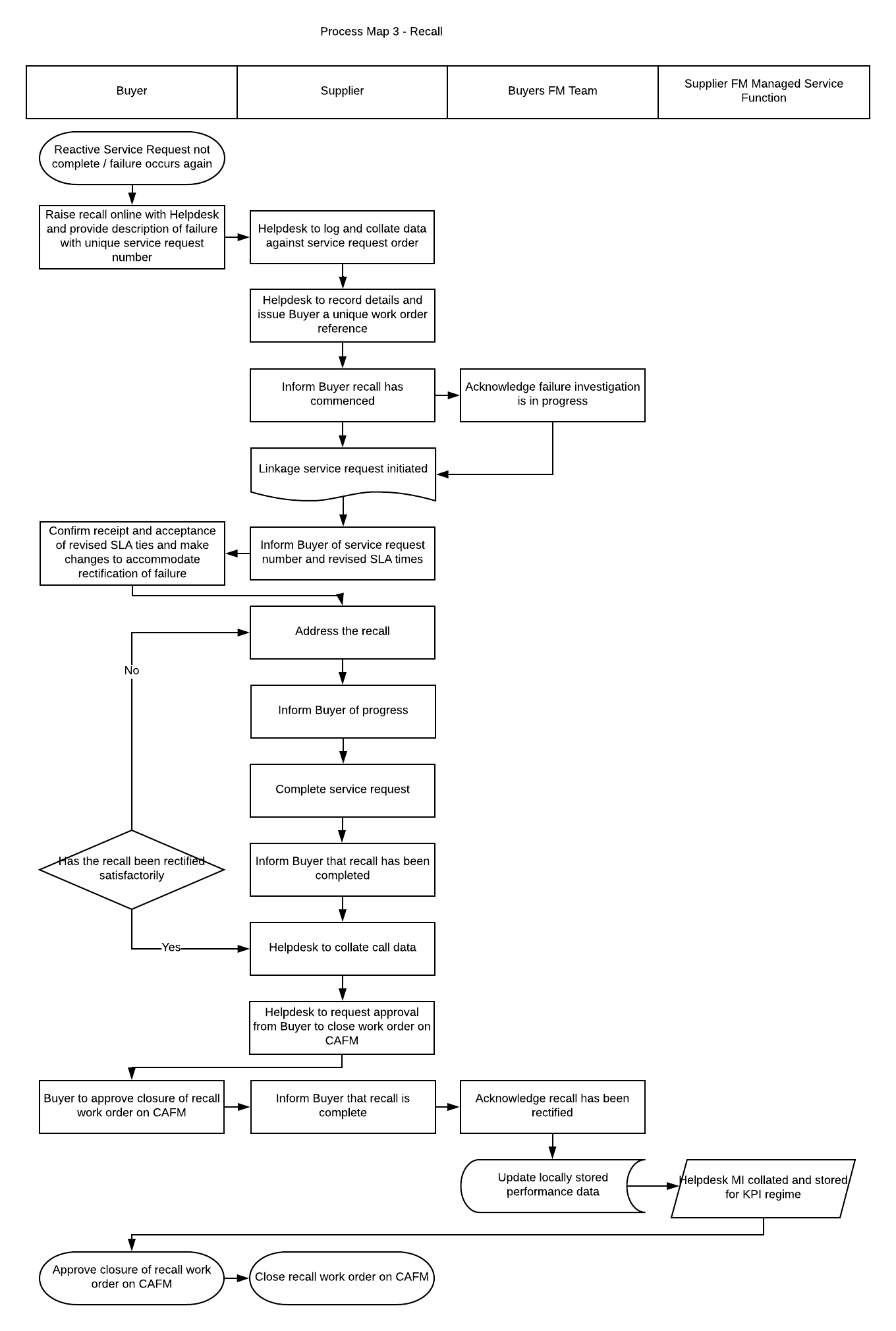
**Appendix 1.1 – Illustrative Process Map 1: Complaints**



**Appendix 1.2 – Illustrative Process Map 2: Failure**

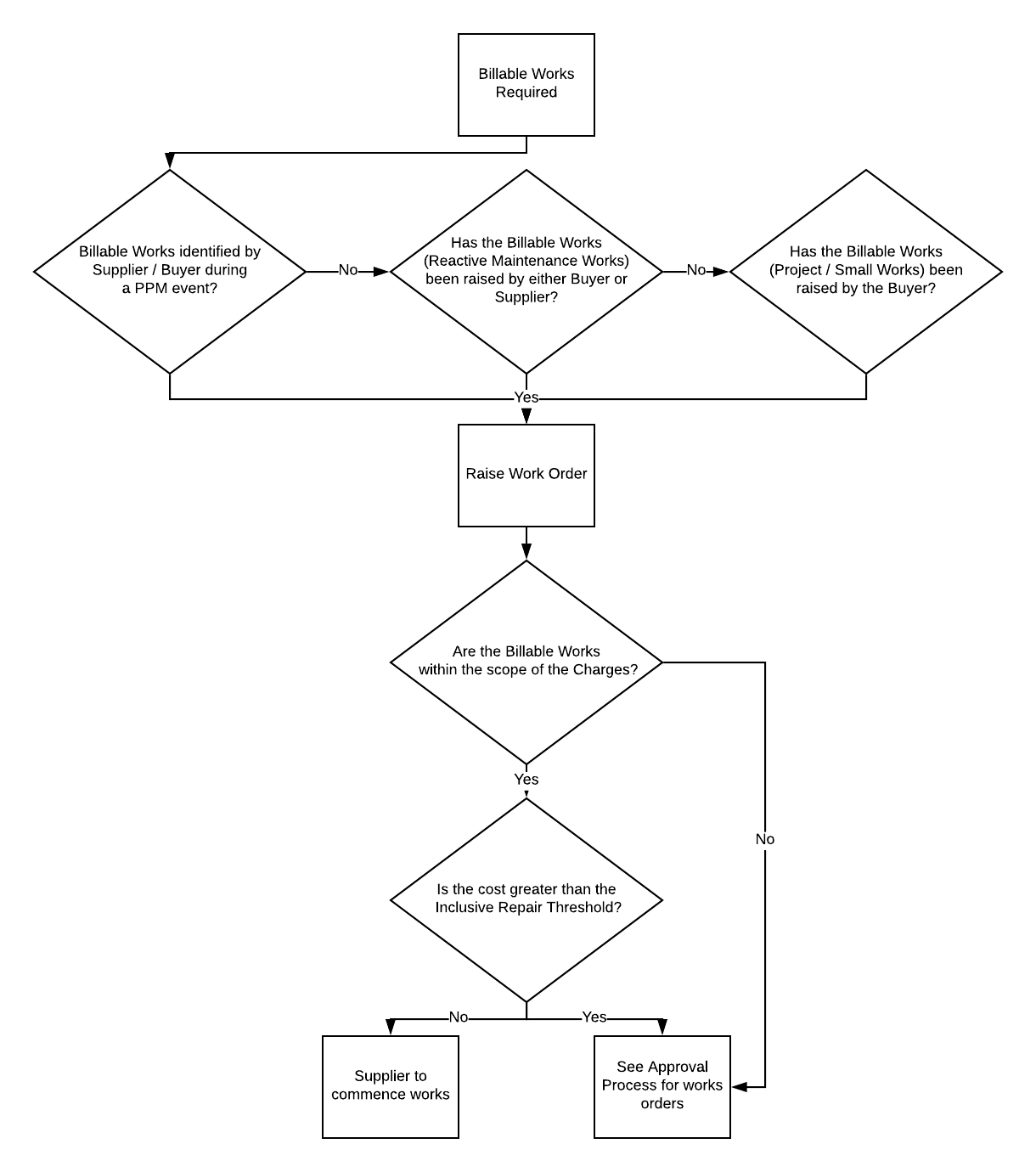


**Appendix 1.3 – Process Map 3: Recall**

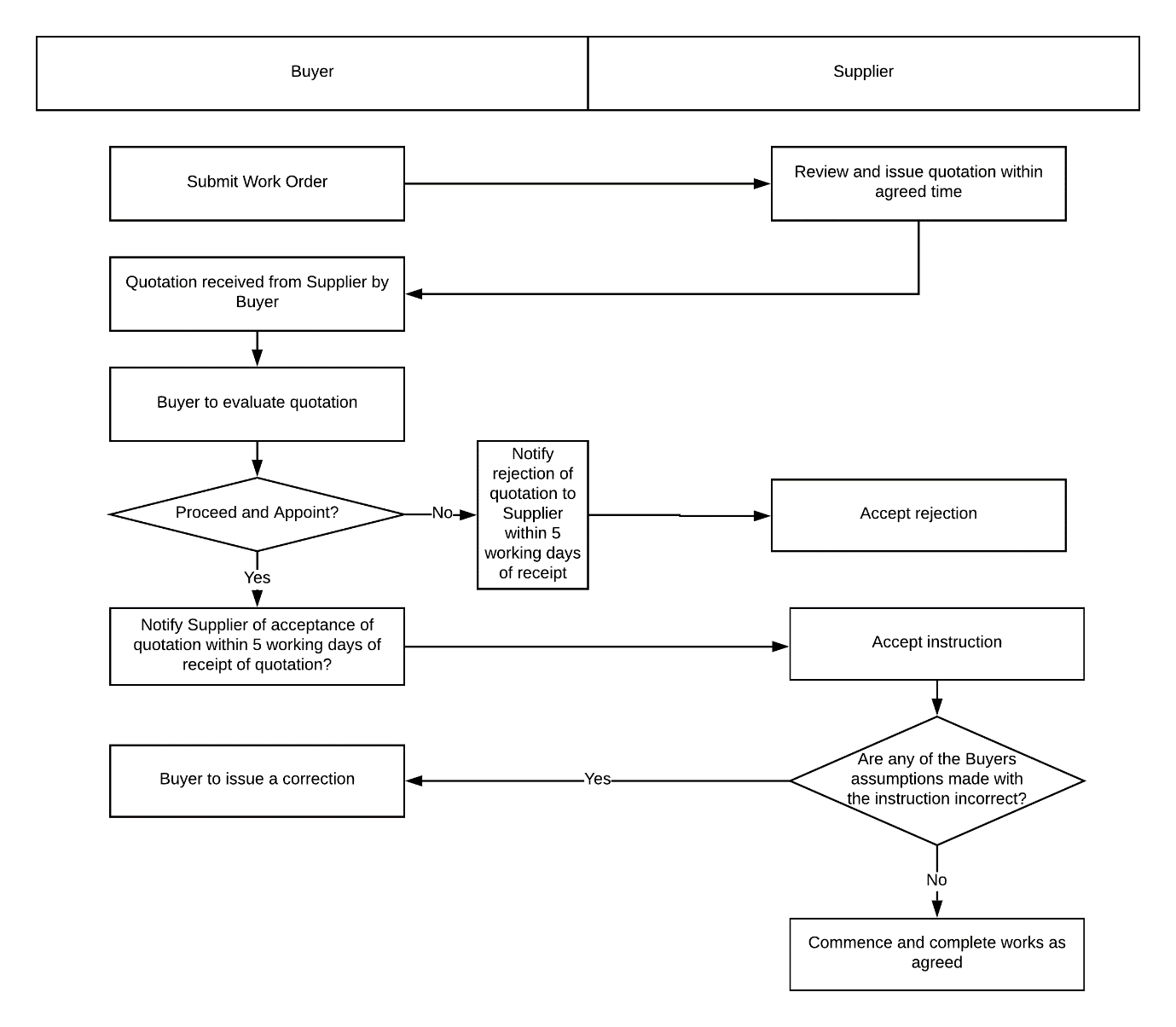


**APPENDIX 2 – Billable Works and Approval Process**

**Appendix 2.1 – Process Map 1: Billable Works and Approval Process**



**Appendix 2.2 – Process Map 2: Issuing Quotation by Supplier Process**



**Appendix 2.3 – Process Map 3: Issuing Instruction for Quotation for Approved Work Order Process**

