

Annex 1 to the Conditions of Contract – The Scope

Service Level Requirement

Version 2.4

Update from SLR Version 1 to Version 2.1:			
Clause 111.8	Reactive Snow and Ice Clearance	Addition of clause to clarify billing	-
Clause 2.11 – 2.11.6	Health and Safety	DGSA role	-
Clause 26.3.5.	Business Continuity, Disaster Recovery and Emergency Management	Date for submission of strategy and plans	-
Clause 219 – 244.13	Work Package P - Systems	Alignment to digital Requirements Compliance Matrix	-
General	-	Small grammatical errors corrected and document re-numbered	-
Clause 61.7 - 61.8	Asset Verification	Extension of 6 months for re pricing following AV	-
Clause 73.4	Lifts, Hoists and Conveyance Systems	Addition of requirement to monitor lifts onsite and/or remotely	-
Clause 167.7	Reception	Clause expanded to indicate where night reception is required	-
Clause 67.10	Asset Management	update asset condition on change	-
Clause 67.6	Asset Management	Expanded to included whole life cost model	-
Clause 67.14 - 67.14.3	Asset Management	Asset information update metrics following PPM	-
Clause 67.16 - 67.22.6	Asset Management	Additions to include data taxonomy, grading, data structure, performance metrics, data metrics	-
Clause 209.2	First-Aid and Medical Services	Clause updated to clarify intention to act as first aid responder	-
Clause 209.6	First-Aid and Medical Services	Clause updated to clarify intention for informing Client of number of first aiders required via risk assessment	-
Clause 64.4.3	Net Zero Carbon	Addition of catering, landscaping and waste to net zero clause	-

Clause 64.4.8	Net Zero Carbon	Addition for SP to provide net zero plan and required level of offset.	-
Clause 2.9 - 2.24	Continuous Improvement and Savings Plan	Addition of continuous improvement and savings plan requirement	-
Clause 248.5 - 248.6	Service Orders	Addition of potential agreed provision to proceed with works	-
Clause 157.7	Signage	Removal of additional signage subject to work order	
Clause 209.7	First-Aid and Medical Services	Clause added to confirm Client has overall responsibility.	
Clause 3.3.6	Health & Safety – First-Aid	Clause updated to clarify SP obligations	
Clause 157.7	Signage	Clause updated to clarify provision of posters to Service Provider	
Clause 209.6	Firs Aid and Medical Services	Clause updated to clarify SP obligations	

1. Work Package A: Contract Management.

2. Service A1 – Integration

- 2.1. The following Standards Ref apply to this Service - SA1.
- 2.2. The Service Provider shall provide the Service in an integrated way ensuring a seamless and coordinated Delivery and effective synergies with the Client and Others are delivered at all times. The Service Provider shall take advantage of synergies between the different Services and the benefits that integration will bring.
- 2.3. The Service Provider shall be aware that Services shall be delivered across all Affected Property, as indicated on the service catalogue identified within Annex B – Service Catalogue inc. Constraints.
- 2.4. The Service Provider will work collaboratively with the Client to promote excellence and innovation and enhance the reputation of the Client amongst key stakeholders across Government and within local communities.
- 2.5. The Service Provider shall:
 - 2.5.1. Focus on cross / multi-skilling of Service Provider Staff to allow for efficiencies and resilience when delivering the required Services while ensuring no degradation of the service;
 - 2.5.2. Share more efficient ways of working with the Client that will ensure better working practices in delivering the service;
 - 2.5.3. Work collaboratively with the Client and identify opportunities in relation to delivering the service;

- 2.5.4. Procure Service Orders and Project Orders only with the sanction of the Service Manager and shall use pan-Government Frameworks approved by the Client wherever possible. The Service Provider 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 Client;
- 2.5.5. The Service Provider shall also provide the most advantageous options in relation to the deployment of Service Provider Staff in order to deliver the required Services in the most efficient, cost effective and timely manner. This shall be read in conjunction with Option X21; and
- 2.5.6. The Service Provider shall demonstrate how they have considered innovation and the Client needs in delivery of reactive and planned works.
- 2.6. The Service Provider shall work collaboratively with the Client when establishing their operational delivery plan and shall focus on the use of technology, data and analytics to develop maintain and optimise the workplace experience and value-for-money for the Client. These continuous improvement initiatives shall include but are not limited to:
 - 2.6.1. Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);
 - 2.6.2. Use of intelligent systems to aid with the Delivery of smarter cleaning, energy usage and maintenance solutions;
 - 2.6.3. More effective use of existing software and systems (e.g. BMS, sensor technology and CAFM systems);
 - 2.6.4. Use of new technology, to include CCTV, movement sensors, drones and robotic solutions, to support the Delivery of the service where appropriate; and
 - 2.6.5. Use of the Client's automated room booking systems and technology to maximise efficient use of facilities at the Affected Property and to monitor space utilisation if requested.
- 2.7. The Service Provider shall ensure that all opportunities identified that may deliver performance, economic and social value improvements are presented to the Client for consideration.
- 2.8. The Service Provider shall ensure that the initiatives agreed with the Client are:
 - 2.8.1. Captured within the Service Provider's plan ("SPP")
 - 2.8.2. Captured in the Continuous Improvement Plan;
 - 2.8.3. Recorded within the Service Provider's CAFM system; and
 - 2.8.4. Reported upon as part of the agreed contract-reporting regime.

Continuous Improvement and Savings Plan

- 2.9. The Continuous Improvement and Savings Plan will be agreed between the Parties and submitted to the Service Manager for acceptance at the start of each contract year.
- 2.10. A savings percentage target will be agreed between the Parties at each contract anniversary.
- 2.11. The savings percentage will be calculated against the contract base price at contract anniversary and only be applicable to the volumes of work at the contract anniversary.
- 2.12. The Parties will not reasonably withhold agreement to a percentage savings target where it is evidence based.
- 2.13. The Service Manager will approve the Continuous Improvement and Savings Plan unless the plan would not allow the Service Provider to deliver the Service, create a conflict of interest or include an illegal or impossible requirement.

- 2.14. The Continuous Improvement and Savings Plan will include all initiatives with an agreed split between the Parties of potential benefits, cashable and non-cashable including potential spend to save initiatives and gain share opportunities.
- 2.15. Proposals and initiatives include, but are not limited to:
 - 2.15.1. Relevant new and evolving technologies;
 - 2.15.2. Changes in business processes of the Service Provider;
 - 2.15.3. Changes in business processes of the Client;
 - 2.15.4. Changes in ways of working that provide cost savings or other benefits to the Client;
 - 2.15.5. Sustainability impact savings or efficiencies; and
 - 2.15.6. Other improvements or changes in providing the service such as quality, responsiveness, procedures, benchmarking methods etc.
 - 2.15.7. Details of the calculation used for each saving or initiative
 - 2.15.8. Time period on which the saving or initiative shall be realised.
- 2.16. The Service Provider shall provide a proposed implementation plan and further supporting information as appropriate with each saving or continuous improvement initiative proposal to enable agreement by the Client.
- 2.17. The Service Provider shall provide any further information as reasonably requested by the Client.
- 2.18. The Continuous Improvement and Savings Plan is set at the start of each contract anniversary and can only be amended by agreement of the Parties
- 2.19. Should an amendment be agreed by the Parties at any time other than the contract anniversary the Service Provider will resubmit the updated plan to the Service Manager for approval.
- 2.20. The Service Provider will report to the Client on the progress of all agreed initiatives and savings monthly.
- 2.21. The Service Provider will notify the Service Manager as soon as it becomes aware of any reason an initiative or saving will not be achieved or is at risk of not being achieved to the agreed timeline.
- 2.22. The Service Manager at their discretion or at the request of either of the Parties may call the Parties to a Continuous Improvement Risk Reduction meeting to discuss any agreed initiatives or savings target no later than 28 days from notification.
- 2.23. Once the Continuous Improvement and Savings Plan is approved by the Service Manager the actions within become part of the Scope.
- 2.24. Any savings or gain share initiatives will be treated as a reduction to the prices and managed via compensation event.

3. Service A2 - Health and Safety

- 3.1. The following Standards Ref apply to this Service - SA2.
- 3.2. The Service Provider shall prepare and as appropriate, revise a written safety policy statement. The Service Provider Managing Director or appropriate senior manager must sign this safety policy.
- 3.3. The Service Provider shall ensure:
 - 3.3.1. Their safety policy statement meets current legislation and good practice and aligns with the requirements, policy and standards of the Client at all times;
 - 3.3.2. They have the appropriate arrangements in place to implement their safety policy throughout the Service Period; and

- 3.3.3. Their pandemic safety policy aligns with all regulations and any UK Health Security Agency (UKHSA) and Department of Health and Social Care ("DHSC") guidelines for PANDEMIC-secure workplaces, in addition to any further measures set out in the Health and Safety Executive guidelines and/or agreed with the Client. The Service Provider shall recognise the regulations may vary between regions and across Devolved Administrations. The Service Provider shall ensure that where required, they adopt and comply with any applicable regulations as appropriate wherever necessary;
- 3.3.4. The safety policy and safety management plan and pandemic safety plan shall be readily available and accessible to all their employees and anyone, including the Client, who may require sight of it;
- 3.3.5. Details of their Safety Management plan and pandemic safety plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness; and
- 3.3.6. They have appropriate number of first aid and CPR trained personnel deployed to successfully meet their own H&S requirements as indicated within the Service Catalogue (N4) in accordance with the Health and Safety (First Aid Regulations) 1981. For the avoidance of doubt, this will supplement the Clients first-aid provision and form part of the detail of the first-aid risk assessment as indicated in Clause 206.6.
- 3.4. If required, the Service Provider shall provide a professional advice service on all matters relating to the Health and Safety at Work Act 1974 and any subsequent re-enactments in relation to the Scope.
- 3.5. If required, the Service Provider shall provide a professional advice service on all matters relating to pandemics and infection control, including health surveillance, reporting and welfare measures in relation to the Scope or the Affected Property.
- 3.6. Not Used
- 3.7. The Service Provider shall notify the Client in writing of any potential implications of not implementing the recommendations of any advice given in relation to Health & Safety and / or infection control policies.
- 3.8. The Service Provider shall provide a single point of contact for professional advice pertaining to Health and Safety and infection control matters as they relate to the Delivery of the service and management at each Affected Property.
- 3.9. The Service Provider is required to provide a Health and Safety expert who is either a current and valid chartered member of the Institution of Occupational Safety and Health ("IOSH"), Institute of Workplace Facilities Management (IWFM) or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined by the Client to fulfil the H&S requirements under the contract.
- 3.10. The Service Provider shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, to include Sub-Contracted third party staff delivering any part of the service on their behalf, and shall issue a written report, which shall include recommendations to prevent any repeat to the Client. The Service Provider shall participate and collaborate with the investigation of near misses involving the Client's staff.
- 3.11. The Service Provider shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation. The Service Provider shall be responsible for ensuring that the Client is notified immediately in writing.
- 3.12. The Service Provider will appoint a Dangerous Goods Safety Advisory (DGSA) in accordance with 'The Carriage of Dangerous Goods and Use of Transportable Pressure

Equipment Regulations 2009' and will be responsible for advising the transportee responsible for moving hazardous materials, waste or otherwise on behalf of the client. Duties will include but are not limited to:

- 3.12.1. requirements in terms of paperwork accompanying loads,
- 3.12.2. packaging and labelling requirements for the hazardous shipments,
- 3.12.3. vehicle suitability and placarding,
- 3.12.4. driver ADR competency and license,
- 3.12.5. advice during any incident during transport,
- 3.12.6. an annual report covering necessary regulatory requirements.

4. CDM

- 4.1. The Service Provider will act as "principal contractor" (as defined by the CDM Regulations) for all construction activities regardless of value for all parts of the Scope to which the CDM Regulations apply, unless otherwise instructed by the Service Manager.
- 4.2. The Service Provider is required to understand and comply with all measures contained within the SHEW COP or Weybridge specific SHEWCOP documents
- 4.3. The Service Provider is required to work with any Client appointed designers and integrate seamlessly for efficient work delivery.
- 4.4. The Client may utilise a third party to provide CDM advice in some circumstances. Where this occurs, the Service Provider will be required to work collaboratively with such third party. The Service Provider's obligations and/or liabilities in respect of the CDM Regulations under the contract shall not be removed, reduced, qualified or limited by any comments, confirmations, acknowledgement, advice, inspections, attendance at meetings or any failure in relation to the same by the Client or such third party.
- 4.5. The Service Provider when acting as "principal contractor" will attend the Affected Property on the first day of project commencement and on specific further dates reflective of the risk and complexity of the project
- 4.6. The Service Provider is to provide advice on all aspects of the CDM Regulations where required by the Client in relation to the Scope and Service Orders/Project Orders.
- 4.7. The Client may also require advice in relation to the CDM Regulations on its own managed and delivered projects outside of the contract. Where this is required the Service Manager will instruct a Service Order.
- 4.8. The Service Provider, when acting as "principal contractor", is expected to co-operate with Defra's internal processes such as checkpoints and project notifications (see SHew COP documents in a separate contract schedule) that are performed by the Client representative.

5. Public Safety

- 5.1. The Service Provider sets out the process for assessing the risks associated with Affected Property access and the prevention of harm to Affected Property visitors and members of the public whether legitimately on the site or non-legitimately.
- 5.2. The Service Provider shall undertake an initial review of the Client's Facilities Management Public Safety Assessment (FMPSA) present at the Affected Property during mobilisation and be responsible for undertaking regular (at least annual) reviews of the FMPSA thereafter.

- 5.3. The Service Provider will propose assessments for any Affected Property without a current FMPSA. Completion of assessments where they do not current exist will be managed via the Service Order and Project Order process.
- 5.4. The Service Provider will identify any hazards associated to the Affected Property and public safety. Risks and issues will be added to the latest FMPSA and proposals for mitigating any risks and issues will be proposed by the Service Provider to the Client.
- 5.5. FMPSA will be produced as set out in the Defra standard included in Annex D – Policy, Documents and Standards
- 5.6. The Service Provider will review the public safety assessment produced on an annual basis to establish that control measures are still in place and are fully functional.
- 5.7. The Service Provider will produce an action plan detailing additional control measures to be put in place if required
- 5.8. FMPSA for each Affected Property will be available to the Client at all times.
- 5.9. The Service Provider will produce an interim public safety assessment for any Project Order or activity that may impact on Affected Property access and security for a short period of time.
- 5.10. The Service Provider will fully re-assess each Affected Property in relation to public safety every five (5) years.

6. Traffic Management

- 6.1. The Service Provider will assess the risks associated with workplace transport and traffic management where an assessment is not already in place at the Affected Property. Where an assessment already exists the Service Provider will be responsible for reviewing and updating annually and following any change to the Affected Property traffic system.
- 6.2. The Service Provider will make an initial assessment as to whether sufficient control is in place to prevent anyone coming to harm and make any recommendations for improvement to the Client.
- 6.3. Traffic Management plans will include but not be limited to:
 - 6.3.1. Completed site specific risk assessment
 - 6.3.2. Detailed and prioritised action plan
 - 6.3.3. Site plan detailing layout of traffic routes (including pedestrian routes),
 - 6.3.4. disabled access, including any restrictions,
 - 6.3.5. street furniture, signs, humps, and
 - 6.3.6. reversing and turning areas, parking areas, no parking areas, cross hatching areas and any other road markings.
- 6.4. The Service Provider will communicate the plan to all those who need to know in conjunction with the client.
- 6.5. The Service Provider will produce an interim Traffic Management Plan for any Project Order or activity that may impact on the movement of traffic for a short period of time.
- 6.6. The Service Provider will report any incident involving vehicles at Affected Property to the Client as soon as the incident becomes known.

7. Confined Spaces

- 7.1. The Service Provider will manage the Client's confined spaces register in accordance with legislation and any relevant codes of practice.

- 7.2. The Service Provider will review and update the confined spaces register periodically and when any changes are made to the Affected Property that will impact a confined space.
- 7.3. The Service Provider will notify the Client of any new confined spaces and the Service Provider will add those to the confined spaces register. The Client may notify the Service Provider of any new confined spaces and the Service Provider will add those to the confined spaces register.

8. Service A3 - Management Services

- 8.1. The following Standards Ref apply to this Service - SA3.
- 8.2. The Service Provider shall:
 - 8.2.1. Be responsible for ensuring a change management plan is in place which shall be developed and agreed with the Client by the end of the mobilisation phase;
 - 8.2.2. Ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Service Provider Staff for the duration of the contract in a timely manner. The Service Provider shall agree with the Client the required level of security clearance for each member of Service Provider Staff by the end of the mobilisation phase. Once established the Service Provider shall maintain the appropriate clearance for all new Service Provider Staff members throughout the Service Period. Details of the current and valid professional qualifications and accreditation required will be agreed during mobilisation;
 - 8.2.3. Develop and maintain management and staffing levels for the supply of the service as documented in the SPP within the FM Service Standards;
 - 8.2.4. Develop and maintain appropriate working practices, policies, procedures, risk assessments and methods to ensure that the service is supplied in accordance with Annex D - Policy, Documents and Standards. The Service Provider shall follow such standards at all times;
 - 8.2.5. Review all method statements and risk assessments from Others prior to the start of the service to ensure:
 - 8.2.5.1. The works processes and control measures are compliant with all Health and Safety Laws and Client requirements; and
 - 8.2.6. All Service Provider Staff engaged in the service possess the relevant skills, qualifications and accreditations to provide the service.
 - 8.2.7. Comply with all of the Client's procedures and Security Policies and act upon the instructions of the Client should there be a change in the threat assessment and Response Level (Response Level has the meaning given to it at SJ9 in Annex D - Policy, Documents and Standards). Further details of the security requirements will be provided during mobilisation.
 - 8.2.8. Ensure that all staff adopt and follow all security contingency plans as directed by the Client in the event of a security alert or incident;
 - 8.2.9. The Service Provider is responsible for providing the necessary training in relation to their responsibilities and activities when changes in security status occur;
 - 8.2.10. Be aware that the implementation of these enhanced measures may require all Service Provider, Sub-Contractor and Service Provider Staff to vacate an Affected Property as directed by the Client;
 - 8.2.11. Ensure that Service Provider Staff and Subcontractors requiring access to the Client's Premises have the appropriate security clearance. It is the Service Provider's responsibility to establish whether the level of clearance will be sufficient for access;

- 8.2.12. Unless prior approval has been received from the Client, the Service Provider shall be responsible for meeting the costs associated with security clearances for Service Provider Staff and Sub-contractors;
- 8.2.13. Unless prior approval has been received from the Client the Service Provider shall be responsible for the provision of security cleared escort services and shall meet all associated costs as required for works undertaken by the Service Provider in providing the service; and
- 8.2.14. Recognise that some of the Client's data is protectively marked and may contain potentially sensitive information and ensure that management systems are in place to maintain the security of the Client's data. Further information will be provided prior to the Contract Date.
- 8.3. The Service Provider procures that all Service Provider Staff cooperate with and assist the Client with the implementation of all enhanced security related measures required in the event that enhanced security measures be required in response to increased threat assessment and / or level of alert.
- 8.4. Where required, the Service Provider shall provide, maintain and repair any furniture, furnishings, special fittings, office equipment and training equipment for Service Provider Staff located at the Affected Property as necessary to provide the service. The Service Provider shall also provide Service Provider Staff with all equipment, consumables and stationery necessary to deliver the service.
- 8.5. When required by the Client the Service Provider shall provide in accordance with Good Industry Practice expert technical and professional advice on any technical FM issues arising related to the delivery of the service detailed within this Scope with a view to ensuring the continued delivery of the service in line with this Scope and the Accepted Plan. These shall include but not limited to, advice on blended working and use of smart technology.
- 8.6. The Service Provider will propose to the Client for agreement details of where Service Provider Staff may be located at the Affected Property. For the avoidance of doubt where the Client provides space to the Service Provider within the Affected Property this is not assumed to continue if the Client's property and/or service requirements change.

9. Service A4 – The Service Provider's plan (SPP)

- 9.1. The following Standards Ref apply to this Service - SA4. In addition, the Service Provider submits a Service Provider plan (SPP) to the Service Manager in accordance with contract clause 31 and the Contract Data.
- 9.2. The SPP should detail the Service Provider's proposals for delivery of all of the works and services detailed in this Scope, describing the Service Provider's approach to providing the service. As a minimum, the buildings and asset maintenance management element of the SPP shall contain:
 - 9.2.1. The service objectives;
 - 9.2.2. Approach and methodology: Asset management method statement for meeting the Client's requirements,
 - 9.2.3. Variation procedures and additional work requests;
 - 9.2.4. Operational structure including key roles and personnel and resource proposals;
 - 9.2.5. Net Zero Carbon strategy, to include but not be limited to initial assessment of Affected Property, development of action plan to reduce greenhouse emissions, performance measurement and reporting regimes and investment plans / opportunities;

- 9.2.6.Planned Preventative Maintenance (PPM) and asset lifecycle replacement schedule and Delivery methodology;
- 9.2.7.Quality policy / quality statement;
- 9.2.8.Sub Contractors / partners to be agreed by the Service Manager;
- 9.2.9.Balanced scorecard certification;
- 9.2.10. Procurement of Services;
- 9.2.11. Procurement of materials taking account of embodied carbon and recycled content;
- 9.2.12. Management of energy use including lighting;
- 9.2.13. SFG20 methodology / schedules; including Uniclass and NRM classifications for interoperability;
- 9.2.14. Computerised asset management system;
- 9.2.15. A single Common Data Environment for hosting building information models and any associated current state and achieved geometry in line with PAS1192:3;
- 9.2.16. Building management system;
- 9.2.17. Routine maintenance;
- 9.2.18. Formulation of the PPM programme;
- 9.2.19. Maintenance management, recording and reporting;
- 9.2.20. Critical spares management;
- 9.2.21. Inspections;
- 9.2.22. Conservation and sustainability;
- 9.2.23. Maintenance and renewal;
- 9.2.24. Management arrangements;
- 9.2.25. Compliance management arrangements;
- 9.2.26. Performance management arrangements;
- 9.2.27. Social Value performance and reporting plan;
- 9.2.28. Quality management;
- 9.2.29. Complaints management processes;
- 9.2.30. Operational liaison;
- 9.2.31. Reactive maintenance service; and
- 9.2.32. Reactive vandalism maintenance Service.
- 9.2.33. Compliance Management Plan
- 9.3. Any economic benefits of amending the SPP (and therefore approach to service delivery) must not be at the detriment to people, health or the environment.
- 9.4. The Service Provider in agreement with the Client is to include resourcing for all contract governance boards within the SPP.

10. Service A5 - Fire Safety

- 10.1. The following Standards Ref apply to this Service - SA5.
- 10.2. Where requested to do so, the Service Provider shall provide a professional advice service on all matters relating to the Regulatory Reform (Fire Safety) Order 2005 for each Affected Property. Advice should be provided by a member of the Institute of Fire Engineers (IFE) or Institute of Fire Safety Managers (IFSM) or equivalent.
- 10.3. The Client may require fire precautions.
- 10.4. Where required by the fire risk assessment the Service Provider will keep a register of all active fire and evacuation wardens at the Affected Property. The Service Provider will act as wardens as well as recruit wardens from Client staff if necessary. In the event the

Service Provider does not have an appropriate number of wardens listed for each Affected Property it will notify the Client immediately.

- 10.5. The Service Provider shall be responsible for ensuring that all facilities have the necessary fire certification and are maintained in a condition which complies with their fire certificate and the requirements of all relevant fire regulation, fire legislation and guidance.

11. Service A6 - Accessibility Services

- 11.1. The following Standards Ref apply to this Service - SA6.
- 11.2. The Service Provider shall:
- 11.2.1. Provide advice relating to the Equality Act 2010 including mental health and safety matters;
 - 11.2.2. not used
 - 11.2.3. Ensure continuous planned timely interactions with the Client's staff and stakeholders, including any Disability Advisor and the Occupational Health and Safety representatives;
 - 11.2.4. Provide advice on further additional requirements including technical problem-solving regarding access and signage;
 - 11.2.5. Provide advice on health and safety matters-. The Service Provider shall also take a pro-active approach and advise the Client of any investment that shall be required to improve accessibility at the Affected Property. This includes access and egress for use by those with disabilities and to comply with the Equality Act 2010;
 - 11.2.6. not used
 - 11.2.7. Provide advice on conference meeting facilities, hearing loops, personal evacuation emergency plans (PEEPS) and other technology used to assist accessibility to all.

12. Service A7 - Risk management

- 12.1. The following Standards Ref apply to this Service - SA7.
- 12.2. In addition to the Early Warning Register prepared by the Service Manager, the Service Provider shall be responsible for the development of contract specific risk register, which shall be reviewed, updated and issued to the Client as required and no less frequently than quarterly. Where new and/or significant risks are identified which have the potential to impact on the Client's business operation, service provision and / or performance standards, the Service Provider shall be responsible for informing the Client of these risks as soon as they become known.
- 12.3. Where required and in conjunction with the Client, the Service Provider shall construct a risk assessment for each Affected Property listed within the Contract Data. The Service Provider shall have sole responsibility for the drafting and updating of the risk assessment. Specific Affected Property risks may be entered onto the contract specific risk register if either of the Parties require it. The Client will be able to raise risks for inclusion in the risk register independently from the Service Provider. The register will always be available to the Parties.
- 12.4. The Service Provider shall be required to operate Contracting Authority specific risk management systems including the drafting and updating of such systems.

- 12.5. The Service Provider will put in place an action plan setting out steps to improve equality, diversity and inclusion (EDI) during the contract. This will include supporting improvement in identified key areas from either the Service Provider or the Client of EDI, for example where relevant the importance of Ramadan for Muslim colleagues is understood, respected and that colleagues are supported during the fasting period/understanding and respectful treatment in relation to sexual orientation and gender identity of colleagues and/or members of the public.

13. Service A8 – Customer satisfaction

- 13.1. The following Standards Ref apply to this Service - SA8.
- 13.2. The Service Provider shall ensure that:
- 13.2.1. They have processes in place to provide and measure a proactive and responsive customer service, managing customer satisfaction to the agreed levels during the mobilisation period and throughout the duration of the Service Period;
 - 13.2.2. They have processes in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Client, building users, occupants of Client housing, users of training facilities, all stakeholders and customers at all times;
 - 13.2.3. Their customer satisfaction processes align with the Client's Quality Management System ("QMS") where appropriate; and
 - 13.2.4. They administer the formal process for handling Service Failures, complaints and works recall as set out in Appendix 2 – Complaints, Failure and Recall Process.
- 13.3. The Service Provider shall conduct six monthly customer satisfaction surveys or as agreed with the Client as part of their ongoing commitment to continuous improvement and performance management (in addition to ensuring value for money). The Service Provider must acknowledge different stakeholder groups and will be required to provide group specific surveys, including but not limited to:
- 13.3.1. Affected Property users (Client staff)
 - 13.3.2. Intelligent Client Function (ICF)
 - 13.3.3. The Service Manager and nominated Delegated Service Managers
 - 13.3.4. Specific ICF nominated arms length bodies (ALB)
- 13.4. The Service Provider's SPP shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including but not limited to:
- 13.4.1. Survey method / medium (online, electronic, etc.);
 - 13.4.2. Approach to maximising synergies with Client's in-house or external performance measurement / customer experience processes, systems (such as building exit feedback posts) and suppliers;
 - 13.4.3. Approach to maximising survey responses;
 - 13.4.4. Sample / draft questionnaire; and
 - 13.4.5. Approach to the analysis of results.
- 13.5. Where the customer satisfaction survey results are of a score less than the agreed satisfaction level, the Service Provider shall:
- 13.5.1. Investigate the cause of the dissatisfaction and discuss with the Client as soon as causes are known and no later than one month following feedback;
 - 13.5.2. Produce an action plan to address the root cause of customer dissatisfaction; and
 - 13.5.3. Where appropriate, carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.

- 13.6. The Service Provider will ensure a collaborative approach is maintained with the Client and Others (e.g. IT provider) to ensure employee satisfaction scores are maintained at the agreed satisfaction levels.

14. Service A9 – Reporting

- 14.1. The following Standards Ref apply to this Service - SA9.
- 14.2. The Service Provider shall ensure that:
- 14.2.1. All data used to generate reports is held within the Service Provider's CAFM and any other specialist systems
 - 14.2.2. They deliver a dynamic reporting capability, minimising the amount interfaces to the Client and always via electronic interfaces such as portal and web browser facility;
 - 14.2.3. The format, standard and frequency of reporting is developed and agreed with the Client and Delivered in accordance with their requirements; and
 - 14.2.4. The information required to report against its agreed KPIs is contained within named system, to which the Client has access and maintained accurately at all times.
- 14.3. The Service Provider shall provide a broad and comprehensive reporting solution under the following categories:
- 14.3.1. Industry-standard FM reports; and
 - 14.3.2. Performance measurement and statistical reporting.
- 14.4. The Service Provider shall provide reports relating to the performance of the Service Provider and statistical information relating to the service being provided as may reasonably be requested by the Client for any purpose in connection with managing and ensuring Service Provider compliance with the service requirements. These shall include but not be limited to:
- 14.4.1. Reportable incidents;
 - 14.4.2. Real time Reporting;
 - 14.4.3. Expert analysis reports;
 - 14.4.4. Ad hoc reporting requirements;
 - 14.4.5. Self-service reporting capability;
 - 14.4.6. Performance measurement and reporting;
 - 14.4.7. Risk Management;
 - 14.4.8. Affected Property related drawings; and
 - 14.4.9. Framework MI Reporting.

15. Reportable incidents

- 15.1. The Service Provider shall inform the Client via the helpdesk service each time reportable incidents (as per HSE guidance) or events that trigger contingency plans occur. These shall be recorded on the CAFM System and shall include:
- 15.1.1. Health And Safety accidents and incidents, to include HSE RIDDOR reports;
 - 15.1.2. Pollution and contamination incidents;
 - 15.1.3. Statutory compliance failures;
 - 15.1.4. Asset and system failures, which may affect business continuity;
 - 15.1.5. Physical and document security breaches;
 - 15.1.6. Service Failures;
 - 15.1.7. Instances of wilful damage or vandalism;

- 15.1.8. Issues with the potential to disrupt energy supply and utility provision e.g. water supply at an affected property.
- 15.1.9. Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the Client;
- 15.1.10. Complaints.
- 15.1.11. not used
- 15.1.12. Any event which could be considered or is reported as a 'near miss' (a near miss that had the potential cause harm and lessons can be learned and shared) or false alarm.
- 15.1.13. Any further reporting required by the Client in relation to reportable incidents such as carrying out reviews of reportable incidents and providing a report to the Client within 10 working days.

16. Real Time Reporting

- 16.1. The Service Provider shall inform the Client via the helpdesk service each time reportable incidents or events that trigger contingency plans occur and will continue to update the Client in real-time if events are ongoing. These shall be recorded on the CAFM System these shall include but not be limited to:
 - 16.1.1. Complaints;
 - 16.1.2. Health and Safety accident reporting / RIDDOR reports;
 - 16.1.3. Environmental incidents;
 - 16.1.4. Health and Safety hazards (e.g. asbestos risks, legionella risks);
 - 16.1.5. Security risks; and
 - 16.1.6. Instances of accidental damage caused by the Service Provider Staff.
 - 16.1.7. not used.
 - 16.1.8. Any further reporting required by the Client in relation to real time reporting requirements.

17. Expert analysis reports

- 17.1. The Service Provider shall compile and analyse a suite of reports, which suite and reporting requirements is to be agreed with the Client during the mobilisation period. These reports shall include, but not be limited to:
 - 17.1.1. The Client's performance measurement and management of the service;
 - 17.1.2. The Client's performance measurement and management of the Service Provider's Carbon Net Zero performance;
 - 17.1.3. The Client's performance measurement regarding waste, to include statistics on waste diversion and waste recycling rates;
 - 17.1.4. The Client's performance measurement regarding tenants (to include accommodation quality status, vacant accommodation availability and occupation levels);
 - 17.1.5. The Client's performance measurement and management of the Employee Customer Satisfaction Survey;
 - 17.1.6. The Client's statutory compliance performance reporting processes and reporting regimes; and
 - 17.1.7. The Client's performance measurement and management of risk

- 17.2. The Service Provider shall interpret the reports and provide a written commentary of its expert analysis, as specified by the Client.
- 17.3. Ad hoc reporting requirements
- 17.4. The Client may request the Service Provider to create and generate ad hoc reports on its behalf.
- 17.5. Where required by the Client the Service Provider shall provide the reports with expert commentary
- 17.6. The Client is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Affected Property on an urgent basis. The Service Provider shall comply with any request to assist with responses to parliamentary questions in the event information is required under these circumstances.

18. Self-service reporting capability

- 18.1. The Service Provider shall provide the Client with the ability to interrogate the Service Provider's Systems and generate their own reports at no extra cost.
- 18.2. Service Provider contractual performance measurement and reporting
- 18.3. The Service Provider shall report on its own performance against the agreed KPIs set out in the Performance Table and other measures requested by the Client. These reports shall include summaries at site specific, region, geographical area, arm's length body and/or service level, as appropriate, for the following:
 - 18.3.1. Achievement against KPI targets;
 - 18.3.2. Achievement against social value requirements set out in Joint Schedule 5;
 - 18.3.3. Achievement against net zero carbon requirements set out in Joint Schedule 5;
 - 18.3.4. Reasons for failure to meet any KPI targets;
 - 18.3.5. Service Failures accruing because of failure to meet KPI targets or otherwise;
 - 18.3.6. Levels of statutory compliance;
 - 18.3.7. Performance against sustainability plan, developed by the service provider and agreed by the client.;
 - 18.3.8. Details of performance against Planned Preventative Maintenance activities, including reactive works generated from Planned Preventative Maintenance activities;
 - 18.3.9. Details of Assets or systems taken out-of-service for health and safety or operational reasons;
 - 18.3.10. Details of recommendations generated from Planned Preventative Maintenance works;
 - 18.3.11. Reasons for failure to complete planned statutory and mandatory inspections / tasks;
 - 18.3.12. Progress / status of Service Orders and Project Orders;
 - 18.3.13. Waste volumes, including waste diversion reports and recycling volumes;
 - 18.3.14. Achievement against the Delivery of statutory testing and inspections;
 - 18.3.15. SME contractual performance (i.e. number of SMEs engagement sessions held, number appointed and value of cost of Scope undertaken by appointed SMEs); and
 - 18.3.16. Details of progress against Client agreed action plans for the following month, which will be reviewed to check progress and track actions carried out to completion. The Client shall not unreasonably withhold or delay agreement of these action plans with the Service Provider.

19. Calculation of Service Provider performance results against Annex C - Service Delivery Response Times, and the KPI targets in the Performance Table

- 19.1. For performance measurement and reporting, the Service Provider shall report against its performance by undertaking the following actions:
 - 19.1.1. Inputting performance data relating to its operational KPIs into the CAFM System.
 - 19.1.2. Collating the data required to calculate its performance against the obligations in the Performance Table; and
 - 19.1.3. Measuring its performance each month against each of the KPIs and calculate payment mechanism scores in accordance with the Performance Table;

20. Reporting Service Provider performance data and associated information

- 20.1. During the mobilisation period, the Service Provider shall provide a report for the Client on a monthly basis. The format will be specified by the Client and agreed with the Service Provider;
- 20.2. The Service Provider shall provide a monthly report to the Client detailing the performance scores and associated Deductions calculated, within ten (10) working days following the end of the month
- 20.3. not used
- 20.4. For statistical information reporting, the Service Provider shall provide monthly comprehensive Management Information statistics and trend analysis in relation to all aspects of the service including:
 - 20.4.1. Inbound volume, by type and region;
 - 20.4.2. Completed service requests, by inbound channel;
 - 20.4.3. Average and maximum call waiting times;
 - 20.4.4. Average inbound call duration;
 - 20.4.5. Volume of duplicate service requests;
 - 20.4.6. Total outbound calls;
 - 20.4.7. Benchmarking; and
 - 20.4.8. Volume of requests originated by the Service Provider.
- 20.5. The Service Provider shall provide the Client with any required reports, written information or statistical information in relation to the Scope against all data held within the CAFM System or any other management information/ data accessible by the Service Provider in relation to the provision of the service. This will be in response to reasonable ad hoc requests from the Client.

21. Risk Management

- 21.1. The Service Provider shall provide comprehensive monthly updates in relation to the contract risk register. These shall include but not be limited to:
 - 21.1.1. Progress against known and existing risks on the contract risk register or Early Warning Register;
 - 21.1.2. Risk mitigation activities; and
 - 21.1.3. Newly identified risks.

22. Framework MI Reporting

- 22.1. The Service Provider shall report on its own performance with the Client and shall ensure the Management Information ("MI") required by the Client is produced in the required formats and is submitted by the agreed deadlines in accordance with the requirements outlined within Framework Schedule 4 Framework Management. The MI reporting shall include the following:
- 22.1.1. Modern Slavery;
 - 22.1.2. Carbon Net Zero;
 - 22.1.3. Social Value - Apprenticeships;
 - 22.1.4. Social Value – Progress against agreed Action Plans;
 - 22.1.5. Social Value - Workforce Diversity and Inclusion;
 - 22.1.6. Social Value - SMEs and VCSEs; and
 - 22.1.7. Prompt Payment compliance and performance.
- 22.2. The Service Provider shall ensure they remain fully compliant with all MI reporting requirements and shall commit to maintain full compliance as the Client develops enhanced reporting regimes throughout the Service Period.

23. Drawings

- 23.1. The Service Provider shall:
- 23.1.1. Review existing Client drawings within the mobilisation period; and;
 - 23.1.2. Produce a report containing recommendations and budget costs for the update and reconciliation of all Affected Property drawings to bring them up to date,
 - 23.1.3. maintain drawings including revision and storage and made available to the Client at all times in electronic format
- 23.2. not used
- 23.3. not used-

24. Service A10 – Performance self-monitoring

- 24.1. The following Standards Ref apply to this Service - SA10.
- 24.2. The Service Provider is required to undertake a performance self-monitoring regime, which is to be agreed with the Client. This shall be inclusive of the whole service delivered within the Scope regardless of delivery method.
- 24.3. Within the performance self-monitoring regime, the Service Provider is required to:
- 24.3.1. Operate procedures and systems to record information in support of performance monitoring against the Scope and to enable regular robust performance reporting;
 - 24.3.2. Monitor the performance of the service via an agreed programme of Service Provider led and independent specialist audits and inspections and trend analysis of recorded data in the CAFM System and produce monthly performance reports for the Client; and
 - 24.3.3. Maintain a Management Information System ("MIS") to analyse information on the performance of each required Service. It shall be capable of reporting performance against defined performance requirements.
- 24.4. The MIS system, utilised by the Service Provider, shall be capable of monitoring performance of the service, notwithstanding any changes in work practices, technology and agreed performance standards at all times.

- 24.5. The Service Provider shall be responsible for maintaining the MIS software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.
- 24.6. The Service Provider shall work with the Client and support their internal management processes. The Service Provider's self-monitoring regime shall recognise these processes and capture feedback from Client arranged tests and inspections. The Service Provider shall be responsible for taking appropriate action to deliver agreed outcomes to identified issues and failures in a timely manner.

25. Service A11 - Business Continuity, Disaster Recovery and Emergency Management

- 25.1. The following Standards Ref apply to this Service - SA11.
- 25.2. In accordance with [Schedule 20] to the contract (Call-Off Schedule 8 - Business Continuity, Disaster Recovery and Emergency Management), the Service Provider shall have suitable and sufficient plans in place to deliver the service at the Affected Property and at corporate level throughout the Service Period.
- 25.3. The Service Provider shall:
 - 25.3.1. Notify the Client as soon as it becomes aware of an event or risk of an event that would have negative consequences on the ability to Deliver the service or that would have actual or potential negative impact to the Client and/or the Affected Property. The Service Provider shall collaborate with the Client to ensure that the Plans (for the purposes of this paragraph 27 as defined in [Schedule 20] to the contract (Call-Off Schedule 8 - Business Continuity, Disaster Recovery and Emergency Management)), interface seamlessly with Client plans, expectations and processes to support an integrated and interoperable strategy for Business Continuity, Disaster Recovery and Emergency response plan activations;
 - 25.3.2. Liaise with the Client to ensure that appropriate and timely communication lines are implemented and maintained;
 - 25.3.3. Ensure that the Plans include consideration of relevant risks on the National Risk Register and include planning for response and recovery from realistic worst case scenarios identified through risk assessment and review process. Plans must be maintained in alignment with National Resilience Standards; to include regular review of strategy and plans as well as maintaining competency of staff through training and exercise. The Service Provider shall coordinate these Plans with the Client and relevant internal and external stakeholders;
 - 25.3.4. Ensure any relevant Plan is actioned as necessary with due expediency when the minimum parameters for activation of the Plan are reached. The Service Provider shall inform the Client of all scheduled interruptions to any energy supply if it may affect the Client's operations; and
 - 25.3.5. Provide its strategy and plans no later than ninety (90) calendar days prior to service commencement date. The plans shall be reviewed on a regular basis and as a minimum once every six (6) months.
- 25.4. At the request of the Client, the Service Provider shall assist in Testing the Client's EP, BC and DR Plans (as defined in [Schedule 20] to the contract (Call-Off Schedule 8 - Business Continuity, Disaster Recovery and Emergency Management)), at intervals to be agreed by both Parties.
- 25.5. The Client may require the provision of professional advice in relation to its own Plans, 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 Affected Property. The Service Provider shall note that the acquisition and setting-up of immediate replacement accommodation shall not be included in the cost.

- 25.6. The Client's Plan is confidential and the Client will decide which information will be disclosed to assist in the Service Provider planning process. Any disclosed information must be treated as confidential and shall not be issued to Others without the written permission of the Client.
- 25.7. The Client will require site specific Business Continuity, Disaster Recovery and Emergency Management plans at certain premises. Details of Affected Property requiring specific plans will be advised by the Client.

26. Service A12 – Quality Management Systems

- 26.1. The following Standards Ref apply to this Service - SA12.
- 26.2. The Service Provider shall have in place ISO 9001 accreditation.
- 26.3. The Service Provider shall maintain such accreditation throughout the Service Period.
- 26.4. The Service Provider shall provide the Client with evidence of its ISO 9001 accreditation upon request at any time during the Service Period.
- 26.5. The Service Provider shall implement a Quality Management Plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology to align with and support the Client's existing ISO 9001 accreditation and its related systems and for delivering continuous improvement.
- 26.6. The Service Provider shall be responsible for undertaking an annual review of their quality management system with the Client to ensure compliance with ISO 9001 (or current edition) to ensure the management systems continue to be suitable, adequate, and effective.
- 26.7. The Service Provider shall develop and agree their quality Audit programme with the Client during contract mobilisation, in accordance with Work Package B –Mobilisation, in the Scope. The programme shall show registration body inspection visits, Client audits, internal Service Provider assessor visits and audits delivered by independent bodies.
- 26.8. Where requested by the Client the Service Provider's quality management system shall be accredited by the UK Accreditation Service ("UKAS").
- 26.9. The Quality Management Plan will detail all Service Provider quality management systems and any other tools and techniques to provide the Client with evidence of the Service Provider's commitment, ensuring an organisation wide effort to continuous improvement in line with industry recognised total quality management principles in agreement with the Client.
- 26.10. ISO 14001 – Service Provider shall assist the Client to obtain/retain these accreditations
- 26.11. The Service Provider shall have in place ISO 27001 accreditation.
- 26.12. ISO 9001 is applicable and to be recognised at site level.

27. Service A13 – Staff Management, Recruitment and Training

- 27.1. The following Standards Ref apply to this Service - SA13.

- 27.2. The Service Provider shall attract, recruit and retain sufficient staff to deliver the service and any future expansion of the service.
- 27.3. The Service Provider shall recognise that the Public Sector in the UK is committed to the Delivery of high quality public services, and recognises that this is critically dependent on the provision of excellent management and leadership skills and a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
- 27.4. The Service Provider shall recognise that Public bodies in the UK have in place, are developing and / or adopting fair work practices, which include:
- 27.4.1. A fair and equal 'pay policy' that includes a commitment to supporting the Real Living Wage, including, for example being a 'Living Wage Accredited Employer;
 - 27.4.2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK's young workforce;
 - 27.4.3. Promoting equality of opportunity and developing a workforce, which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
 - 27.4.4. Supporting learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
 - 27.4.5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance;
 - 27.4.6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice; and
 - 27.4.7. Effective equality, inclusion and diversity policies and procedures.
 - 27.4.8. an inclusive approach to the welfare requirements of direct staff and sub-contracted staff that meets the contract deliverables but is flexible and understanding to individuals' specific needs e.g. breaks to coincide with prayer times, flexibility and support during fasting periods.
- 27.5. In order to ensure the highest Standards of service quality in this Contract the public bodies in the UK expect Service Providers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.
- 27.6. The Service Provider shall ensure that all Service Provider Staff employed on the contract receive appropriate induction, refresher and awareness training to ensure the successful and safe delivery of the service. These shall include but not be limited to:
- 27.6.1. Health & Safety (Safe System of Work) Awareness;
 - 27.6.2. First Aid and Accident Reporting;
 - 27.6.3. Pandemic health reporting and infection control related training;
 - 27.6.4. Customer Care;
 - 27.6.5. Service Provider Plan (SPP) awareness;
 - 27.6.6. Quality Management Plan awareness;
 - 27.6.7. Fraud and Bribery awareness;
 - 27.6.8. Waste management (e.g. waste hierarchies);
 - 27.6.9. Environmental and Sustainability awareness including social value;
 - 27.6.10. Equality, Diversity and Inclusion training with detail relating to the nine protected characteristics and how EDI considerations are relevant to key roles;

- 27.6.11. Mental Health Awareness.
 - 27.6.12. Any other further training as indicated by the Client
 - 27.6.13. Use of CAFM and associated IT systems;
 - 27.6.14. Business processes;
 - 27.6.15. Health and safety;
 - 27.6.16. Use of fire alarm testing and emergency systems; and
 - 27.6.17. Site induction training.
 - 27.6.18. Modern Slavery Act, including how to recognise the signs of modern slavery and report it.
- 27.7. The Service Provider shall develop and maintain a training register for all staff employed on the contract and be responsible for maintaining appropriate staff records and training records for all Service Provider Staff. The register will detail training expiration and future training dates to ensure no drop in capability to deliver the Scope. The register will be made available to the Client on request
- 27.8. The Client may require the Service Provider to deliver bespoke training services to Client staff. Where required these will be discussed with the Service Provider and managed via the Service Order and Project Order processes. The Service Provider shall be responsible for maintaining records of any training provided to the Client's staff.
- 27.9. The Service Provider shall ensure that all Service Provider Staff provide or have provided evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006. The cost of obtaining any such evidence shall be the responsibility of the Service Provider.
- 27.10. Any Service Provider 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 and the contract.
- 27.11. Any Service Provider Staff who has not received the clearance required by the Client, and who are required to be at the Affected Property must be accompanied and supervised at all times by an individual who has the appropriate level of clearance and shall not attend without the prior written approval of the Service Manager.
- 27.12. The Service Provider shall provide an induction programme as agreed by the Client for all Service Provider Staff and for any relevant Client staff, and participate in any relevant Client induction programme.
- 27.13. The Service Provider shall investigate all complaints regarding Service Provider Staff and action accordingly in respect to the nature of the complaint. The Client may request updates on any or all complaints depending on their nature and as a minimum the Service Provider is required to report on complaints monthly.
- 27.14. Service Provider Personnel shall be presentable to the expected professional standard and wearing all required uniforms and/or appropriate work wear at all times (in line with the defined Standards). The Service Provider shall be responsible for the provision of all equipment, work wear, uniforms and PPE for their personnel for use on the contract. Gender specific fit clothing should be provided to your staff, and considerations to accommodate cultural/religious dress where reasonable and safe to do so.
- 27.15. In accordance with 13.4.1. the Service Provider shall pay the Real living wage to eligible staff throughout the life of this call off contract. As a minimum any overtime will also be paid at the Real Living Wage.
- 27.16. The Service Provider will provide to the Client copies of all Service Provider policies relating to staff management, recruitment and training.

- 27.17. The Client may at any time require the Service Provider to provide certificates or qualifications detailed in the training register to ensure it is accurate, up to date and staff are able to safely deliver the service.
- 27.18. The Service Provider is to provide the Client its whistleblowing policy and demonstrate how this accessible to all Service Provider staff. Service Provider staff must be made aware of how to raise concerns directly with the Client if required.
- 27.19. The Service Provider must provide work schedules to its staff sufficiently in advance to allow staff to plan for their sleep cycles, caring responsibilities and other personal commitments
- 27.20. Service Provider Staff and sub-contracted staff must have access to appropriate welfare facilities including access to heating facilities for food, area to dry clothes etc.
- 27.21. Within six (6) months of the Contract Date the Service Provider will provide a plan to work with staff pro-actively to address any reasonable concerns and ensuring there is also a route for staff to raise issues anonymously. The plan and progress against it will be regularly reviewed with the Client.
- 27.22. The minimum security clearance requirement for access to the Affected Property is Baseline Personnel Security Standard (BPSS). Affected Property classified as Science require Counter Terrorism Check (CTC) clearance for unescorted access to most common areas. The Service Provider will ensure all Service Provider Staff have the appropriate clearance.
- 27.23. Security Staff and those requiring access to sensitive areas at Affected Property classified as Science will require Security Clearance (SC). The Service Provider will ensure all Service Provider Staff have the appropriate clearance.

28. Service A14 - Selection and Management of Subcontractors

- 28.1. The following Standards Ref apply to this Service - SA14. The Service Provider shall actively manage all aspects of Sub-Contract involvement in the contract to ensure that the service is performed in accordance with the contract.
- 28.2. The Service Provider 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:
 - 28.2.1. Protecting the Client'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;
 - 28.2.2. Ensuring that all Subcontractors operate a safe system of work (SSOW) and that all activities at the Affected Property are delivered in compliance with the Service Provider's Health & safety policy statement and Management Plan;
 - 28.2.3. Performance monitoring against agreed KPIs;
 - 28.2.4. Benchmarking and market testing of Services against the provision from other Service Providers;
 - 28.2.5. Problem solving and Dispute (prevention and) resolution where issues exist;
 - 28.2.6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
 - 28.2.7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Subcontractors to be shared with the

Client at each performance meeting and retained for the duration of the call off contract;

- 28.3. When sub-contracting, the Service Provider will ensure that supply chain opportunities are inclusive and accessible to Small and Medium Enterprises (SMEs) and Voluntary Community and Social Enterprise (VCSE) organisations, Mutuals, new businesses and entrepreneurs and other underrepresented business groups. The Service Provider will identify barriers for these organisations and will work actively to remove them, ensuring equal opportunities to compete.
- 28.4. The Service Provider shall support the Client in meeting supplier diversity targets in accordance with Annex D – Policy, Documents and Standards and report on the number engagements held with SMEs and the number of any appointed as Subcontractors within its normal reporting procedures.
- 28.5. Within 90 days from the Contract Date the Service Provider will provide a summary of the risks of modern slavery relevant to the contract, steps that will be taken to address them and work to improve supply chain transparency. The Service Provider will produce an annual due diligence report demonstrating progress.
- 28.6. The Service Provider must complete the Modern Slavery Assessment Tool (MSAT) prior to the Contract Date following the guidance on how to complete an assessment at the following link - Modern Slavery Assessment Tool - Supplier Registration Service (cabinetoffice.gov.uk). The Service Provider must re-visit their assessment regularly and when there are key changes that could change their risk of modern slavery. The Service Provider will share the action plan from the assessment with the Client and proactively work to address the actions identified and include progress as a regular report to the Client.
- 28.7. The Parties will work to identify and mitigate the risk of modern slavery, human trafficking, forced and bonded labour and human rights violations in the Service Provider's supply chain.
- 28.8. The Service Provider will work to improve transparency in their supply chain by mapping the highest risk services or goods in relation to modern slavery. Where undertaking of this mapping is not achievable within year 1 a phased approach will be acceptable, and details will be provided by the Service Provider.
- 28.9. The Service Provider will ensure any Subcontractors receive training on the Modern Slavery Act and how to recognise and report modern slavery.

29. Service A15 - Compliance:

- 29.1. The following Standards Ref apply to this Service - SA15.
- 29.2. The Service Provider shall be responsible for ensuring that all Affected Property remain safe and secure environments for all Client staff, including visitors / members of the Public, and Service Provider Staff and prepare a Compliance Management Plan to be included as part of the SPP
- 29.3. The Service Provider shall be responsible for developing and implementing a Compliance Management System that will ensure regulatory compliance is delivered and maintained at all times across all Affected Property and shall be accessible by the Client at all times. The Compliance Management System shall incorporate the delivery of a contract specific Compliance Management Plan across all Affected Property.
- 29.4. Areas of compliance include but are not limited to:
 - 29.4.1. Statutory laws;
 - 29.4.2. Regulatory laws;

- 29.4.3. National and International Standards;
 - 29.4.4. Approved Codes of Practice (ACOPs);
 - 29.4.5. HSE guidance notes;
 - 29.4.6. Manufacturer's Instructions;
 - 29.4.7. UK Government policies (including Devolved Administrations);
 - 29.4.8. Sector specific requirements (e.g. Health Technical Memorandums);
 - 29.4.9. Lease requirements;
 - 29.4.10. Warranty requirements;
 - 29.4.11. Client specific requirements; and
 - 29.4.12. Emissions Trading Scheme (ETS)
- 29.5. The Service Provider shall ensure that when agreed with the Client, a programme of compliance activities (e.g. service delivery audits, management audits, subcontractor audits and independent audits) is in place to ensure full compliance is achieved and maintained at all times throughout the contract. All agreed compliance activities are to be scheduled and recorded within the Service Provider's CAFM system.
- 29.6. The Service Provider shall ensure the Client has full access to all compliance related documentation upon request as and when required for the Client's internal audit processes.
- 29.7. The Service Provider shall obtain the Client's approval to the appointment of any independent auditors and inspection bodies prior to the commencement of any part of the service at the Affected Property.
- 29.8. The Client reserves the right to attend third party surveillance visits by its registration body throughout the Service Period.
- 29.9. The Service Provider shall ensure that the results of the audits and inspections are made available to the Client within ten (10) days of completion of the Audit and shall be recorded on the Service Provider's CAFM System.
- 29.10. The Service Provider shall always and immediately upon discovery notify the Client when an Affected Property becomes non-compliant at any time and/or for any reason.
- 29.11. The Service Provider shall ensure that their Compliance Management Plan is up-to-date and reflective of all re-enacted / new legislation and guidance to ensure regulatory compliance is not affected.
- 29.12. Where re-enacted / new legislation has the potential to impact on the service, the Service Provider shall notify the Client immediately in conjunction with Change in Law procedures set out in Option X2 to the contract.
- 29.13. The Service Provider shall provide assistance and information to the Client and be responsible for arranging access to any Service Provider held documentation as required for any independent audits organised by the Client at the Affected Property upon request. These may include:
- 29.13.1. National Audit Office;
 - 29.13.2. Specialist staff inspections including medical or logistics;
 - 29.13.3. Defence Internal Audit Office;
 - 29.13.4. Environmental Health inspection;
 - 29.13.5. Trading Standards inspection;
 - 29.13.6. All Statutory legislative inspections;
 - 29.13.7. Site inspections and compliance inspections and audits;
 - 29.13.8. Parliamentary enquiries and questions; and
 - 29.13.9. Freedom of information requests.
- 29.14. The Client may require Building Research Establishment Environmental Assessment Methodology (BREEAM) in-use or similar assessment of the building's performance to be

carried out at agreed intervals. This Service shall be provided upon request; costs will be managed via the Service Order or Project Order (at the Service Manager's instruction) process.

- 29.15. The Service Provider shall maintain up-to-date, accurate metrics including cost and performance data within the Property Information Mapping Service ("EPIMS") on its behalf where required by the Client. Where this is a requirement, costs will be managed via the Service Order or Project Order (at the Service Manager's instruction) process.
- 29.16. The Service Provider shall comply with the requirements of the Office for Government Property (OGP) FM Services Standard and FM Asset Data Standard, as developed by the facilities management (FM) strategy programme team for inclusion into the Government Functional Standard GovS004 where required by the Client. Where this is a requirement, costs will be managed via the Service Order or Project Order (at the Service Manager's instruction) process.
- 29.17. The Service Provider shall maintain, update and develop Building Information Modelling ("BIM") data where required by the Client. Where this is a requirement, costs will be managed via the Service Order or Project Order (at the Service Manager's instruction) process.

30. Service A16 – Sustainability

- 30.1. The following Standards Ref apply to this Service - SA16.
- 30.2. The Service Provider shall have in place ISO 14001 accreditation relevant to the contracted services and shall ensure:
 - 30.2.1. That they maintain such accreditation throughout the Service Period;
 - 30.2.2. That they provide the Client with evidence of its ISO 14001 accreditation upon request at any time during the Service Period;
 - 30.2.3. That they implement an Environmental Management Plan in accordance with the ISO 14001 Accreditation, which shall include a proposed methodology to align with and support the Client's existing or planned ISO 14001 accreditation and its related systems and for delivering continuous improvement;
 - 30.2.4. That they undertake an annual review of their environmental management system with the Client to ensure compliance with ISO 14001 (or current edition) to ensure the management systems continue to be suitable, adequate and effective.
 - 30.2.5. That they develop and agree their environmental management plan with the Client during Contract mobilisation, in accordance with the Scope. The programme shall show registration body inspection visits, Client audits, internal Service Provider assessor visits and audits Delivered by independent bodies.
 - 30.2.6. That where requested by the Client, their environmental management system shall be accredited by the UK Accreditation Service ("UKAS"). Further details of the requirement will be provided during the tender process.

31. Sustainability Management Plan

- 31.1. The Service Provider shall develop, maintain and implement a sustainability management plan in line with the Client's sustainability requirements set out in Joint Schedule 5 and the additional documents provided at ITT.
- 31.2. The content, structure and format of the sustainability management plan shall be agreed between the Client and the Service Provider.

- 31.3. The Service Provider shall submit the sustainability plan for Service Manager approval within three (3) months of the Contract Date.
- 31.4. The Service Provider shall ensure that the sustainability management plan complies with GBS and all Client requirements.
- 31.5. The sustainability management plan shall include the Service Provider's approach to:
- 31.5.1. Energy management;
 - 31.5.2. Water, to include system infrastructure maintenance and wastewater management;
 - 31.5.3. Waste prevention and management including waste Hierarchy and segregation;
 - 31.5.4. Recycling of waste paper;
 - 31.5.5. Reducing single use plastics in accordance with the Environmental Protection (plastic straws, cotton buds and stirrers) (England) Regulations 2020, related Regulations in place across Devolved Administrations and all future waste related Regulations; and
 - 31.5.6. Minimising transport use.
- 31.5.7. The Service Provider shall ensure that the sustainability management plan includes the Client's specialist management requirements, including:
- 31.5.8. Natural Environment;
 - 31.5.9. Nature Conservation Sites;
 - 31.5.10. Forestry Sites;
 - 31.5.11. Public access requirements;
 - 31.5.12. Environmental protection, including management of pollution spills, land contamination and groundwater levels;
 - 31.5.13. Historic environment; and
 - 31.5.14. Government historic estate.
- 31.6. Further details of the Client's specialist management requirements will be provided during mobilisation.

32. Net Zero Carbon Plan

- 32.1. Where exemptions do not apply, the Service Provider shall ensure compliance with the reporting requirements outlined within the Streamlined Energy and Carbon Reporting ("SECR") framework.
- 32.2. The Service Provider shall collaborate with the Client and develop, maintain and implement a net zero carbon strategy in line with the Client's net zero carbon requirements set out in Joint Schedule 5 and additional documents provided at ITT in appendix D.
- 32.3. The content, structure and format of the net zero carbon management plan shall be agreed between the Client and the Service Provider.
- 32.4. The Service Provider shall submit the net zero carbon plan for the Client's Approval within three (3) Months of the Contract Date.

33. Buildings

- 33.1. The Service Provider shall ensure that where they have a responsibility to deliver Project Orders on behalf of the Client, all new buildings meet the BREEAM or equivalent schemes excellent standard, and that retrofits meet the very good standard.
- 33.2. The Service Provider shall provide the availability of a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Affected Property if required by the Client. This Service shall be upon request and by mutual agreement between the Client and the Service Provider and be

managed via the Service Order and/or Project Order process (on instruction by the Service Manager). The scope of any advice provided shall include:

- 33.2.1. Reduction in running Costs;
 - 33.2.2. Measurement and improvement of the performance of Affected Property;
 - 33.2.3. Empowerment of staff;
 - 33.2.4. Development of action plans; and
 - 33.2.5. Reporting of performance.
- 33.3. The Client may require additional advice, such requirement to be detailed in the relevant Service Order/Project Order.
- 33.4. The Service Provider shall notify the Client in writing of the potential implications of not implementing the recommendations of any advice given.

34. Energy Management

- 34.1. The Service Provider shall:
- 34.1.1. Take account of and comply with the Client's energy strategy and action plan in Annex D – Policy, Documents and Standards and its targets under the Greening Government Commitments and any subsequent Government policy;
 - 34.1.2. Work with the Client to meet external and internal targets for reducing energy consumption;
 - 34.1.3. Ensure that all energy-consuming and energy generating plant in scope of the service is maintained to operate at optimum efficiency and all fuels, gas, electricity are used economically, in accordance with any operational policies issued by the Client;
 - 34.1.4. Support the Client's initiatives for energy-saving strategies including separate heating, lighting and ventilation strategies and co-operate with the Client in achieving agreed objectives; and
 - 34.1.5. Monitor and record readings of LPG and heating oil where present at the Affected Property and be responsible for reporting consumption figures monthly via the CAFM System. The Service Provider shall be responsible for advising the Client when additional supplies of LPG and / or heating oil are required to prevent any loss of service at the Affected Property.
 - 34.1.6. Maintain monthly meter records of all electricity and gas mains meters and generating equipment (mains and sub meters), such as solar PV, and investigate and report anomalies to the Client. Meter readings to be provided according to Clients preferred data sharing method.
 - 34.1.7. Within its supply chain ensure that energy use is backed by Renewable Energy Guarantees of Origin.

35. Energy efficiency plans

- 35.1. The Service Provider shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Affected Property against the original energy efficiency predictions of the design if required by the Client.
- 35.2. The format and structure of the energy efficiency plan must be agreed with the Client during mobilisation and shall include:
- 35.2.1. Design stage energy end use analysis;

- 35.2.2. Measurement and verification process which details sub-meters and the mechanisms for dealing with any loss of data, assumptions or interpolations made in the case of missing or incomplete data;
- 35.2.3. Initial baseline energy model;
- 35.2.4. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
- 35.2.5. Initial baseline energy model;
- 35.2.6. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
- 35.2.7. Final baseline energy model (produced at financial close of each year); and
- 35.2.8. Predicted energy use and associated carbon emissions for the Affected Property in a format similar to a Display Energy Certificate (DEC) rating (including regulated and unregulated emissions).
- 35.3. The Service Provider shall develop the energy efficiency plan over the Service Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including TM22 2012, Carbon Buzz and iSERVcmb.
- 35.4. The Service Provider shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Affected Property against the original energy efficiency predictions of the design if required by the Client.

36. Energy Performance of Buildings (England & Wales) (Amendment) Regulations 2020

- 36.1. The Service Provider shall ensure and agree with the Client that appliances and other energy-using products purchased for the contract meet the default standard within Annex III of the Energy Efficiency Directive Article 6, unless the appliance or product is not:
 - 36.1.1. Cost-effective over the lifecycle of those products;
 - 36.1.2. Technically suitable;
 - 36.1.3. Consistent with wider sustainability objectives.

37. Water management

- 37.1. The Service Provider shall take account of and comply with the Client's water strategy and action plan in Annex D – Policy, Documents and Standards and its targets and commitments under the Greening Government Commitments policy or subsequent policy.
- 37.2. The Service Provider shall be aware of and comply with existing and future water related statutory requirements and legislation put in place by any relevant Central Government Body. The Service Provider shall take responsibility for building water consumption and efficiency and to work with the Client to strive to meet external and internal targets for reducing water consumption.
- 37.3. The Service Provider shall provide services to the Client to enable successful delivery of the Clients water management objectives, this shall include but not limited to:
 - 37.3.1. Analyse building water consumption and make recommendations to the Client on how to improve the efficiency and performance of buildings. This shall include all aspects of performance, for example installing water efficient technologies to enacting behavioural change; and
 - 37.3.2. Keep a schedule of potential and recommended water efficiency projects that could be implemented given the required funding, including the value of reduced water use.

This shall be kept up-to-date in order that the Client can quickly match new funds to a number of projects, should such funding become available.

37.3.3. Gather monthly meter readings for all water mains and sub meters, where safe to do so, and investigate anomalies. Meter readings to be provided where automatic meter readers (AMR) are not installed at the Affected Property.

37.3.4. Any Client required reporting

38. Waste provision and management

38.1. The Service Provider shall take responsibility for waste management and work with the Client to strive to meet external and internal targets in the Greening Government Commitments and Appendix D Additional Documentation for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and continuous improvements as advances in technology arise.

38.2. The Service Provider shall collect and dispose of all the waste in line with the waste hierarchy (section 42) and best practice and provide the facilities for the Client to do so.

38.3. The Service Provider shall ensure no waste is sent to landfill. Where waste is incinerated the Service Provider must ensure it is used for generating energy

38.4. The Service Provider shall ensure no waste is exported outside the UK, except to move waste up the waste hierarchy (section 42). The Service Provider will monitor and report where this has been the case and confirm legal compliance with UK and International Law.

38.5. The Service Provider shall provide a waste diversion report and Waste Recycling Report monthly and cumulatively year-to-date. Format to be agreed with the Client during mobilisation but shall provide information on the methods of disposal of waste, showing unambiguous evidence of effective use of the waste hierarchy. The Service Provider shall ensure that as much of the waste as possible is reused or recycled.

38.6. The Service Provider shall encourage building users to recycle waste effectively through having the correct receptacles in place, high impact communications and signage to eliminate contamination of recyclates.

39. Waste minimisation plan

39.1. The Service Provider shall develop a waste minimisation plan ("WMP") 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 in line with the Clients Asset Management Strategy as described within Attachment 7.

39.2. Where a catering Service is provided, the Service Provider shall develop a food WMP if required by the Client, in accordance with the best practice standards of the food and catering GBS and with the Waste and Resources Action Programme's ("WRAP") Hospitality and Food Service Agreement.

39.3. The Service Provider shall provide for food waste collections to be sent to anaerobic digestion.

39.4. The Service Provider shall ensure all WMPs include suggestions on how waste can be moved up the waste hierarchy (section 39).

40. Waste hierarchy and waste segregation

- 40.1. The Service Provider shall collect and dispose of all waste in line with the waste hierarchy and best practice.
- 40.2. The following waste hierarchy shall apply:
 - 40.2.1. Eliminate;
 - 40.2.2. Reduce;
 - 40.2.3. Re-use and repair;
 - 40.2.4. Recycle or compost;
 - 40.2.5. Recover (energy recovery); and
 - 40.2.6. Dispose.
- 40.3. The Service Provider shall provide a waste diversion report and Waste Recycling Report for the Month and cumulatively year-to-date.

41. Waste transfer notes/certificates of destruction/Duty of Care

- 41.1. A full audit trail of waste management (including final destinations) shall be maintained by the Service Provider and the Service Provider shall ensure waste handling is compliant with the Environment Agency guidelines.
- 41.2. The Service Provider shall comply with the Clients processes relating to the retention of certificates of destruction as set out in the clients' environmental management system.

42. Waste Collection

- 42.1. The Service Provider shall:
 - 42.1.1. Ensure that waste carriers at the Affected Property remain authorised at all times in line with waste legislation and will ensure they renew their licences promptly. If at any time the waste carrier's licence or an environmental permit is withdrawn or revoked, the Service Provider must inform the Client immediately and cease any further movement of waste until they become authorised again;
 - 42.1.2. Continually minimise carbon emissions by optimising collections and ensuring that transportation schedules are planned to reduce carbon emissions and/or through the use of well maintained, low or zero emission vehicles. Zero emissions vehicles are preferable to deliver the service.
 - 42.1.3. Ensure that all Service Provider Staff responsible for collecting waste are trained and adhere to the Client's Health and Safety and environmental policies in Appendix D additional documents; and trained and competent to carry out the task.
 - 42.1.4. Consider the potential for products to be re-deployed elsewhere. For example, when electrical and electronic products are no longer required and using the CCS reuse website for furniture.
 - 42.1.5. Ensure waste is only sent to permitted waste management facilities that are authorised by the Environment Agency to deal with that type of waste.
- 42.2. Prior to any waste removals from the Client's custody the Service Provider shall prepare a signed waste transfer note, season ticket with cradle to grave schedule for all sites or a hazardous waste consignment note. The Service Provider shall ensure that this documentation is completed correctly and submit consignee's returns to the producer as required by Law.
- 42.3. The Service Provider shall ensure accurate weights of segregated waste are recorded when exiting the building. The Client will specify to the Service Provider any further data reporting requirements at further competition.

- 42.4. Provide notification of any non-conformances in respect of the waste collection requirements of this Scope to the Service Manager as soon as they are known and no longer than 24 hours after the Service Provider becomes aware, or ought to have been aware.
- 42.5. The Service Provider may consider deploying a waste tracking system.

43. Recycling

- 43.1. The Service Provider shall comply with the FM Service Standards in relation to recycling requirements unless otherwise specified by the Client.

44. Food and catering Services

- 44.1. Suppliers providing food and catering services to Central Government Bodies are required to comply with the mandatory requirements of the GBS for Food and Catering Services and are encouraged to meet the best practice criteria of the GBS for food and catering services. The Service Provider shall comply with the same.
- 44.2. Suppliers providing food and catering services to the wider public sector are strongly recommended to comply with the mandatory requirements of GBS. The Service Provider is strongly recommended to comply with the same.
- 44.3. Suppliers providing food and catering services are required to comply with the aims of the Public Services (Social Value) Act 2012. The Service Provider shall comply with the same.
- 44.4. The Service Provider may be required to report back to the Client on compliance and the provenance of food and food ingredients.

45. Packaging

- 45.1. The Service Provider shall ensure packaging waste is managed in line with the ambitions outlined within the project Sustainability Strategy (Appendix D additional documents) by:
 - 45.1.1. Implementing a strategy to eliminate single-use packaging
 - 45.1.2. Maximising packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and
 - 45.1.3. Influencing reductions in the amount of packaging used in the supply chain, and factor packaging into procurement decisions

46. Timber

- 46.1. The Service Provider will provide timber products in line with UK Government Policy and the EU Timber Regulations 2013. Recycled timber should be considered ahead of virgin material. Where it is not possible to use recycled material this should be notified to the Client
- 46.2. The Service Provider may not use tropical hardwood products or products known to contain tropical hardwoods without prior authorisation from the Client. It is not envisaged that tropical hardwood should be used during the call off contract but where it is it can only be for reasons where due to unique properties no other material could be used. Any requirement for virgin tropical hardwood relating to the Environment Agency must have an approved tropical hardwood business case before any purchase can be made.

- 46.3. The Service Provider must provide evidence of compliance with UK Government Timber Procurement Policy and Client policy in Annex D – Policy, Documents and Standards for the service including for temporary use.
- 46.4. The Service Provider shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy or be recycled. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Flora and Fauna (“CITES”).
- 46.5. 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.
- 46.6. The Service Provider shall ensure that procedures are established to monitor and verify the procurement of all timber products and so ensure Government policies are adhered to. The information collected by the Service Provider must include: the type of evidence used to verify compliance (Category A or Category B), if Category A the chain of custody certificate number and confirmation that the invoice and delivery note specifies Category A (FSC or PEFC) for each relevant product and chain of custody number; and volume data. Checklists required to demonstrate Category B evidence can be found on the Government Timber Procurement Policy webpages. This information shall be held by the Service Provider until requested by the Client (for example the name of the plantation that provided the timber; a copy of the forestry policy held by the plantation; shipping documents confirming the timber Service Provider obtained the timber from that source; and volume data).
- 46.7. The Client reserves the right at any time during the Term of the Contract and for a period of 6 years from final delivery under the Term to require the Supplier to produce the evidence required for the Authority's inspection within 14 days of the Authority's written request
- 46.8. The Client reserves the right to decide whether the evidence submitted demonstrates compliance with the specification requirements and the Government Timber Policy.
- 46.9. In the event that the Client is not satisfied the Service Provider shall commission and meet the costs of an Independent Verification and resulting report that will verify the forest source of the Timber and Wood -derived products and assess whether the source and documentation to demonstrate chain of custody meets the relevant criteria.
- 46.10. The Client reserves the right to reject any Timber and wood-derived products that do not comply with the Specification. Where the Authority exercises its right to reject any Timber and wood-derived products, the Supplier shall supply alternative Timber and wood-derived products, which do so comply, at no additional cost to the Authority and without causing delay to the completion of contract deliverables.
- 46.11. The Service Provider shall ensure all timber is treated in accordance with the relevant British Standard.
- 46.12. The Service Provider shall reduce paper usage through behavioural change and the use of dedicated technologies. This shall include Service Providers and Subcontractors setting up their systems to Default to double-sided printing when using the Client's systems.

47. Material Use

- 47.1. The Service Provider shall ensure when purchasing it prioritises 100% recycled and recyclable materials. Where it is not possible to use 100% recycled and recyclable material,

the Service Provider will notify the Client before making any purchases on the Clients behalf.

47.2. Where this is not the case the Service Provider will notify the Client.

48. Hazardous Materials

- 48.1. The Service Provider shall avoid the use of hazardous substances including substances which are radioactive, flammable, explosive, toxic, corrosive, bio hazardous, oxidisers, asphyxiates, pathogens or allergens.
- 48.2. On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (CoSHH) regulations and all relevant Laws.
- 48.3. The Service Provider shall ensure that all internal finishes, including solvents and paints are inert and meet best practice Standards for using low levels of Volatile Organic Compounds (VOC) during their manufacture.
- 48.4. The Service Provider shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.
- 48.5. The Service Provider shall prohibit the use of lead-based paints and primers.
- 48.6. All materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential ("ODP") or Global Warming Potential ("GWP") compounds.
- 48.7. All refrigerants used within the Affected Property shall have a GWP of less than five (5).
- 48.8. All equipment containing refrigerants shall be monitored and maintained with this process detailed within a dedicated maintenance strategy. Records and output reports shall be stored securely and linked to the space location and componentry associated to the Asset through the Asset information requirements.
- 48.9. No Chlorofluorocarbons (CFCs) shall be used upon the Affected Property in line with the Montreal Protocol. The Service Provider shall also prohibit the use of Hydro-chlorofluorocarbons (HCFCs). If equipment containing these materials is detected upon the estate, the Service Provider shall maintain and/or phase out this equipment in line with the relevant legislation.
- 48.10. The Service Provider shall ensure that the Client is notified of all accidental emissions of ozone depleting substances and fluorinated greenhouse gases in equipment for which it is responsible.

49. Travel

- 49.1. The Service Provider shall work to reduce the amount of travel undertaken by Service Provider Staff, subcontractors or Others by combining deliveries of Goods to each Affected Property.
- 49.2. The Service Provider shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.
- 49.3. The Service Provider shall provide monitoring to benchmark the performance of each Affected Property and report on its overall transport usage against internal targets and the Greening Government Commitments targets.
- 49.4. The Service Provider is required to collect and provide the appropriate data to the Client on a Monthly basis.

- 49.5. The Service Provider shall maintain records of actions taken to reduce the impact of transport. This will allow the Client to share effective strategies across its regions.

50. Replacement Parts and Equipment

- 50.1. Where any new or replacement systems, equipment, assets (including component parts) which contribute to the Client's Net Zero Carbon performance at the Affected Property are required, the Service Provider shall be responsible for completing Whole Life Costing reports, prioritising low/zero carbon technologies and ensuring sustainable procurement methods form the basis of the recommendations issued to the Client. The Service Provider shall ensure Client approval has been received in advance of the commencement of any part of the service at any Affected Property. Further details of the Client's Whole Life Costing requirements will be provided at mobilisation.
- 50.2. All Replacement Equipment delivered must be new, or (with the Client's written approval at its sole discretion) as new if recycled, reconstructed, unused and of recent origin.
- 50.3. All manufacturer warranties covering the Replacement Equipment must be assignable to the Client on request and at no cost.
- 50.4. Unless otherwise required in the contract or from time to time by the Client, title of the Replacement Equipment shall transfer to the Client on completion of the Installation Works requiring the Replacement Equipment.
- 50.5. Unless otherwise agreed by the Client in writing the risk in any Replacement Equipment shall remain with the Service Provider during the Service Period.
- 50.6. The Service Provider warrants that title in any Replacement Equipment is capable of transferring to the Client.
- 50.7. The Service Provider must recall Replacement Equipment where the manufacturer has requested a recall and indemnify the Client against the costs of any Recall of the Replacement Equipment and give notice of actual or anticipated action about the Recall of the Replacement Equipment.
- 50.8. The Replacement Equipment must comply with the Scope, cContract and any additional requirements agreed between the Parties from time to time.
- 50.9. The Service Provider must at its own cost repair, replace, refund or substitute (at the Client's option and request) any Replacement Equipment that the Client rejects. If the Service Provider does not do this, it will pay the Client's costs including repair, replacement or re-supply by Others.

51. Environmental Net Gains

- 51.1. The Service Provider will work with the Client to identify opportunities to implement Environmental Net Gain across the Affected Property. Environmental net gain is an approach to development that leaves both biodiversity and the environment in a measurably better state than prior to development – as measured by biodiversity measures, ecosystem services and environmental metrics

52. Environmental Management System

- 52.1. The Service Provider shall adhere to the Client's Sustainability Objectives, targets and Principles as defined in the Environmental Management System (EMS) see the additional document in appendix d.
- 52.2. The Service Provider shall provide complete management of the ISO 14001 EMS (Environmental Management System) (Defra) or shall support the Client in the management of the ISO14001 EMSs (Environmental Management System) (EA) on behalf the Client. The scope of the EMS(s) to be defined by the Client during mobilisation.
- 52.3. The Service Provider shall deliver the service in a way which shall not compromise the Client's ability to maintain its ISO 14001 EMS certification for all Affected Property which fall within the scope of the EMS.
- 52.4. The Service Provider shall procure the carrying out of internal audits of EMS certified sites by a service trained internal auditor according to the Client's audit schedule and shall be notified to the Service Provider.
- 52.5. The Service Provider shall cooperate with internal and external EMS audits in accordance with Test and Inspection requirements of the contract. The Service Provider shall provide effective auditing, monitoring, inspections, and audit schedules, as required by the EMS that are agreed with the Client, stipulating measures to be taken, areas of non-compliance, and tracking progress against actions. All documentation is to be made available to the Client.
- 52.6. To deliver the Environmental Management System the Service Provider is to provide:
- 52.6.1. documented standards and responsibilities for environmental management;
 - 52.6.2. appropriate dedicated resources, competent personnel, and management structure to ensure operational functionality;
 - 52.6.3. an Aspects Register (as defined under ISO 14001) and risk identification system, on a Client premise specific basis that is linked to legal requirements and management controls. This is to be reviewed at least once every year as per the EMS documents in Appendix D;
 - 52.6.4. environmental incident response plans that meet current Good Industry Practice;
 - 52.6.5. environmental incident/near-miss and reporting procedures that align with those of the Client and ensure all environmental incidents/near-misses are notified to the Client as soon as they are known and no later than 24 hrs of occurrence. Incident/near misses' arrangements shall be established and agreed with the Client within 2 weeks of contract commencement;
 - 52.6.6. documented systems of work for all environmental management tasks or activities for which the Service Provider is responsible, identified on the Aspects Register (as defined by ISO 14001);
 - 52.6.7. appropriate communication and signage for Client staff to ensure they understand local Environmental Management arrangements, including but not limited to safe disposal routes for wastes.
 - 52.6.8. assurance that all environmentally hazardous substances under the control of the Service Provider are stored in accordance with legal requirements as defined by the Environment Agency, Natural Resources Wales or SEPA for purposes of contamination and pollution prevention;
 - 52.6.9. development and implementation of procedures and defining responsibilities for all storage areas at the Affected Property containing environmentally hazardous substances and materials under the control of the Service Provider;

- 52.6.10. an effective pollution prevention and incident control and management service and ensure local provision of emergency drain covers, drain gate valves or similar measures in the vicinity of any area likely to contain liquid substances that could enter the drains through spillage or leakage, procured by the Service Provider;
 - 52.6.11. spill kits, available and stored near risk areas and with appropriate signage;
 - 52.6.12. identify Affected Property that either have trade effluent or water discharge consents in place or implement controls to ensure compliance with the requirements of the consents; and
 - 52.6.13. accurate and up to date drainage plans for all high-risk Affected Property and those up-to-date copies are retained and ensure that all sites' drains are colour coded to the appropriate standard.
- 52.7. The Service Provider shall obtain all applicable environmental consents, permissions, permits and planning conditions or other requirements and manage and monitor the administration of such consents.
- 52.8. The Client is responsible for determining the scope of the EMS across the Affected Property. Where new sites are to be introduced into the Affected Property or sites are to be removed from the Affected Property, the Client will inform the Service Provider of its intention and associated timescales.
- 52.9. A Service Provider representative, with responsibility for delivery of the Service Provider obligations under EMS, shall attend all EMS Management Review meetings.

53. Work Package B: Mobilisation Services.

- 53.1. The following Standards Ref apply to this Service - SB1.
- 53.2. The mobilisation period will commence and it will end in line with the end dates in the approved mobilisation plan and must allow the Service Provider to commence the service by the Full Service Commencement date. The legal rights and obligations of the Service Provider during this period are those stipulated in the contract.
- 53.3. During the mobilisation period, the incumbent Service Provider shall retain full responsibility for all extant services until agreed with the Client. The incoming Service Provider's full-service obligations shall formally be assumed on the Full-Service Commencement Date as set out in Contract Data Part 1 and in accordance with any requirement for a split or staggered start date at the Affected Property.
- 53.4. The Service Provider shall work cooperatively and in partnership with the Client, incumbent Service Provider, and Others, where applicable, to understand the scope of the existing services to ensure a mutually beneficial handover of the services.
- 53.5. The Service Provider shall work with the incumbent Service Provider, the Client and Others to understand current projects in progress, current planned works, access periods where restrictions apply and associated processes to ensure sufficient resource and allocation is available to ensure a smooth transition. A plan shall be submitted to the Client within the period for reply from the Contract Date.

54. Mobilisation Plan

- 54.1. The Service Provider shall:
- 54.1.1. Propose one mobilisation plan with a start and end date with all provisions for time risk allowances included.

- 54.1.2. Work with the incumbent Service Provider, the Client and Others to assess the scope of the service and prepare a plan which demonstrates how they will mobilise the service within the period stated in the Contract Data, including any required variances for a split or staggered Full Service Commencement Date at the Affected Property.
- 54.1.3. Mobilise the service specified in the Service Catalogue as per the Scope within the contract by the dates agreed in the mobilisation plan.
- 54.1.4. Appoint a Service Provider Authorised Representative who shall be responsible for the management of the mobilisation period (from the start 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 Client;
- 54.1.5. Produce a Mobilisation Plan in accordance with the Contract Data, to be agreed by the Service Manager, for carrying out the requirements within the mobilisation period including key Milestones and dependencies as required by this Scope;
- 54.1.6. Detail how they will work with the incumbent Service Provider and the Client and Others to capture and load up information such as Asset data, TUPE information and New Fair Deal Policy data;
- 54.1.7. Liaise with the incumbent Service Provider to enable the full completion of the mobilisation period activities;
- 54.1.8. Produce and implement a communications plan , to be agreed with the Client, including the frequency, responsibility for and nature of communication with the Client and end users of the service;
- 54.1.9. Produce a mobilisation report for each Affected Property to encompass programmes that will fulfil all the Client's obligations to landlords and other tenants. The format of reports and programmes shall be in accordance with the Client's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Client;
- 54.1.10. Manage and report progress against the latest Mobilisation Plan;
- 54.1.11. Construct and maintain a mobilisation risks, assumptions, issues and dependencies (RAID) register in conjunction with the Client and detail how they will be effectively communicated to the Client in order to manage them;
- 54.1.12. Attend Progress Meetings weekly with the Service Manager and fortnightly with the Service Manager and Client in accordance with the Client's requirements during the mobilisation period. Mobilisation meetings shall be chaired by the Client and all meeting minutes shall be kept and published by the Service Provider; and
- 54.1.13. Ensure that all risks associated with the mobilisation period are managed through the appropriate governance mechanism and closed/actioned accordingly, to ensure a seamless change of control between incumbent provider and the Service Provider.
- 54.2. Formal governance of the mobilisation period will be agreed between the Client and the Service Provider authorised representative within [4] weeks of mobilisation commencing.
- 54.3. Include all metrics, progress reports and frequencies as agreed with the Client. Initial reporting agreement to be complete within seven (7) days of mobilisation commencement.
- 54.4. Include a Service Provider resource plan providing detail of applicable and actual TUPE transfer, required recruitments or redundancies, plans for any required recruitment

including timelines and names of Key Persons in accordance with the requirements set out by the Client in the Contract Data.

- 54.5. Details and confirmation of required insurances and all other obligations as required by this contract
- 54.6. [Security Implementation Plan (if required) in accordance with Annex D – Policy, Documents and Standards]
- 54.7. The Service Provider must complete the Modern Slavery Assessment Tool (MSAT) prior to commencement following the guidance on how to complete an assessment at the following link - Modern Slavery Assessment Tool - Supplier Registration Service (cabinetoffice.gov.uk). The Service Provider must re-visit their assessment regularly and when there are key changes that could change their risk of modern slavery. The Service Provider will share the action plan from the assessment with the Client and proactively work to address the actions identified and include progress as a regular report to the Client.

55. Mobilisation Milestones

- 55.1. The Service Provider will propose a mobilisation plan to fully satisfy the milestones agreed with the Client in accordance with the Contract Data.
- 55.2. The Service Provider and the Client will agree the milestone percentage payments within five (5) days of the Contract Date.
- 55.3. The Service Provider provides evidence of each completed milestone to the Service Manager in their application for payment including a breakdown of costs.

56. Interaction with stakeholders

- 56.1. The Service Provider shall conduct all necessary due diligence, including but not limited to site visits, to satisfy themselves as to the accuracy of all provided data.
- 56.2. The Service Provider shall familiarise itself with the Affected Property and the needs of the building users.
- 56.3. The Service Provider shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:
 - 56.3.1. Liaison;
 - 56.3.2. Reporting;
 - 56.3.3. Co-ordination and provision of the service;
 - 56.3.4. Attendance at meetings; and
 - 56.3.5. Management and resolution of stakeholder issues
- 56.4. The Service Provider shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the mobilisation period.
- 56.5. During the mobilisation period the Service Provider shall undertake the routine examinations and inspections of the Affected Property and Services necessary to assume its duties in accordance with the latest mobilisation plan

57. CAFM during the mobilisation period

- 57.1. The Service Provider shall:
 - 57.1.1. Ensure that via Asset verification or by other means that all Assets held on the Affected Property are uploaded into the CAFM System during the mobilisation period;

- 57.1.2. Work with the incumbent Service Provider to facilitate a transfer of all Asset data and historical maintenance data into the new CAFM System during the mobilisation period ready for Full-Service Commencement Date, the Service Provider will issue the Client;
- 57.1.3. A summary of findings;
- 57.1.4. A proposed project plan; and
- 57.1.5. An estimate of costs for developing the data held on the CAFM system so that it is fully compliant with the coding requirements of SFG20, Uniclass 2015 (or later version), NRM3 or other applicable standard as agreed by the Client.
- 57.1.6. Liaise in detail with the Client to ensure that its proposed systems can interface with existing systems during the mobilisation period;
- 57.1.7. Be in continuous contact with the Client's IT service provider for the establishment of the CAFM System and for the provision of information on the Client's intranet. The Service Provider shall provide the CAFM System for the Client and at the end of the Service Period, or in the event of termination of the contract for any reason, ownership of the Client's data contained within the CAFM System shall remain with the Client.
- 57.1.8. Be responsible for implementing the full CAFM System with the assistance of the Client's IT Service Provider in accordance with the Client's requirements and in accordance with the latest mobilisation plan.
- 57.1.9. Ensure that during the mobilisation period that all business critical Assets are denoted as critical within the CAFM System to ensure that the correct helpdesk management process is applied. Where this information is not available or incomplete, the Service Provider shall assess the scope of the Asset and advise the Client where there are business critical Assets or Assets requiring maintenance;
- 57.1.10. Ensure that full CAFM System training is provided to all staff, Subcontractors, the Service Manager and Others if applicable, prior to Full-Service Commencement Date;
- 57.1.11. Ensure that all Service Provider helpdesk staff are fully trained and ready to mobilise the helpdesk at the Full-Service Commencement Date;
- 57.1.12. Ensure that all appropriate information required for a successful mobilisation and transition of the service is obtained from the incumbent Service Provider before the Full-Service Commencement Date;
- 57.1.13. Ensure a timely build of all IT platforms in their CAFM System to meet the requirements of the service triggered by the Full-Service Commencement Date of the contract;
- 57.1.14. Ensure the CAFM System can produce all reports required by the Client, and information from the Full-Service Commencement Date;
- 57.1.15. Ensure the format, standard and frequency of reporting is developed and agreed with the Client and any other FM Service Provider(s) where applicable, and Delivered in accordance with their requirements;
- 57.1.16. Ensure that the full reporting capability is fully functional within the CAFM System at Full-Service Commencement Date to enable the Service Provider to report against their contractual performance measures;
- 57.1.17. Ensure that at Full-Service Commencement Date it has the ability to report on the Service Provider performance;

- 57.1.18. Ensure that the information required to report its KPIs is contained within the CAFM System;
- 57.1.19. Ensure that all Assets are referenced to an agreed level with the Client; and
- 57.1.20. Ensure that at the end of the mobilisation period the CAFM System has the ability to perform all Services within the CAFM System. The Service Provider shall be responsible for undertaking all functionality tests of the CAFM system and for presenting this to the Client during the Mobilisation period for Client approval. These tests shall include but not be limited to:
 - 57.1.21. ensuring synergies with Client IT systems are fully operational;
 - 57.1.22. ensuring task management capability, ensuring that all tasks are capable to being tracked throughout their full lifecycle;
 - 57.1.23. ensuring effective linkages across parent and child tasks;
 - 57.1.24. ensuring effective complaints management processes;
 - 57.1.25. ensuring financial reporting regimes are in place;
 - 57.1.26. ensuring automated performance reporting regimes are in place (e.g. statutory compliance status, Service Order/Project Order performance status etc.);
 - 57.1.27. ensuring capability to issue automated updates and alerts to customers in relation to tasks logged on the CAFM system are fully operational;
 - 57.1.28. effective scheduling of all Planned Preventative Maintenance tasks in accordance with the defined PPM regime (e.g. SFG20);
 - 57.1.29. effective asset tagging, including processes associated with the installation and removal of assets;
 - 57.1.30. ensuring KPI performance monitoring reporting; and
 - 57.1.31. capability to store all forms of the Client's analytical data and electronic media.
- 57.2. Further details of the scope of the functionality tests will be provided by the Client at the start of the mobilisation period.

58. Security during the mobilisation period

- 58.1. The Service Provider shall note that it is incumbent upon them to understand the lead-in period for security clearances, vaccination/immunisation requirements and any access limiting factors as detailed by the Client to ensure that all Service Provider Staff are able to attend and access all necessary areas of the Affected Property before the Full-Service Commencement Date. The Service Provider shall ensure that this is reflected in their Mobilisation Plan.
- 58.2. The Service Provider shall ensure that all Service Provider Staff and Subcontractors do not access the Client's IT systems, or any IT systems linked to the Client, unless they have satisfied the Client's security requirements.
- 58.3. The Service Provider shall be responsible for providing all necessary information to the Client to facilitate security clearances for Service Provider Staff and Subcontractors in accordance with the Client's requirements.
- 58.4. The Service Provider shall provide the names of all Service Provider Staff and Subcontractors to the Client during mobilisation. For the avoidance of doubt the Service Provider is still required to propose each Subcontractor to the Service Manager for acceptance.
- 58.5. The Service Provider shall ensure that all Service Provider Staff and Subcontractors requiring access to the Affected Property have the appropriate security clearance. It is the

Service Provider's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior written approval has been received from the Client, the Service Provider shall be responsible for meeting the Costs associated with the provision of security cleared escort services.

- 58.6. If a property requires Service Provider Staff or Subcontractors to be accompanied by the Client, the Client must be given reasonable notice of such a requirement, except in the case of emergency access.
- 58.7. The minimum security clearance requirement for access to the Affected Property is UK Government Baseline Personnel Security Standard (BPSS). Affected Property classified as Science require UK Government Counter Terrorism Check (CTC) clearance for unescorted access to most common areas.
- 58.8. Security Staff and those requiring access to sensitive areas at Affected Property classified as Science will require UK Government Security Clearance (SC).

59. PPM during the mobilisation period

- 59.1. The Service Provider shall detail in the Service Provider's plan (SPP) any specific requirements of the Client during the mobilisation period. The SPP will be submitted to the Service Manager for acceptance in accordance with the contract.
- 59.2. The Service Provider shall ensure that for all Affected Property, a fully compliant and accurate PPM schedule which plans all required maintenance activities for the first twelve (12) months of the contract is agreed with the Client and uploaded to the CAFM System prior to the Full-Service Commencement Date.

60. Data Validation

- 60.1. The Service Provider shall be responsible for undertaking a Data Validation Audit of the Due Diligence Information during the mobilisation period across all Affected Property to ensure that potential errors, inaccuracies or omissions in the Service or Asset Data issued by the outgoing Service Provider are identified. The activities shall include but not be limited to:
 - 60.1.1. a review of the frequencies of PPM activities to ensure they align with the requirement of SFG20, or the requirements specified by the Client in the asset data and in accordance with Work Package E – Maintenance Services;
 - 60.1.2. a review of the accuracy of the levels of statutory compliance reported by the outgoing Service Provider;
 - 60.1.3. a review of the requirements associated with the Client's Landlord lease requirements, memorandum of terms of occupancy (MOTO agreements) and / or tenants of the Affected Property requirements to ensure they are accurately reflected within the PPM schedules;
 - 60.1.4. a review of the PPM tasks not covered under / by SFG20 (e.g. bespoke SFG20 task schedules, tasks managed in accordance with best practice guidelines, Client defined PPM specifications and / or to meet manufacturer's recommendations) to ensure they are accurately captured within the CAFM system and have been assigned the appropriate bespoke PPM regimes to guarantee statutory compliance;
 - 60.1.5. a review of all PPM activities associated with existing warranties to ensure the requirements are accurately captured within the CAFM system and have been assigned

the appropriate bespoke PPM regime to avoid any potential risk of negating existing warranties and to guarantee statutory compliance.

60.1.6. a review of the Client's forward maintenance register/s; and

60.1.7. a review of the Client's Planned Preventative Maintenance, reactive work and projects backlog/s.

60.2. Upon completion of the Data Validation Audit, the Service Provider shall produce and submit a Data Validation Report detailing findings and proposed remedial action required to ensure compliance with the Client's statutory and/or insurance obligations. This shall include detailed proposals on the management of backlogs where they exist. The Service Provider's costs for the provision of this Data Validation Audit is included within the Prices.

60.3. Following proposals made by the Service Provider the Client at its discretion will instruct any recommendations put forward via a Service or Project Order as appropriate. Where the Client chooses not to instruct recommendations following Service Provider proposals those assets will be excluded from the IRT threshold. For the avoidance of doubt the Service Manager will be the final arbiter on whether a proposal is valid and if the IRT should apply.

61. Asset Verification

61.1. The Service Provider shall be responsible for undertaking an Asset Verification Audit of the Due Diligence Information during the mobilisation period across all Affected Property to ensure that potential errors, inaccuracies or omissions in the service or Asset data and Asset condition provided by the Client or the incumbent Service Provider at the Contract Date are identified. The Service Provider shall liaise with the Client and agree:

61.1.1. a programme of audits across the Affected Property;

61.1.2. how the Service Provider will deploy their allocated resources to deliver the audits;

61.1.3. how priorities, including any set by the Client, will be captured within the proposed audit programme;

61.1.4. the reporting formats to be applied; and

61.1.5. attendance by the Client during surveys.

61.2. Upon completion of the Asset Verification Audit, the Service Provider shall produce and submit an Asset Verification Report detailing findings and remedial action required to ensure compliance with the Client's statutory and/or insurance obligations. The Service Provider's costs for the provision of this Asset Verification Audit is included within the Prices.

61.3. Where the Client agrees the content of the Asset Verification Report, the Service Provider shall produce an Asset Verification Rectification Plan and any resulting work will be managed in accordance with the priorities and timeframes agreed with the Client. Any associated pricing adjustments will be assessed in accordance with Schedule 5 (Call-Off Schedule 5 (Pricing Details)) to the contract. All works shall be recorded within and managed via the CAFM system.

61.4. The Service Provider shall ensure that where the Asset Verification Audit identifies data inaccuracies which have the potential to impact on health and safety, the Client's operations and/or levels of statutory compliance at/across the Affected Property, that they are prioritised and that the Client is made aware of the findings in writing. The Service Provider shall provide an Asset Verification Non-Compliance Report, which shall include written evidence of findings, photographs, recommendations and associated costs to the

Client to rectify the risks of non-compliance. Where agreed with the Client, the Service Provider shall produce an Asset Verification Rectification Plan for these services and ensure all works are managed in accordance with the priorities and timeframes agreed with the Client. All works shall be recorded within and managed via the CAFM system. The associated costs for these services will be managed via the Service Order and Project Order process.

- 61.5. The Service Provider shall be responsible for ensuring that the PPM schedules developed for the Affected Property fully address any inaccuracies discovered in the asset data provided by the Client at the Contract Date as contained within the Asset Verification Report and shall ensure full statutory compliance is achieved in accordance with the timeframes agreed with the Client.
- 61.6. Within 90 days of the Full Contract Commencement Date(s) the Service Provider shall provide a Compliance Report highlighting whether the Affected Property in its current condition and in the way it is currently used is fully compliant with all legislation and statutory requirements.
- 61.7. Any changes to asset lists and any request for an adjustment to pricing as a result pursuant to Schedule 5 (Call-Off Schedule 5 (Pricing Details)) to the contract must be proposed no later than six months after Full-Commencement Date. Any existing Client Assets that are found after this period will be added to the asset register and Service Provider CAFM system for ongoing maintenance and will not increase the Prices.
- 61.8. All Asset verification exercises and reports must be provided back to the Client in advance of the six month prior to Full Service Commencement Date deadline for changes to pricing.

62. Testing of the Mobilisation Plan

- 62.1. All tests and inspections during the mobilisation period shall be conducted in accordance with clause 41 of the contract. For the avoidance of doubt the accepted mobilisation plan will form part of the Scope, and milestones and activities detailed within will be treated as the service for the purposes of testing.
- 62.2. The Service Provider will propose a mobilisation testing plan to the Service Manager for approval.
- 62.3. All proposed tests must include, but not limited to:
 - 62.3.1. reason for testing,
 - 62.3.2. methodology for testing,
 - 62.3.3. success criteria,
 - 62.3.4. Service Provider confidence prior to testing commencement,
 - 62.3.5. impact of successful completion of test
 - 62.3.6. procedure to be followed if a test fails, including risks and impacts.
 - 62.3.7. Service Manager sign off requirements for successful testing
 - 62.3.8. time allowed for each test
- 62.4. The Service Manager accepts completion of successful tests within the period for reply.
- 62.5. If the Service Manager fails to accept a successful test within the period for reply the Service Provider may notify the Service Manager of their failure. Failure by the Service Manager to respond within a further two weeks will be treated as acceptance of the Service Providers notification

63. Work Package C: Social Value.

- 63.1. The following Standards Ref apply to this Service - SC1.
- 63.2. The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of contracts. This contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the main Joint Schedule 5
- 63.3. The Service Provider shall work collaboratively with the Client in adopting the Social Value Model outlined within Procurement Policy Note (PPN) 06/20, issued by the Cabinet Office and DCMS (the "PPN"). The Service Provider shall note the PPN applies to procurements covered by the Public Contracts Regulations 2015, and applies to all Central Government Departments, their Executive Agencies and Non Departmental Public Bodies.
- 63.4. The Service Provider shall comply with and/or identify proposed social value initiatives, proportionate and relevant to the contract. The requirements will be set out at Further Competition and may include (but not be limited to) the following priorities/themes outlined within the Social Value Model;
- 63.5. Covid-19 Recovery, where the aim is to help local communities to manage the recovery from the impact of Covid-19 via the delivery of services that:
 - 63.5.1. Support people and communities to manage and recover from the impacts of COVID-19, including those worst affected or who are shielding;
 - 63.5.2. Create employment, re-training and other return to work opportunities for those left unemployed by COVID-19, particularly new opportunities in high growth sectors;
 - 63.5.3. Support organisations and businesses to manage and recover from the impacts of COVID-19, including where new ways of working are needed to deliver services;
 - 63.5.4. Support the physical and mental health of people affected by COVID-19, including reducing the demand on health and care services; and
 - 63.5.5. Improve workplace conditions that support the COVID-19 recovery effort including effective social distancing, remote working, and sustainable travel solutions.
- 63.6. The Service Provider shall assist with tackling Economic Inequality, where the aim is to create new businesses, new jobs and new skills and increase supply chain resilience and capacity via the delivery of services that:
 - 63.6.1. Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation;
 - 63.6.2. Create employment opportunities, particularly for those who place barriers for employment and/or those who are located in deprived areas;
 - 63.6.3. Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation;
 - 63.6.4. Create employment and training opportunities, particularly for those in industries with known skill shortages or in high growth sectors;
 - 63.6.5. Support educational attainment relevant to the Contract, including training schemes that address skill-gaps and result in recognised qualifications;
 - 63.6.6. Influence staff, Service Providers, customers and communities through the delivery of the Contract to support employment and skills opportunities in high growth sectors;

- 63.6.7. Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals;
- 63.6.8. Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services;
- 63.6.9. Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity;
- 63.6.10. Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract;
- 63.6.11. Demonstrate action to identify and manage cyber security risks in the delivery of the contract including in the supply chain; and
- 63.6.12. Influence staff, Service Providers, customers and communities through the delivery of the contract to support resilience and capacity in the supply chain.
- 63.6.13. Fighting Climate Change, where the aim is to create effective stewardship of the environment via the delivery of services that:
 - 63.6.13.1. Deliver additional environmental benefits in the performance of the Contract including working toward net zero greenhouse gas emissions; and
 - 63.6.13.2. Influence staff, Service Providers, customers and communities through the delivery of the contract to support environmental protection and improvement.
- 63.6.14. Equal Opportunity, where the aim is to remove the disability employment gap and tackle workforce inequality via the delivery of services that:
 - 63.6.14.1. Demonstrate action to increase the representation of disabled people in the contract workforce;
 - 63.6.14.2. Support disabled people in developing new skills relevant to the contract, including through training schemes that result in recognised qualifications;
 - 63.6.14.3. Influence staff, Service Providers, customers and communities through the delivery of the contract to support disabled people;
 - 63.6.14.4. Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce;
 - 63.6.14.5. Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract; and
 - 63.6.14.6. Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the Service Provider's appointed supply chain.
- 63.6.15. Wellbeing, where the aim is to improve health and wellbeing and community integration via the delivery of services that:
 - 63.6.15.1. Demonstrate action to support the health and wellbeing, including physical and mental health, in the contract workforce;
 - 63.6.15.2. Influence staff, Service Providers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health;
 - 63.6.15.3. Demonstrate collaboration with users and communities in the codesign and delivery of the contract to support strong integrated communities; and
 - 63.6.15.4. Influence staff, Service Providers, customers and communities through the delivery of the contract to support strong, integrated communities.

- 63.6.16. The Service Provider shall take into account Government guidance when developing its contractual Social Value plans with the Client which include but are not limited to:
- 63.6.16.1. the Procurement Policy Note (PPN) 06/20;
 - 63.6.16.2. the 25 Year Environment Plan;
 - 63.6.16.3. Greening Government Commitments;
 - 63.6.16.4. Improving Lives: The future of work, health and disability;
 - 63.6.16.5. The mental health at work commitment;
 - 63.6.16.6. Becoming a disability confident employer;
 - 63.6.16.7. Thriving at Work: The Stevenson / Farmer review of mental health and employers;
 - 63.6.16.8. The Good Work Plan 2018; and
 - 63.6.16.9. Guide for Line Managers: Recruiting, managing and developing people with a disability or health condition.
- 63.7. Where PPN 06/20 does not apply to a Client, the Service Provider shall recognise that the National Social Value Measurement (TOMs) framework may apply that adopt a different set of themes, objectives and measurements. These include the National TOMs proxy values, developed from the HM Treasury Green Book and other relevant public sector and impact assessment guides, that may be used by the Client to assess the financial impact that any measure will make on the Contract.
- 63.8. The Service Provider shall comply with and/or identify proposed social value initiatives, proportionate and relevant to the contract. The Client's requirement will be set out at Further Competition and may include (but not be limited to) the following priorities/themes outlined within the National Social Value Measurement (TOMs) framework:
- 63.8.1. Jobs; promote local skills and employment;
 - 63.8.2. Growth; supporting growth of responsible regional businesses;
 - 63.8.3. Social; healthier, safer and more resilient communities;
 - 63.8.4. Environment; protecting and improving our environment; and
 - 63.8.5. Innovation; promoting innovation.
- 63.9. The Service Provider shall take into account Government guidance when developing its contractual Social Value plans with the Client, which include but are not limited to:
- 63.9.1. The TOMs Social Value Portal;
 - 63.9.2. The National Outcomes and Measures ("TOMs") framework;
 - 63.9.3. The LGA publication A social value toolkit for district councils.
- 63.10. Where the Client identifies bespoke Social Value priorities based on its own Social Value themes and outcomes, these shall apply. Details of these requirements will be provided by the Client at Further Competition.
- 63.11. The Service Provider shall deliver measurable benefits in respect of the Social Value priorities identified in the contract.
- 63.12. The Service Provider shall be responsible for recording and reporting performance against the social value requirements as outlined at Further Competition.
- 63.13. The specific requirements shall be specified for the contract at Further Competition and may include but not be limited to:
- 63.13.1. Utilisation of a Social Value Procurement Calculator, for example, the TOMs calculator;
 - 63.13.2. Utilisation of the KPI Model performance process outlined at Further Competition; and

- 63.13.3. Utilisation of a Social Value Measurement Calculator.
- 63.14. Further details of the Social Value Measurement Calculator to apply will be provided by the Client at Further Competition.
- 63.15. The Service Provider shall ensure the completion of social value outcomes are reported within the CAFM or other central system as defined by the Client at Further Competition. The Client shall ensure that all social value performance reports are compiled and submitted to the Client on a monthly basis in the format requested at Further Competition.
- 63.16. The Service Provider shall be responsible for ensuring that social value priorities are cascaded throughout all Service Provider Staff and their appointed supply chain.

64. Work Package D: Net Zero Carbon.

- 64.1. The following Standards Ref apply to this Service - SD1.
- 64.2. The Service Provider shall adhere to the UK Government's target to reduce the UK's Nationally Delivered Contribution ("NDC") under the Paris Climate Agreement and the following targets set to reduce the UK's greenhouse gas emissions:
- 64.2.1. to reduce greenhouse gas emissions by at least 68% by 2030 compared to 1990 levels;
- 64.2.2. to reduce greenhouse gas emissions by at least 78% by 2035 compared to 1990 levels; and
- 64.2.3. to achieve net zero by 2050 compared to 1990 levels.
- 64.3. The Service Provider shall ensure they have suitably qualified personnel employed on the contract to assist the Client on their road to decarbonisation. Details of the qualifications and experience required will be defined by the Client prior to the Contract Date.
- 64.4. The Service Provider will have in place a commitment to be a net zero carbon organisation. This commitment must be endorsed and signed off at the most senior level within the Service Provider's organisation and must be publicly available. The Service Provider shall also ensure they collaborate with the Client to support their transition to Net Zero (as defined in Schedule 19 (Joint Schedule 5 (Sustainability))). This shall include but not be limited to:
- 64.4.1. provide details of their own carbon performance on the contract at the Contract Date and provide (annual) updates thereafter;
- 64.4.2. development of carbon footprint appraisal for Service Areas (where not already in place) in conjunction with the Client;
- 64.4.3. development of a carbon net zero strategy which shall include but not be limited to the assessment of net zero carbon benefits associated with the introduction of smart FM solutions to reduce energy consumption, emissions and impacts from poorly performing assets and / or building infrastructure, catering, landscaping or waste;
- 64.4.4. development of a contract specific net zero carbon action plan for the Service Areas and in alignment with the Clients net zero strategy;
- 64.4.5. development of contract specific net zero carbon measurement and reporting capability;
- 64.4.6. development of smart FM initiatives (e.g. reductions in energy consumption, impacts from poorly performing assets, use of new technology, etc.; and
- 64.4.7. provide details of the Service Providers transition to an ultra-low or zero emissions fleet.

- 64.4.8. Provide details of the Service Providers plan to become a Net zero organisation by 2030 including a maximum of 10% offsetting in line the new requirement of SBTI.
- 64.5. The Service Provider shall be compliant with all legal obligations outlined within the Streamlined Energy & Carbon Reporting (SECR) Regulations 2018 across all Scope 1, 2 & 3 reporting measures. The Service Provider will also report publicly on the emissions reductions it is achieving year on year and on progress against the net zero target. This must be a science-based target that aligns with the reduction to limit warming to 1.5C. The target does not need to be specifically approved by the Science Based Target Initiative (SBTI) but does need to use their principles, guidelines, methods and scope for inclusion. In line with this it must cover your scope 1, 2 and 3 emissions as per Greenhouse Gas Protocol | (ghgprotocol.org). In addition to the legal requirements, the Service Provider shall be responsible for issuing details of the Carbon Reduction Plan ("CRP") to the Client when requested and on an annual basis:
- 64.5.1. Scope 1: direct emissions you produce as a business (e.g. use of company vehicles);
 - 64.5.2. Scope 2: indirect emissions you produce (e.g. your buildings utility usage); and
 - 64.5.3. Scope 3: indirect emissions along your entire supply chain (e.g. raw materials, logistics, business travel by employees and employee travel to work related emissions).
- 64.6. Where the Service Provider is not required to complete the mandatory reporting, the Client may request that the Service Provider adopt a voluntary reporting regime covering all or elements of Scope 1,2 and 3 as appropriate. Further details of these voluntary reporting requirements will be provided prior to the Contract Date.
- 64.7. The Service Provider shall ensure that the processes they adopt to measure and report greenhouse gas emissions comply with the Streamlined Energy & Carbon Reporting (SECR) Regulations and are fully aligned to guidance published by UK Government, to include but not be limited to:
- 64.7.1. Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019);
 - 64.7.2. Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019);
 - 64.7.3. Ten Point Plan for a Green Industrial Revolution;
 - 64.7.4. The Industrial Decarbonisation Strategy;
 - 64.7.5. Greening Government Commitments ("GGC") framework;
 - 64.7.6. The Energy White Paper; and
 - 64.7.7. The Together for Our Planet campaign.
- 64.8. The Service Provider shall ensure the reporting methodology follows the GHG protocol and is closely aligned with ISO 14064 / PAS 2050 & 2060 standards.
- 64.9. The Service Provider shall be required to obtain prior approval from the Client where they plan to appoint external third-party Service Provider/s to measure and report on greenhouse gas emissions associated with the contract.
- 64.10. The Service Provider shall ensure that they cooperate fully and work collaboratively with the Client and Others where the Client requests that the carbon emissions calculation methodology being applied on the contract by the Service Provider be independently verified.
- 64.11. Where requested to do so, the Service Provider shall provide a professional advice service on all matters relating to Greenhouse Gas Emissions and Net Zero Carbon for each Affected Property. The cost of this service shall be included in the Prices.

- 64.12. The Client may require specific Net Zero Carbon services to assist them on their journey to zero net carbon in line with the UK Government's target of cutting emissions by 78% by 2035 compared to 1990 levels and achieving carbon net zero by 2050. These could include but not be limited to:
- 64.12.1. Delivery of net zero carbon site surveys and issue of reports;
 - 64.12.2. Delivery of net zero carbon innovation and investment plans (e.g. asset efficiency surveys, asset replacement / retrofit options, clean energy solutions and infrastructure surveys). These shall include but not be limited to:
 - 64.12.3. Clean energy solutions;
 - 64.12.4. Asset replacement / retrofit schemes (e.g. installation of electric heat pumps, BMS installation / upgrade, smart metering and smart lighting solutions);
 - 64.12.5. Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);
 - 64.12.6. Use of intelligent systems to aid with the Delivery of smarter cleaning, energy usage and maintenance solutions;
 - 64.12.7. Use of intelligent systems to aid with the management of hybrid working;
 - 64.12.8. Use of new technology, to include CCTV, movement sensors, drones and robotic solutions, to support the Delivery of the service where appropriate; and
 - 64.12.9. Use of automated room booking systems and technology to maximise efficient use of facilities at the Service Areas and to monitor space utilisation.
- 64.13. Where requested by the Client, these services will be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 64.14. The Service Provider shall ensure that all data in relation to Greenhouse Gas Emissions / Net Zero Carbon related KPI measures are recorded within the CAFM system or other software platform where this approach has been agreed by the Client.
- 64.15. An annual 5% carbon reduction target will be set on contract award to cover the period of the contract. The Service Provider will submit to the Client a baseline of carbon emissions and will reduce this year on year in line with the 5% target. The baseline submission must also include an explanation of the scope of operations the baseline covers and how it has been calculated. The Service Provider will provide updates on progress against this target quarterly and when requested by the Service Manager. The Service Provider shall submit the net zero carbon plan for the Client's approval within three (3) Months of the Contract Date.
- 64.16. Wherever possible the Service Provider will prioritise carbon reduction over carbon offsetting.
- 64.17. Service Provider Staff for all services should be trained and aware of the Service Provider's and Client's net zero targets and how they are required to amend practises to reduce carbon as far as possible.

65. Climate Change Adaptation

- 65.1. The Service Provider shall propose a methodology to assess the Affected Property for Climate Change adaptation to be agreed by the Client.
- 65.2. The Service Provider shall provide all the necessary building information to assess the Affected Property against the above methodology or another methodology provided by the Client.

- 65.3. The Service Provider will provide a costed remediation plan to adapt the Affected Property as necessary.

66. Work Package E – Maintenance Services.

- 66.1. In respect of all of the service, the Service Provider shall provide a comprehensive PPM system in accordance with SFG20, service levels outlined by the Client in enhancement to SFG20 or (if not applicable), with Good Industry Practice. For the avoidance of doubt any assets still within warranty will require all maintenance in accordance with maintaining that warranty as a minimum.
- 66.2. The Service Provider shall schedule all planned works and related activities in accordance with the Service Provider Access Hours listed in the Service Catalogue, to incorporate the task and site requirements, to maximise efficiency and minimise disruption to the business and site operations. For the avoidance of doubt the Service Provider should always comply with Law and ACOP in delivering the service.
- 66.3. The Service Provider will be responsible for the delivery of all Planned Preventative Maintenance services to standards as set out below (20.25) and colour coded in the asset list and shall ensure that statutory compliance is achieved and maintained at all Affected Property. 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 Affected Property.
- 66.4. The Service Provider will be responsible for ensuring all Planned Preventative Maintenance activities and services are fully compliant with all Law and best practice guidelines issued by UK Government. Where these requirements make it necessary to revise current Planned Preventative Maintenance activities these shall be notified to the Service Manager.
- 66.5. The Service Provider shall recognise Client requirements in regard to the Delivery of Planned Preventative Maintenance that may be in addition to or in replacement of SFG20 requirements, frequencies or landlord tenancy agreements that exist at the Affected Property and shall be responsible for ensuring these requirements are fully captured in the Planned Preventative Maintenance regime and managed via the CAFM System, in accordance with the Asset information requirements to ensure that the service is delivered in full compliance with the Client's legal, statutory and lease obligations. This may include nominated discretionary tasks detailed by the Client
- 66.6. The Service Provider shall ensure that the Planned Preventative Maintenance schedules capture the requirements outlined within the Client's quality management plan and sustainability management plan.
- 66.7. Where agreed with the Client, the PPM schedule should include any agreed maintenance system, such as business-focussed maintenance ("BFM"), condition based maintenance ("CBM") etc. The revised Planned Preventative Maintenance processes and scheduling shall be reflected within the agreed maintenance regime, added to the Service Provider's Plan and where appropriate and be managed via the Service Provider's CAFM System.
- 66.8. The Service Provider shall provide Installation Work (as defined in the contract) associated with planned and reactive maintenance works and Service Orders/Project Orders without compromising the integrity of any historic Affected Property and in a manner so as to avoid damage. Prior to carrying out work to a historic Affected Property the Service Provider shall undertake a written scheme of investigation, prepare a method

statement and safe system of work and discuss their proposal with the Client to seek formal approval to proceed with any works. Historic or grade listed Affected Property are listed on the Service Catalogue.

- 66.9. PPM tasks shall be generated through the CAFM System on a Monthly basis, twelve (12) weeks in advance. The Service Provider shall work to an annual PPM programme and ensure that an annual PPM schedule for the relevant year is available on the CAFM System for each respective Affected Property in accordance with the following process:
- 66.9.1. Not less than twelve (12) weeks prior to the start of an annual Planned Preventative Maintenance programme, the Service Provider shall provide the Client with a proposed annual Planned Preventative Maintenance programme;
- 66.9.2. The Client will notify the Service Provider of any comments;
- 66.9.3. The Service Provider will revise the proposed annual Planned Preventative Maintenance programme to take account of the Client's comments; and
- 66.9.4. The Service Provider will then resubmit the proposed annual Planned Preventative Maintenance programme to the Client;
- 66.10. Where Affected Property operate a six monthly shut down detail will be provided by the Client and a local agreement developed with the Service Provider to plan all PPM activities within the shutdown period.
- 66.11. In the absence of any comments from the Client, the Service Provider is in no way relieved of any of its obligations of the Scope including this PPM strategy.
- 66.12. The Service Provider 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 Service Manager for Approval.
- 66.13. The annual PPM programme shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all the service.
- 66.14. The Service Provider shall ensure they operate a safe system of work. The safe system of work will be in accordance with legislation, policy and ensure that risk assessments are site specific and not generic and shall include the following:
- 66.14.1. Asset criticality;
- 66.14.2. Any relevant equipment manufacturers' recommendations;
- 66.14.3. Good Industry Practice specification;
- 66.14.4. The Service Provider's experience of similar equipment and Services; and
- 66.14.5. The risk to and/or impact upon the business that could result from failure of the Asset.
- 66.15. At some Affected Property the Client operates its own safe systems of work using the Clients own resources. Where the Service Provider is required to work in these areas they must follow the Clients safe system of work. Where this is applicable it will be defined in Annex D – Policy, Documents and Standards
- 66.16. The Service Provider shall ensure that:
- 66.16.1. The PPM work order 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 Client. Work completion records should be electronic and not paper based wherever possible;
- 66.16.2. 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 Client during mobilisation ;

- 66.16.3. Costs for all consumable items, replacement parts and associated component parts, which are required to satisfactorily maintain the service, are of the same manufacturer, quality and type or better as provided for the original installation. Costs for the provision of these consumables and replacement parts and associated components shall be included in the Prices;
- 66.16.4. Details of all warranties and associated maintenance and/or inspection requirements associated with new and replacement assets installed at Affected Property by the Service Provider are fully recorded within the CAFM system;
- 66.16.5. All Services associated with the maintenance or assets and/or systems under warranty are delivered in strict accordance with the warranty requirements at all times; and
- 66.16.6. Where instructed by the Client, replacement assets and associated components shall be subject to a whole lifecycle carbon assessment in line with the Client's Net Zero Carbon strategy and associated Decarbonisation Plan. Further details of these requirements will be provided during mobilisation and time to time during the Service Period.
- 66.17. Where instructed by the Client, the Service Provider may be required to provide extended warranties on newly installed plant and materials / systems at Affected Property.
- 66.18. The Service Provider shall be responsible for the safekeeping and storage of any materials that may be directly delivered to the Affected Property, including other site-specific critical spares as agreed with the Client. Where materials or critical spares are to be kept outside of Service Provider controlled areas the Service Provider will not be responsible for their condition. The Service Provider shall inform the Client of all reasons materials or critical spares are not stored in Service Provider controlled areas.
- 66.19. The Service Provider shall agree access arrangements to restricted areas in advance in order to avoid being denied entry and delaying the execution of the service. In multi-occupancy buildings, the Service Provider 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 service.
- 66.20. The Service Provider shall agree with the Client during mobilisation the process relating to the retention of all statutory and mandatory certificates and related documentation. Documentation following asset servicing should be provided no later than 10 working days from service date. Documentation should be made available electronically (unless specifically required in paper format) via a document repository system to which the Service Provider and Client have joint access.
- 66.21. The Service Provider shall provide expert and technical advice on all maintenance matters upon the request of the Client.
- 66.22. Open protocol systems should be the default standard. Where closed protocol systems are the only option they shall be discussed and agreed with the Client prior to installation.
- 66.23. Where closed protocol systems are already in operation at the Affected Property the Client retains the right to nominate specific subcontractors to maintain and operate these systems. All subcontractors will be approved by the Service Manager in accordance with the contract.
- 66.24. The Client will label (via colour coding) all assets on their current asset list according to the following categories:

- 66.24.1. PURPLE category is for 'enhanced' PPM service for assets which require a greater, or bespoke, maintenance standard over and above the standard defined by SFG20. These assets may:
- 66.24.1.1. be business critical assets as defined by the Service Manager, or
 - 66.24.1.2. have very specific maintenance requirements as specified by the manufacturer or any other relevant professional body (i.e. the Heating and Ventilation Contractors Association (HVCA)), or
 - 66.24.1.3. Enhanced HTM standard included in SFG20 (medical standards)
- 66.24.2. This category of maintenance is to be undertaken in addition to ensuring compliance with statutory and mandatory requirements. The exact maintenance requirement for assets in Purple classification will be defined by the Client but will account for any Service Provider recommendations. These Assets will be included within the existing inclusive repair threshold with the exception of retained 'life expired' assets.
- 66.25. Blue category is for Assets which are to be maintained to SFG20 standard, the Service Provider or Client, in line with continuous improvement and efficiency obligations, may propose for agreement by the Parties individual reductions or deviations from SFG20. Where agreed these will be instructed by the Service Manager.
- 66.26. Blue category Assets, including those with agreed reductions or deviations, will be included within the existing inclusive repair threshold, with the exception of retained 'life expired' assets.
- 66.27. Yellow category is for 'Health Check'. The Contractor shall undertake a nonintrusive visual inspection of the Assets in the Affected Property at the agreed frequency of: monthly, quarterly, six monthly or annual as defined by the Client. The primary emphasis is to review the mechanical & electrical assets to identify any faults or signs of deterioration which would necessitate remedial action. Typically the Health Check will consist of an inspection of:
- 66.27.1. Internal inspection to identify any Assets faults e.g. hand dryers
 - 66.27.2. Inspection to identify any failed items of equipment or signs of deterioration leaks, excessive noise etc. These Assets may typically be contained within a plantroom.
 - 66.27.3. Check of all systems/control panels to highlight any faults/alarms
 - 66.27.4. A list of systems reviewed shall be documented.
- 66.28. Whenever possible the visual inspection shall be completed in conjunction with other scheduled PPM activities.
- 66.29. All Assets within the Yellow category will fall outside the inclusive repair threshold and all faults or remedial work required shall be raised in accordance with Work Package R - Management of Billable Works, Projects and Payment.
- 66.30. Green category is 'Run to Fail'. Assets in this category will have no PPM scheduled or undertaken and will fall outside the inclusive repair threshold. Any Assets in this category which fail will only be replaced at the discretion of the Client. Replacement of these Assets will be instructed by the Client Authorised Representative and be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 66.31. All Assets that require statutory PPM can only be in the Purple or Blue categories. Assets that require non-statutory (or routine) PPM can be included in any category.
- 66.32. For the Purple and Blue categories, the Service Provider is to deliver a cost effective and whole life cost focused maintenance service which minimises reactive maintenance

requirements, maximises asset life, protects asset value and delivers sustainability commitments.

66.33. The categories above are to be annotated on the Asset Register. In the absence or omission of colour coding the Service Provider will default to blue (SFG20) standard or the industry recognised applicable maintenance regime. For any assets found or added after the service commencement these shall also default to blue in the absence of any specific instruction otherwise from the Service Manager.

66.34. All assets including any retained 'life expired' assets are to be maintained in accordance with their colour coding.

67. Asset Management

67.1. The Client is responsible for overarching asset management strategy and requires the Service Provider to comply with all asset policy and strategy in Annex D – Policy, Documents and Standards.

67.2. The Client will provide 5 yearly condition surveys and forward maintenance registers for inclusion in the CAFM system

67.3. All assets will be clearly labelled with an identifier so they are easily discoverable within the CAFM system. The identifier must allow the Client to log faults as discovered.

67.4. The Client may require the Service Provider to retroactively fix asset labels to existing assets, removing existing labelling and update the Asset Register accordingly. The Service Provider will ensure any new asset labels or codes can be easily linked to historic asset identifiers and associated data.

67.5. If not already recorded the Service Provider is to categorise asset lifecycle in accordance with CIBSE Guide M.

67.6. The Service Provider will create whole life cost models for each building and monitor maintenance costs. Where buildings or assets exceed their expected whole life cost these will be notified to the Client via the CAFM system.

67.7. The Client may use Others to install, onboard or remove/decommission assets, where the Service Provider is required to maintain these asset they will be added via Service Manager instruction. Any assets notified by instruction must be added as soon as possible and no later than one week from instruction date to the Asset Register held within the CAFM system.

67.8. The Service Provider is required to retain and provide the Client all data relating to removed or decommissioned asset via the CAFM system

67.9. The Service Provider is required to maintain all assets in accordance with the agreed standard, including for life expired assets

67.10. The Service Provider will review the Forward Maintenance Register (FMR) provided periodically by the Client as a minimum annually and update asset condition in the CAFM, FMR and asset register when there are changes.

67.11. The Service Provider will propose an annual programme of asset replacement/upgrade/recondition to the Client.

67.12. The Service Manager will decide whether life expired assets are to be retained or included in any replacement programmes and will be instructed via service order or project order as appropriate.

67.13. The Service Provider and the Client will work collaboratively to continuously develop asset management and strategy for the benefit of the Parties.

- 67.14. The Service Provider is required as part of each PPM to list current asset condition metrics including but not limited to:
 - 67.14.1. Asset condition;
 - 67.14.2. Asset Criticality;
 - 67.14.3. Any other dataset specified in FMS 002
- 67.15. The Service Provider is required to deliver applicable services in line with ISO 19650, ISO 55000 standards and the CNI status of the Affected Property
- 67.16. Data taxonomy and structure will be compliant with FMS 002
- 67.17. Grading of asset condition and asset criticality will be compliant with FMS 002
- 67.18. The data structure of the asset register will be compliant with FMS 002
- 67.19. Asset performance will be monitored at equipment level and the following metrics will be reported on:
 - 67.19.1. Asset uptime;
 - 67.19.2. Planned and unplanned downtime;
 - 67.19.3. Mean time between failures;
 - 67.19.4. Mean time to repair;
 - 67.19.5. Mean time to failure;
 - 67.19.6. Planned to reactive maintenance ratio; and
 - 67.19.7. Maintenance cost as a percentage of asset replacement value
- 67.20. The Service Provider will propose asset criticality, single points of failure in critical assets and an annual programme of mitigation measures at a building and mechanical, electrical and plumbing (MEP) level to the Client for agreement.
- 67.21. The Service Provider shall monitor data quality in accordance with FMS 002
- 67.22. The Service Provider will report on the following data quality metrics:
 - 67.22.1. Data accuracy;
 - 67.22.2. Data completion;
 - 67.22.3. Data consistency;
 - 67.22.4. Timeliness;
 - 67.22.5. Data uniqueness; and
 - 67.22.6. Data validity

68. Service E1 - Mechanical and Electrical Engineering Maintenance

- 68.1. The following Standards Ref apply to this Service - SE1.
- 68.2. The Service Provider shall provide a mechanical and electrical (M&E) maintenance service, which ensures the maintenance and operation of all items of plant and equipment within the Affected Property, are in accordance with the Client's requirements.
- 68.3. The Service Provider shall ensure the successful operation and optimum condition of all of the Client's mechanical, electrical and plumbing systems. The Service Provider 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 the tender.
- 68.4. 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, sustainable energy systems, bunded storage equipment and detection systems as present within the Affected Property.

- 68.5. The Service Provider shall be responsible for the inclusion of all Assets irrespective of their inclusion in the tender.
- 68.6. The Service Provider shall implement an annual PPM programme that fully meets the maintenance requirements of the Chartered Institution of Building Service Engineers (BESA) SFG20, the maintenance requirements as set out by the Client, or if not applicable, the maintenance requirements specified by the manufacturers, the Heating and Ventilation Contractors Association (“HVCA”) and other relevant professional bodies. The overriding responsibility of the Service Provider shall be to ensure that maintenance service to the built and installed Assets within the Affected Property are delivered as required throughout the contract.
- 68.7. The Service Provider shall review the current PPM schedule and any backlog maintenance during the mobilisation period. The Service Provider shall ensure the maintenance and operation of the built and installed Assets, within the Affected Property are maintained and operational for the duration of contract.
- 68.8. Information on the specific built and installed Assets, in the form of reports and surveys has been included within the tender. This information is given to the Service Provider to assist them in preparing a relevant and competitive Tender, but in no way limits the overall responsibility of the Service Provider.
- 68.9. The Service Provider, in partnership with the Client, shall satisfy itself as to the accuracy of the information provided by the Client.
- 68.10. It is a fundamental requirement of the service that the Service Provider takes account of the need to provide regular planned preventative maintenance to ensure the operational availability of assets is maintained, whilst also considering the life cycle management of assets by which the asset may need replacing rather than maintaining. The Service Provider shall provide the Client with a demonstration of the appropriate methodologies. The Service Provider shall look to implement a holistic annual PPM schedule to maximise the life of all built and installed Assets. The Service Provider will also liaise and consider this at project/asset at install stage.
- 68.11. The Service Provider shall provide all PPM activities, other than daily nominated, advised tasks, or those within specifically agreed shutdown periods, within seventy-two (72) hours of scheduled date.
- 68.12. The Service Provider shall monitor the M&E Services so that operating conditions can be maintained and the quality of service provision can be recorded. The Service Provider 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 Service Provider Staff. The system should be able to report times between failures and durations of failures in real time, to facilitate statistical analysis of the assets.
- 68.13. Special note shall be made of specific warranty period maintenance requirements.
- 68.14. All data must be recordable and updatable electronically in accordance with the Information Execution Plan.

69. Service E2 - Ventilation and air conditioning systems maintenance

- 69.1. The following Standards Ref apply to this Service - SE2.
- 69.2. The Service Provider 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 Client as business critical systems where appropriate.

- 69.3. This provision includes all catering extract and forced air systems inclusive of ductwork and terminal units.
- 69.4. The Service Provider shall deliver air quality monitoring at the Affected Property 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, CIBSE KS17 or any other standard as advised by the Client. Where the installation of new fixed monitoring equipment is required to deliver these services the costs shall be met by the Client.
- 69.5. The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service SC3 Environmental Cleaning (below). The Service Provider 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 Client.

70. Service E3 – Environmental cleaning service

- 70.1. The following Standards Ref apply to this Service - SE3.
- 70.2. The Service Provider shall clean kitchen extract and cell ventilation systems to ensure compliance with all statutory requirements.
- 70.3. The Service Provider 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.
- 70.4. The Service Provider shall deliver the cleaning services in compliance with all statutory requirements.
- 70.5. Where the Client requests additional cleaning services at a frequency which exceeds the requirements of the statutory requirements, these shall be managed via the Service Order process (by instruction of the Service Manager).
- 70.6. The Service Provider shall ensure that all cleaning works are recorded and managed via the Service Provider's CAFM system.
- 70.7. The Service Provider shall preserve a satisfactory standard of hygiene within air distribution and extract systems.

71. Service E4 - Fire detection and firefighting systems maintenance

- 71.1. The following Standards Ref apply to this Service - SE4.
- 72. The Service Provider 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 Good Industry Practice.
 - 72.1. All systems shall be tested including:
 - 72.1.1. Fire Alarm Panels;
 - 72.1.2. Extinguishers;
 - 72.1.3. Voice alarm systems;
 - 72.1.4. Smoke pressurisation and extraction systems;
 - 72.1.5. Fume Cupboards;
 - 72.1.6. Suppression systems;
 - 72.1.7. Sprinkler systems;

- 72.1.8. Public Address systems, oblique sounders, beacons;
- 72.1.9. Evacuation chairs;
- 72.1.10. Wet and dry risers;
- 72.1.11. Lift evacuation systems;
- 72.1.12. Emergency communications systems (refuges);
- 72.1.13. Fire Dampers;
- 72.1.14. Refuge points;
- 72.1.15. fire detection components;
- 72.1.16. hydrants; and
- 72.1.17. Smoke vents
- 72.2. The Service Provider 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 Client's requirements.
- 72.3. The Service Provider 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.
- 72.4. The Service Provider 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 Affected Property and centrally within the management regime. Details of the outcome of the tests should be passed to the Service Manager and recorded electronically by the Service Provider.
- 72.5. All abnormal test results shall be immediately advised to the Client, and dealt with under the auspices of the reactive maintenance Services.
- 72.6. It is the responsibility of the Service Provider to notify the CAFM System / helpdesk of each instance where works are raised as a result of testing of firefighting or detection systems.
- 72.7. The Service Provider shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Affected Property.
- 72.8. The Service Provider shall inform the Service Manager when they are to undertake maintenance work to the fire safety systems. This shall be carried out in line with the Client's policies for example The Regulatory Reform (Fire Safety) Order 2005 at the Affected Property.
- 72.9. All associated systems connected to the fire system such as alarm receiving centres, red care lines, door closure, lift grounding etc. will be required as part of the maintenance/testing of the fire system.
- 72.10. All nuisance alarms should be reported to the Client and remediation taken under the reactive maintenance process or as part of condition based maintenance/monitoring if applicable.
- 72.11. Affected Property will be tested in accordance with frequencies detailed in the Fire Risk Assessment

73. Service E5 - Lifts, hoists and conveyance systems maintenance

- 73.1. The following Standards Ref apply to this Service - SE5.
- 73.2. The Service Provider shall provide a fully comprehensive maintenance regime to the lifts, hoists and conveyance systems within the Affected Property. The Service Provider 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.

- 73.3. The Service Provider shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM System. The Service Provider shall:
- 73.3.1. Manage the thorough examination of lifts by an independent competent person and forward reports to the Client;
 - 73.3.2. Keep lift records and log books as required;
 - 73.3.3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
 - 73.3.4. Inform the Client of any work required costing more than the Inclusive Repair Threshold, other than those prior agreed as business critical where the business critical process shall apply;
 - 73.3.5. Inform the Client of any lift that is out of service, the reason why and the time the lift will be back in service;
 - 73.3.6. Ensure that lift cars are taken out of service in the case of dangerous situations;
 - 73.3.7. Ensure the competency of those who carry out the work and train Service Provider staff in the rescue and freeing of trapped passengers;
 - 73.3.8. Ensuring the availability of replacement parts;
 - 73.3.9. Carry out a detailed risk assessment for all works;
 - 73.3.10. Include fireman lifts and lift evacuation systems; and
 - 73.3.11. Call button and emergency voice systems
 - 73.3.12. Any lifts without certification are put of service
- 73.4. The Service Provider is responsible for monitoring either on site or remotely all lift emergency response activations and responding in accordance with Annex C – Service Level Response Times (SLR)

74. Service E6 - Security, access and intruder systems maintenance

- 74.1. The following Standards Ref apply to this Service - SE6.
- 74.2. The Service Provider shall maintain all security, access and intruder systems within the Affected Property and any new systems put in place to ensure correct functioning throughout the course of the contract.
- 74.3. It will be the Service Provider's responsibility to ensure the continued functioning of security, access and intruder systems.
- 74.4. The Service Provider shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale.
- 74.5. The Service Provider shall liaise with the Client's security representative and any relevant Government security equipment specialists over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by Government Staff.
- 74.6. The Service Provider will comply with the Security Threat Risk Assessment (STRA) at all times

75. Service E7 - Internal and external building fabric maintenance

- 75.1. The following Standards Ref apply to this Service - SE7.
- 75.2. The Service Provider shall provide a, Planned Preventative Fabric Maintenance Service in accordance with a system and programme of building fabric maintenance. This

programme shall take account of the Asset registers, Planned Preventative Maintenance schedules and all relevant lease obligations.

- 75.3. Variations from periodic maintenance shall be proposed by the Service Provider to the Service Manager in advance and not acted upon until a formal instruction is issued by the Service Manager.
- 75.4. Planned Preventative Maintenance tasks shall be generated through the CAFM System on a Monthly basis, in advance. The Service Provider shall provide day-to-day repairs to the internal and external fabric. The Service Provider shall submit notification of the day-to-day repairs via the CAFM System. In cases of restricted access The Parties shall agree in advance in order to avoid any interruption to business.
- 75.5. The Service Provider shall ensure that in instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety and working at height when replacing lamps. For the avoidance of doubt, the Service Provider shall be responsible for funding the replacement of all replacement lamps and light fittings below the Inclusive Repair Threshold ("IRT") within their fixed price.
- 75.6. The Service Provider shall ensure:
- 75.6.1. Duplicate
 - 75.6.2. that the consistency in colour balancing throughout the area is maintained and in keeping with the Client's requirements;
 - 75.6.3. that they are cognisant of the impact that lighting control systems have on the life expectancy of lamps;
 - 75.6.4. that luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance;
 - 75.6.5. that all lamps and tubes in prestige areas such as reception areas and ministerial suite, in conference and meeting rooms and all emergency lighting shall be fully operational at all times subject to response and rectification times;
 - 75.6.6. 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; and
 - 75.6.7. that they dispose of old fluorescent tubes in accordance with environmental best practice and any relevant Law, using the most economically advantageous and environmentally beneficial methods. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Client has access.
 - 75.6.8. Appropriate lux levels are maintained following replacement
- 75.7. The Service Provider shall acknowledge the Client's current PPM schedules prior to the start of the Service Period, contained within the tender. The Service Provider shall include all building fabric maintenance tasks within Annex D – Policy, Documents and Standards of the Scope, in addition to any further requirements. This Service shall include but shall not be limited to an annual integrity inspection and report of building fabric components such as hearing loops, wheelchairs, evacuation chairs, fire curtains, mobile racking systems and high density storage systems.
- 75.8. The Service Provider shall agree access arrangements for restricted areas with the appropriate Client representatives in advance in order to avoid being denied entry and delaying the execution of the Service. In multi-occupancy buildings the Service Provider shall be required to liaise with landlords, landlord's representatives and Others to ensure that the method statements are aligned with all of the building users' requirements. The

Service Provider should acknowledge planned shutdown and downtime where applicable to maximise their fabric PPM service.

- 75.9. Where the Client has responsibility for the provision of residential housing, the Service Provider shall be responsible for the maintenance of the buildings, to include all outbuildings and fixed furniture items contained therein.
- 75.10. The Service Provider shall be responsible for the sweeping chimneys to open fireplaces where present at Affected Property at a frequency that will maintain them in a safe working order.
- 75.11. The Service Provider shall be required to undertake redecoration works on a cyclical / periodic basis to comply with the Client's lease obligations or agreed standard for Government freehold buildings where this is requested. The Service Provider shall liaise with the Client to establish these obligations and provide quotations for all redecoration works in line with the Service Order process on instruction by the Service Manager.
- 75.12. The Service Provider shall provide redecoration works on an elective basis in line with the Service Order process upon instruction from the Service Manager. Any redecoration work required as a result of reactive maintenance shall be included with the reactive maintenance work and is included in the Prices.
- 75.13. The Service Provider shall provide a gutter clearance service and shall ensure drainage systems including but not limited to pipes, gutters, manholes and parapet gutters are kept functional and remain free from debris, leaves and other blockages at all times. This Service shall be conducted annually. The Service Provider will provide drainage drop tests where necessary.
- 75.14. Where Affected Property exceed four (4) storeys and have no fixed roof access equipment fitted to enable the delivery of the gutter cleaning service the Service Provider shall be responsible for the provision of the portable equipment required to deliver the service. Costs for the provision of the portable equipment is included in the Prices.
- 75.15. The Service Provider 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 C – 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 instructed by way of Service Order.
- 75.16. The Service Provider shall be responsible for the safe storage and maintenance of all equipment issued to them for their use on the Contract by the Client. All maintenance works undertaken shall be in accordance with the manufacturer's recommendations.
76. The Service Provider shall be responsible for the provision of:
 - 76.1.1. Repairs;
 - 76.1.2. Replacement equipment;
 - 76.1.3. Operator Training;
 - 76.1.4. Insurance cover;
 - 76.1.5. Certification;
 - 76.1.6. Risk assessments; and
 - 76.1.7. Calibration.
- 76.2. The Service Provider shall, at the end of the Service Period, be responsible for the return all items issued to them by the Client for their use on the 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 Service Provider at no cost to the Client.

- 76.3. Details of the equipment to be issued to the Service Provider will be defined by the Client at tender stage and by Service Manager instruction thereafter.
- 76.4. The Service Provider shall execute the Service during the operational working hours. The Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise with the Service Manager's prior approval.
- 76.5. The Service Provider shall be responsible for the maintenance and statutory inspections of the Client's Health and Safety and building protection systems including:
- 76.5.1. Safety eyebolts;
 - 76.5.2. Fixed roof edge protection handrail systems;
 - 76.5.3. Free-standing roof edge protection handrail systems;
 - 76.5.4. Cradle access systems;
 - 76.5.5. Fall and arrest safety lifelines and man safe systems;
 - 76.5.6. Lightning protection systems;
 - 76.5.7. Flood protection systems;
 - 76.5.8. Window and door security equipment, e.g. shutters, window bars and grilles;
 - 76.5.9. Bird protection systems, e.g. nets, spikes and sirens;
 - 76.5.10. Waste storage and recycling facilities;
 - 76.5.11. External fire exits and fire escape routes;
 - 76.5.12. Doors including locks and door furniture;
 - 76.5.13. External lighting systems, including pathway and street lighting; and
 - 76.5.14. External vehicle storage facilities; e.g. cycle and motorcycle enclosures.
- 76.6. The Service Provider shall ensure that the integrity of all fire doors and associated fire protection systems are regularly tested in accordance with the Affected Property fire risk assessment to ensure they retain their designated fire integrity rating and will function correctly and will perform to their designed standard in the event of a fire. The items to be tested shall include but not be limited to:
- 76.6.1. Door frames;
 - 76.6.2. Door leaves;
 - 76.6.3. Door glazing;
 - 76.6.4. Door hinges;
 - 76.6.5. Door seals;
 - 76.6.6. Door handles;
 - 76.6.7. Door self-closing devices;
 - 76.6.8. Door hold-open devices; and
 - 76.6.9. Door signage.
- 76.7. The Service Provider shall ensure all Planned Preventative Maintenance works are managed in compliance with SFG20 and / or Client specified requirements and is logged and recorded within the CAFM system.
- 76.8. The Service Provider shall inform the Client immediately if a fault is discovered which has potential to impact on the Client's fire safety and / or safe evacuation procedures in place within the Affected Property.
- 76.9. The Service Provider shall undertake a review of the fire doors, associated systems and automated and manual roller shutter doors during mobilisation and shall submit a report for the reporting of the condition of the PPM items, which shall be agreed with the Client prior to the commencement of the first round of Planned Preventative Maintenance scheduled inspections.

- 76.10. The report shall be submitted electronically to the Client within five (5) Working Days of undertaking the inspection and shall be reported via email by the Service Provider 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.
- 76.11. The Service Provider will ensure any changes to the building that require fire stopping certification (fire stopping) are completed and certified as part of the original works
- 76.12. Where the integrity of the building is compromised in relation to fire stopping the Service Provider will notify the Service Manager as soon as they become aware.

77. Service E8 - Reactive maintenance services

- 77.1. The following Standards Ref apply to this Service SE8.
- 77.2. The Service Provider shall provide a professionally managed Service for reactive repairs and maintenance 24 hours per day, 365 days per year.
- 77.3. This Service shall be managed through the CAFM System. All reactive maintenance works (including labour, materials, profit, overheads and any other relevant costs) up to an Inclusive Repair Threshold shall be carried out and included within the Prices.
- 77.4. All reactive repairs and maintenance (including labour, materials, profit, overheads and any other relevant costs) above the Inclusive Repair Threshold (threshold to be agreed by the Contract Date) and works arising from Planned Preventative Maintenance, are to be managed using the Service Order or Project Order process. All works arising from Planned Preventative Maintenance (including labour, materials, profit, overheads and any other relevant costs) up to an Inclusive Repair Threshold (threshold to be agreed by the Contract Date) shall be carried out and included within the Prices.
- 77.5. The helpdesk element of the CAFM System shall be the sole focus of reactive maintenance activities.
- 77.6. The Service Provider shall work alongside the Client in forward planning, providing cost estimates for financial planning and shall advise the Client when the cost of repairing and/or maintaining an Asset outweighs the cost of replacing it and is likely to cause on-going unplanned downtime or pose potential health and safety risks ("Beyond Economic Repair").
- 77.7. When an Asset is Beyond Economic Repair the cost of replacement shall be met by the Service Provider up to the Inclusive Repair Threshold. Where the cost of replacement exceeds the Inclusive Repair Threshold, only the cost above this value shall be subject of a Service Order. For the avoidance of doubt, this requirement includes the replacement of entire Assets as well as component parts of Assets where replacement is deemed appropriate. The Service Manager 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:
 - 77.7.1. If the projected cost of the repair exceeds the cost of replacing the Asset;
 - 77.7.2. If the part(s) required to repair the Asset are no longer available unless there is a possibility of manufacture of part as a cost effective alternative; and/or
 - 77.7.3. Any recommendations carried out as a result of condition Surveys and as per Clients FMR programme.
- 77.8. Where replacement has been deemed appropriate by the Client, the Service Provider shall assist the Client in determining a suitable replacement option taking into

account operational use, whole life cost, any applicable Client standards, sustainability and required life factor.

- 77.9. The Service Provider shall proceed with all work defined as SLA A - Critical or business critical tasks in accordance with the business critical process in Work Package R - Management of Billable Works, Projects and Payments, to mitigate health and safety or Business Continuity and Disaster Recovery risks (as further explained in Schedule 20 (Call-Off Schedule 8 – Business Continuity, Disaster Recovery and Emergency Management)).
- 77.10. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
- 77.11. The Service Provider shall ensure that all its Service Provider Staff conducting maintenance work remain fully engaged to ensure a fault free operation. The Service Provider shall ensure the Service Provider Staff are appropriately trained and skilled to ensure the timely identification and rectification of faults at Affected Property. Both faults identified by Client and the Service Provider's Staff shall be logged through the CAFM System. Each and every reactive service request shall have an associated history, including completion date and time, within the helpdesk system.
- 77.12. Where the Service Provider 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:
- 77.12.1. The date and time the damage was identified;
 - 77.12.2. A summary of the findings upon inspection;
 - 77.12.3. Photographic evidence of the damage; and
 - 77.12.4. Details of the condition at the previous maintenance work or inspection; and
 - 77.12.5. An estimate of the cost of repair or replacement.
- 77.13. Where the Client agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Service Order process.
- 77.14. The Service Provider shall at all times ensure that the Service Provider Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive maintenance. The Service Provider shall ensure that all Service Provider Staff attend to calls with suitable and sufficient equipment. The Service Provider shall ensure that Service Provider 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 with associated risk and method statements.

78. Service E9 - Planned / Group re-lamping service

- 78.1. The following Standards Ref apply to this Service - SE9.
- 78.2. Where the Client requires a planned relamping service of entire offices or floors within Affected Property, the Service Provider shall adopt an organised approach to re-lamping across the Affected Property. The Service Provider shall monitor this Service for efficiency with a view to achieving the greatest possible reductions in disruption to the Client's core business, replacement frequency and cost. A consistent colour / warmth is critical in presentational and prestige areas. These services will be managed via the Service Order process.

- 78.3. The Service Provider 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 Affected Property are held in the tender. The Service Provider shall make proposals for the enhancement and expansion of lighting control systems.
- 78.4. The Service Provider shall work alongside the Client and highlight opportunities for greater energy performance, reduced carbon emissions and utility costs as technology associated with lighting, sensor technology and lighting controls develop throughout the Service Period. The Service Provider shall assess the benefits of new technology prior to commencing any planned relamping works across Affected Property and issue recommendations where opportunities to improve environmental performance, reduce carbon emissions and / or reduce utility costs exist.
- 78.5. The Service Provider shall dispose of old fluorescent tubes in accordance with environmental best practice and any relevant Laws, using the most economically advantageous method. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Client has access.
- 78.6. The Service Provider is required to demonstrate how they would manage existing closed protocol lighting systems to the Client and recommend efficiencies where possible.
79. Service E10 – Automated barrier control system maintenance

80. The following Standards Ref apply to this Service - SE10.

- 80.1. Where automated barriers, shutters, roller shutter doors, turnstiles, doors, electrified fencing and any other form of barrier systems are installed at the Affected Property and included in the Scope, the Service Provider shall be required to provide a maintenance service for these Assets as part of the overall mechanical and electrical maintenance strategy across each Affected Property.
- 80.2. Where business critical equipment is stored at site, the Service Provider should be aware that access is required at all times and must notify the Client immediately of any concerns with integrity, access control or damage that could impede access. Where systems are dependant, they should both be treated as critical.

81. Service E11 - Building Management System maintenance ("BMS")

- 81.1. The following Standards Ref apply to this Service - SE11.
- 81.2. The operation of the Client's building engineering Service is to be achieved through the BMS. The Service Provider 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. Set points for BMS will be agreed through Client policy and standards contained in Annex D – Policy, Documents and Standards
- 81.3. The Service Provider shall monitor any departures from agreed environmental parameters and shall take actions to rectify.
- 81.4. Before adjusting set points or modifying software the Service Provider shall fully understand the effect these actions may have on the air conditioning and other building Service systems and processes, and take account of the internal and external environment.
- 81.5. The Service Provider shall ensure that the BMS is periodically upgraded as and when software versions are issued. Previous data backups should be available from previous

software versions to ensure successful and adequate transition. Data from previous and current BMS software versions are the property of the Client.

- 81.6. The Service Provider 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.
- 81.7. The Service Provider shall ensure that the BMS is configured to operate building systems at optimum energy efficiency.
- 81.8. A written scheme of delegation/responsibility between the Parties and Others should be available for each BMS system with adequate change control protocols and records in place.
- 81.9. The Service Provider shall provide O&M manuals for each system and at system upgrade points.

82. Service E12 - Standby power system maintenance

- 82.1. The following Standards Ref apply to this Service - SE12.
- 82.2. The Service Provider shall:
 - 82.2.1. Be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment;
 - 82.2.2. Ensure that the backup equipment is available at all times and starts within the design parameters of the system in the event of a mains power supply interruption or fluctuation;
 - 82.2.3. Liaise with the Client for the load testing of this equipment;
 - 82.2.4. Be responsible for the accurate recording of systems that are connected to the generators and Uninterruptable Power Supply (UPS) systems;
 - 82.2.5. Be responsible for ensuring that the systems are not overloaded and the balance between phases is maintained;
 - 82.2.6. Ensure that fuel levels in storage tanks are maintained at a minimum of seventy-five per cent (75%) capacity;
 - 82.2.7. Ensure that invoices for fuel are dealt with as pass-through costs (in accordance with Call-Off Schedule 5 (Pricing Details); and
 - 82.2.8. Conduct as a minimum one (1) annual black test on all standby power systems installed. Where required the frequency may differ in agreement with the Client.
 - 82.2.9. The backup systems should have sufficient capacity for the systems they are supporting.
- 82.3. The Service Provider should have a fuel management strategy to ensure fuel is of sufficient quality and not degraded to not prematurely damage the asset or impact usual function.
- 82.4. All system components and dependant systems for backup power should be considered in the maintenance regime. Including but not limited to:
 - 82.4.1. day tanks
 - 82.4.2. alarms
 - 82.4.3. leak detection systems
 - 82.4.4. trace heating
 - 82.4.5. distribution systems
 - 82.4.6. shut off and isolation fuel systems

83. Service E13 - High Voltage (HV) and switchgear maintenance

- 83.1. The following Standards Ref apply to this Service - SE13.
- 83.2. The Service Provider shall:
 - 83.2.1. Maintain HV switchgear using the same principles employed for other mechanical and electrical systems. HV switchgear may be designated by the Client as a business critical system;
 - 83.2.2. Ensure that substations are clean, dry, and ventilated. The Service Provider shall ensure that tubular heaters are fitted where necessary to avoid condensation;
 - 83.2.3. Ensure that hardwood, metal or concrete duct covers are in place, except when work is being carried out. Under no circumstances shall items which are not directly concerned with the operation and maintenance of the HV installation be kept in the substation;
 - 83.2.4. Ensure that HV equipment is regularly inspected, maintained, switched and tested to ensure that it is in a safe and serviceable condition;
 - 83.2.5. Ensure that all Service Provider Staff operating in an HV environment are authorised by the Client, suitably qualified and competent and shall at the very least:
 - 83.2.5.1. Be an electrical craftsman;
 - 83.2.5.2. Ensure there is a qualified named High Voltage Authorised Person ("HVAP") engineer for the Affected Property(s) and deputy; and
 - 83.2.5.3. Ensure that a safe system of work/permit to work system is used for this Service.

84. Service E14 - Catering equipment maintenance

- 84.1. The following Standards Ref apply to this Service - SE14.
- 84.2. The Service Provider shall provide a professional maintenance service of all commercial catering equipment used in the provision of catering services under the contract using the same principles employed for other mechanical and electrical systems. This shall be carried out in accordance with all relevant regulations relating to the servicing of gas and electrical installations.
- 84.3. The Service Provider shall maintain catering equipment owned by the Client but operated by Others.

85. Service E15 - Audio Visual (AV), printing and copying equipment maintenance

- 85.1. The following Standards Ref apply to this Service - SE15.
- 85.2. The Service Provider shall ensure that any AV equipment which is designed to display or take input from portable media or is computer driven is maintained, replaced or provided with suitable converters such that it is compatible with the required Standard at all times.
- 85.3. Maintenance of the AV equipment is included in the Prices. Replacement units may be charged on a disbursement's basis and dealt with as part of the reactive maintenance Service requirements. The support required to set up and operate equipment is to be priced as part of the support Service available from the helpdesk and included in the Prices.
- 85.4. During all events utilising multi-media technology, the Service Provider shall provide Service Provider Staff that are capable of remedying all associated technical problems in a timely manner.

- 85.5. The Service Provider is required to ensure that media connectivity is maintained for connection by broadcasting Services.
- 85.6. The Service Provider may be required and is expected to liaise with Others and/or the Client's ICF (Intelligent Client Function) relation to new equipment.

86. Service E16 - Television cabling maintenance

- 86.1. The following Standards Ref apply to this Service - SE16.
- 86.2. The Service Provider shall maintain the existing cabling infrastructure which is designated for the transmission of television pictures. The Service Provider shall manage the payment of regular invoices for TV usage on behalf of the Client.
- 86.3. The Service Provider shall be responsible for installing additional cabling as instructed by the Client. The Service Provider shall ensure that all cabling, which is installed by the Service Provider, is of a suitable specification to guarantee continuity of the service and picture quality and that this cabling is used exclusively for the transmission of television pictures.
- 86.4. The Service Provider shall ensure that provision also includes but is not limited to aerials, satellite dishes and set top boxes.
- 86.5. Where required, the Service Provider shall Deliver the TV signal over the data network.

87. Service E17 - Mail room equipment maintenance

- 87.1. The following Standards Ref apply to this Service - SE17.
- 87.2. The Service Provider shall be responsible for the operation and maintenance of mail room equipment, including franking machines, sorters, postal scales and x-ray scanners throughout the contract.
- 87.3. The Service Provider shall be required to review the existing equipment and the Client's leases at the start of the contract and propose the most efficient and cost effective solution for the future. Should the Service Provider consider that it is in the interest of business efficiency and best value for money, it may propose the replacement of equipment in advance of their lease expiry date. Any replacement of equipment shall be at the approval of the Client and managed via the Service Order process.

88. Service E18 - Office Machinery Servicing and Maintenance

- 88.1. The following Standards Ref apply to this Service - SE18.
- 88.2. The Service Provider shall provide a holistic office machinery servicing and maintenance Service within each Affected Property with the exclusion printers/photocopiers managed by Others. This shall be coordinated through the helpdesk and shall include, fax machines, specialist office equipment and shredders. Details of the equipment to be managed are provided in the tender.
- 88.3. This Service shall be integrated with other Services such as porter services, messenger Services, central reprographic Services and repairperson Services.
- 88.4. The Service Provider shall be responsible for the provision and maintenance of all office machinery. This shall encompass liaison with Others, ensuring that appropriate

maintenance (both reactive and proactive) is carried out in accordance with Service contracts, managing the renewal of Service contracts and liaising with the Client.

89. Service E19 - Voice announcement system maintenance

- 89.1. The following Standards Ref apply to this Service - SE19.
- 89.2. The Service Provider shall be responsible for the maintenance of all voice announcement systems and equipment. Where appropriate, this shall encompass liaison with Others, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with service contracts, managing the renewal of service contracts and liaising with the Client.

90. Service E20 - Locksmith Services

- 90.1. The following Standards Ref apply to this Service - SE20.
- 90.2. The Service Provider shall:
 - 90.2.1. Provide a specialist locksmith Service to repair or replace ironmongery at the Affected Property;
 - 90.2.2. Ensure that notification of a requirement for locksmith Services will be satisfied in accordance with Annex C – Service Response Times; and
 - 90.2.3. Demonstrate through the appropriate level of security clearance, as specified by the Client, that any Service Provider Staff involved in these services are appropriate to the operating environment.
- 90.3. Locksmith services will be paid for in accordance with Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 90.4. The Service Provider shall manage an inventory of replacement keys at certain locations to reduce reliance on reactive locksmith call outs. Locations where this is required and existing inventories will be provided by the Client during mobilisation.

91. Service E21 - Specialist maintenance Services

- 91.1. The following Standards Ref apply to this Service - SE21.
- 91.2. The Service Provider shall be responsible for undertaking inspections and all maintenance activities for the specialist maintenance Services. These shall include but not be limited to:
 - 91.2.1. Docks and ports, to include lifting equipment, fuel supply systems, vehicle wash systems, lighting and fuel supply / storage facilities;
 - 91.2.2. Laboratory testing facilities and infrastructure, to include air filtration systems and all related infrastructure;
 - 91.2.3. Sewerage plants;
 - 91.2.4. Environmental monitoring equipment;
 - 91.2.5. Renewable energy systems;
 - 91.2.6. Electrical vehicle charge points and infrastructure;
 - 91.2.7. Solar voltaic panels, wind turbines and all associated infrastructure;
 - 91.2.8. Calibration and maintenance of language laboratory equipment;
 - 91.2.9. Weighbridge including calibration;

- 91.2.10. Vacant undeveloped land and / or buildings awaiting development or disposal; and
- 91.2.11. Automated data gathering and sensor equipment associated with smart working environments;
- 91.3. The Service Provider shall provide bespoke Science specific planned and reactive maintenance services where indicated on the asset list to ensure compliance with all licenses, statutory, regulatory and Good Industry Practice and the Clients' policies, procedures, and processes.
- 91.4. These Science Specific services shall include but not be limited to:
 - 91.4.1. Services for laboratories to the appropriate containment levels to ensure that requirements are consistently met and adhere to all license conditions.
 - 91.4.2. Critical supply and extract ventilation plant in containment laboratories and filtered air for clean rooms, laminar flow cabinets, LEVs, containment building extract, microbiological safety cabinets, flexible film isolators, animal holding rooms, individually ventilated cages, fume hoods, and dust extraction.
 - 91.4.3. Autoclaves, crate and washer disinfectors
 - 91.4.4. Effluent treatment plants and drainage systems to be inspected and tested
 - 91.4.5. All site incinerators and their Continuous Emission Monitoring System (CEMS)
 - 91.4.6. Safety Instrumented System (SIS).
 - 91.4.7. Alarms, controls and monitoring systems linked to 'Science Specific' assets are to be monitored and maintained.
 - 91.4.8. The service is to cover all hardware, software and their back-ups and record keeping aspects.
 - 91.4.9. Enhanced building fabric services required in all Client Laboratory spaces in accordance with relevant standards including but not limited to ACDP.
 - 91.4.10. Growth cabinets and controlled environmental rooms shall be maintained to ensure that facilities uptime is maximized.
 - 91.4.11. The Service Provider will have in place the facility to access and supply temporary equipment in the event of critical plant failure, including but limited to fridges, freezers, boilers and standby or back up power systems. The Service Provider is to propose all equipment hire companies to the Service Manager for assurance.
 - 91.4.12. Undertake all inspections, validations, re-certification, calibration, monitoring and recording performance and all maintenance activities for the Science Specific maintenance services as required by the applicable maintenance regime, license condition, best practise or recognised industry standard. Where required for independent validation and third-party assurance to retain SAPO, Trade Effluent Consent Licence conditions and any other licensing body using suitably accredited and licenced resources. The Service Provider will act upon all recommendations detailed from third party assurance within the Prices.
- 91.5. All assets for critical facilities are to be clearly identifiable on the asset register which considers asset Taxonomy, for example parent and child assets as well as interdependencies on other assets that are not are not within critical facilities. The asset register is to be updated after every asset addition/removal and reviewed at least annually in conjunction with the Client. The review shall include asset management best practice for critical science facilities looking at factors such as but not limited to risk, age, and condition, this information is to be collated into the forward maintenance register. Asset condition checks are to be coordinated with the times of maintenance shutdowns to ensure that all

forward maintenance activities can be planned and aligned to minimise down time and ensure compliance.

- 91.6. All redundant equipment should be decontaminated, removed, and disposed of where possible. For items that cannot be physically removed a reduced maintenance regime is to be agreed with the Client and may be instructed by the Service Manager.
- 91.7. The Service Provider is required to update all relevant drawings or schematics follow asset install/deletion.
- 91.8. The Service Provider is to ensure site drawings, maps, schematics and any other Affected Property related plans are maintained, up to date and always accessible to the Client. During mobilisation the Service Provider will propose to the Service Manager all drawings, maps, schematics and any other Affected Property related plans that require bringing up to the relevant standard.
- 91.9. The Service Provider may be required to liaise with manufacturers for all assets marked as 'Enhanced' on the asset list due to their bespoke or closed protocol nature.
- 91.10. Where advised by the Client we operate six (6) monthly shutdowns to allow intrusive maintenance activities. Where the Client advises this process at the Affected Property the Service Provider will follow policy documents in Annex D – Policy, Documents and Standards.
- 91.11. The Service Provider is to ensure that all consumables are available and ready to be replaced in the shutdown windows. The Service Provider is to monitor critical spares stock levels and availability in a proactive manner, anticipating potential reactive maintenance requirements for upcoming shut down periods. The Service Provider is to review and rationalise stock so that where possible items are standardised and interchangeable across maintenance activities at different locations. The Service Provider will order, monitor, maintain and manage stocks of specialized consumables such as but not limited to laboratory gases.
- 91.12. The Service Provider will ensure that all bespoke and non-standard tools and equipment required to maintain assets in the shutdown window are available and fit for purpose at the locations required.
- 91.13. The Service Provider will ensure that Others will adhere to all Security and QSHE policy and procedures, such as but not limited to permit to works or permissions to work if applicable before work commencement at the Affected Property.
- 91.14. The Service Provider is required to ensure that all relevant vaccinations and immunisations are current for the works being undertaken and comply with required policy standards, and the Service Provider will implement health surveillance in line with the Client's policies and requirements in Annex D – Policy, Documents and Standards.
- 91.15. The Service Provider shall ensure that they have access to suitably qualified and experienced resource to provide technical advice and assistance in all statutory and maintenance provisions, including Science specific requirements, when issues arise on compliance matters, and as and when required.
- 91.16. The Service Provider will ensure that suitably qualified, experienced and site approved personnel are available to operate the required Safe Systems of Work, including but not limited to Authorising Engineers (AE) and Appointed Persons (AP) for mechanical, critical ventilation, electrical, confined spaces, pressure systems, water, medical gases, decontamination systems. It is required that the Service Provider gives access to and integrates with the Clients' systems where applicable.
- 91.17. The Service Provider will incorporate relevant industry guidance or best practice regarding bio safety into the overall service delivery strategy. The Client is to implement

robust management, communication, and maintenance practices to ensure continuous statutory and regulatory compliance, to meet licensing requirements. The Service Provider will attend all meetings as required, including but not limited to 90 day prestart meetings, to fulfil the Clients' requirements and to comply with all licenses, statutory, regulatory and Good Industry Practice as well as the Clients' policies, procedures, and processes. The Service Provider and the Client will agree notice periods for all activity's related to bio safety to ensure site safety and compliance.

- 91.18. The Service Provider will provide a bio-safety management advice service for use by the Client, contactable via the helpdesk.

92. Work Package F – Statutory Obligations

- 92.1. The Service Provider shall at all times ensure that:
- 92.1.1. The FM operation of the Affected Property and delivery of the service are undertaken in compliance with all applicable UK legislation, regulations and legislation appropriate to the location of the Affected Property as defined at the Contract Date, Good Industry Practice, manufacturer's recommendations and where appropriate the requirements specified by the Client;
 - 92.1.2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Client or Service Provider) at the Affected Property;
 - 92.1.3. It operates a Safe System of Work in accordance with their Health and Safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and
 - 92.1.4. It ensures all activities relating to Statutory Compliance is managed through their CAFM System and that the Client has access to the data, via electronic interface or direct access to the Service Provider's CAFM System.
- 92.2. The Service Provider shall be responsible for the production, review and update of all risk assessments and written schemes of examination to meet all statutory requirements applicable to the service.
- 92.3. The Service Provider shall provide paper where necessary and electronic copies of all documentation associated with statutory compliance reports or Documentation for retention at the Affected Property.
- 92.4. The Service Provider shall work with the Client to incorporate any identified gaps in any written scheme of examination to ensure the Client and Service Provider meet all statutory requirements and minimise risk to the Parties.
- 92.5. The Service Provider will be required to familiarise themselves with the Duty Holders document provided by the Client in Annex D – Policy, Documents and Standards and comply with all responsibilities detailed within.

93. Service F1 –Asbestos Management

- 93.1. The following Standards Ref apply to this Service - SF1.
- 93.2. The Service Provider shall be responsible for ensuring that services provided to all Affected Property are statutory compliant in accordance with The Control of Asbestos Regulations: 2012 or subsequent acts thereafter.
- 93.3. The Service Provider shall undertake an initial review of the Client's Asbestos Management Plan present at the Affected Property within the first sixty days after the Contract Date and be responsible for undertaking regular (at least annually or following any

known changes to the site use, fabric or assets in relation or connection to asbestos) reviews of the Asbestos Management Plan thereafter.

- 93.4. Where Affected Property are discovered to be non-compliant and do not have an asbestos management plan in place, the Service Provider will be responsible for undertaking a review and for producing a new asbestos management plan on the behalf of the Client. Costs for this service shall be rechargeable and be managed via the Service Order and/or Project Order process on instruction by the Service Manager.
- 93.5. The Service Provider shall maintain the Asbestos register such that it contains a comprehensive Schedule of all areas within each Affected Property which contain asbestos or asbestos-based products or other deleterious ("ACM") materials. Copies of which to be made available to the Client and be present on Affected Property.
- 93.6. The Service Provider 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 Others the costs for the work shall be rechargeable and be subject to the Service Order and/or Project Order process on instruction by the Service Manager. Where no asbestos survey is required from the Client, updating of the register is included in the Prices.
- 93.7. Where asbestos removal works are required by the Client, the works shall be undertaken by the Service Provider and the costs shall be rechargeable via the Service Order and/or Project Order process on instruction by the Service Manager.
- 93.8. The Service Provider shall publish and convey the contents of the asbestos register to all Service Provider Staff, appointed Subcontractors and any other persons likely to interface including all Others 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. Details of this must be recorded and sign on to the risk register.
- 93.9. The Service Provider shall ensure that:
- 93.9.1. The process of identifying, signing and tagging all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements. The Service Provider shall not tag all asbestos unless it is in a high-risk area that is likely to be disturbed and will be in accordance with the Defra Standard within Annex D – Policy, Documents and Standards.
- 93.9.2. All identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist;
- 93.9.3. Notifications are issued to HSE for licensed works as required; and
- 93.9.4. That all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full risk assessments and method statements for safe execution of their task.
- 93.10. The Service Provider shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.
- 93.11. The Service Provider will conduct additional asbestos surveys when instructed by the Service Manager. This will be via billable works and projects process.
- 93.12. The Service Provider must have the appropriate skills, knowledge and experience to carry out asbestos related work.
- 93.13. The Service Provider will act in the duty holder role as described in the duty holder document attached in Annex D – Policy, Documents and Standards.

94. Service F2 - Water hygiene maintenance

- 94.1. The following Standards Ref apply to this Service - SF2.
- 94.2. The Service Provider shall be responsible for ensuring that water hygiene services provided to all Affected Property are statutory compliant.
- 94.3. The Service Provider shall undertake an initial review of the Client's Water Management Plan present at the Affected Property within the first six months of the Contract Date 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.
- 94.4. Where Affected Property are discovered to be non-compliant and do not have a water risk assessment in place, the Service Provider shall be responsible for undertaking a review and for producing a new legionella risk assessment on the behalf of the Client. Costs for this service shall be rechargeable and be managed via the Service Order and/or Project Order process on instruction by the Service Manager.
- 94.5. The Service Provider shall have a written scheme of examination and maintain a water hygiene logbook, copies of which must be available at the applicable Affected Property. Including a written control scheme and scheme of delegation. Where possible, all elements of the water hygiene logbook should be available electronically in addition to the physical site file.
- 94.6. The Service Provider 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.
- 94.7. The Service Provider shall produce and implement an inspection and monitoring regime to check systems and plant for performance, cleanliness, contamination and damage.
- 94.8. Temperatures shall be monitored and recorded to ensure that the required Standard of control is reached within the code of practice guidelines.
- 94.9. The Service Provider shall report any anomalies that may be detected and detail corrective works where required. Affected Property records shall be audited and amended. The Service Provider in conjunction with the Client shall produce a process for managing issues including engagement, communication and suitable actions to be taken in the event of positive samples
- 94.10. The Service Provider 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. Results of which will be shared with the Client and any corrective action required. Corrective action will be via Service Order and/or Project Order process on instruction by the Service Manager.
- 94.11. The Service Provider shall empty tank bunds of all contaminated and uncontaminated water and dispose of water in a manner that accords with the level of contamination.
- 94.12. The Service Provider will flush little used outlets as identified on water risk assessments and other relevant building risk assessments.
- 94.13. The Service Provider will introduce any requirements written in the Client's Water Hygiene Strategy in Annex D – Policy, Document and Standards

- 94.14. The Service Provider must have the appropriate and demonstrable competency, skills, knowledge and experience for carrying out water hygiene activities.
- 94.15. The Service Provider will act as duty holder as described in the separate duty holder document in Annex D – Policy, Documents and Standards.

95. Service F3 - Statutory Inspections

- 95.1. The following Standards Ref apply to this Service - SF3.
- 95.2. The Service Provider shall be responsible for ensuring that the Affected Property achieve full statutory compliance at all times and provide detailed monthly compliance reports for review by the Client.
- 95.3. The requirement of this service is to deliver a service applicable where the delivery of maintenance services (as outlined in Work Package E) are not required by the Client at the Contract Date. For the avoidance of doubt, this service excludes Planned Preventative Maintenance activities which are not associated with statutory inspections.
- 95.4. The Service Provider 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.
- 95.5. The service shall be fully inclusive of all Client's systems and assets including M&E systems, life safety systems, safety access equipment, lifting equipment including but not limited to palletisers chain blocks pulleys, winches, strops shackles etc, building protection systems, air conditioning systems, gas systems, (included lab gases), water systems, pressure systems, fire protection systems, access control and security systems.
- 95.6. The Service Provider shall set up an annual programme of statutory inspections to ensure all assets and equipment receive the required inspections at the correct time as specified by legislation, regulations, approved codes of practice, best practice and manufacturer's guidelines as appropriate.
- 95.7. The Service Provider will ensure that any specific requirements of the Client are included in the planning and Delivery of these works.
- 95.8. The programme shall be issued to the Client ninety (90) calendar days in advance of all works taking place.
- 95.9. The Service Provider shall at all times comply with all relevant EC and UK 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 Client's concerns with that aspect of performance.
- 95.10. Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the Service Manager, landlord and other such persons. The Service Provider shall co-operate with the persons executing these inspections.
- 95.11. The control and execution of this Service shall be managed entirely by the CAFM System and subject to the specified performance Standards, whether fulfilled directly by its Staff or by Others.
- 95.12. The Service Provider shall ensure that all reports and recommendations are held centrally within the CAFM System and are available for the Client at all times.
- 95.13. If the Service Provider identifies areas of non-compliance, these are to be notified to the Client immediately.
- 95.14. The Service Provider shall be responsible for ensuring ACDP, [SAPO] or Home Office licence requirements are met or exceeded for science facilities

96. Service F4 - Portable Appliance Testing

- 96.1. The following Standards Ref apply to this Service - SF4.
- 96.2. The Service Provider shall be responsible for ensuring that all Affected Property are tested in compliance with the Client's risk-based approach contained in Annex D – Policy, Documents and Standards.
- 96.3. Portable Appliance Testing (PAT) of Client equipment shall be carried out in accordance with this Service Requirement. The Client's safety policy prohibits the use of personal electronic equipment in the workplace and therefore it should not be tested by the Service Provider
- 96.4. PAT testing shall be risk based and take account of individual equipment's usage and location. The Service Provider shall intimate the expected frequency based on the risk presented to the Class 1 and Class 2 electrical and electronic equipment of the Client by the working environments within the Affected Property.
- 96.5. As an integral part of the maintenance Service the Service Provider shall test any item of equipment introduced to the Affected Property prior to this being used. The Service Provider shall then tag and log the equipment.
- 96.6. The Service Provider shall ensure that the PAT Service is managed entirely by the CAFM System in line with the overall PPM schedule and shall be subject to the same performance Standards. All reports and recommendations shall be available electronically and always accessible to the Client.

97. Service F5 - Miscellaneous Surveys, Audits and Testing Services

- 97.1. The following Standards Ref apply to this Service - SF5.
- 97.2. The Client retains the right to test and inspect any element of the Service Providers delivery and will do so in accordance with core clause 41 of the contract.
- 97.3. The Service Provider will provide the following annual audits of the Services and report to the Client all instances where the Service does not comply with the applicable standard or policy in Annex D – Policy, Documents and Standards:
 - 97.3.1. Cleaning standards
 - 97.3.2. Affected Property Health and Safety Compliance
 - 97.3.3. Mechanical and Electrical Technical standards
- 97.4. Annual audit programmes and parameters are to be agreed between the Parties in advance of each contract year. The percentage of Affected Property audited each year may vary. For the avoidance of doubt 100% of the Affected Property must be audited for Health and Safety Compliance annually.
- 97.5. The Service Provider is to invite a Client authorised representative and/or the Service Manager to each audit.
- 97.6. Where additional specialist surveys, audits and / or testing may be required by the Client (above those required by the applied maintenance standard), these shall be provided upon request and shall include but not be limited to:
 - 97.6.1. Net Zero Carbon performance assessment, improvement and innovation plans;
 - 97.6.2. Asset verification surveys;
 - 97.6.3. Asset condition surveys;
 - 97.6.4. Topographical surveys;
 - 97.6.5. Hydrographic surveys;
 - 97.6.6. Aerial surveys;

- 97.6.7. Air quality surveys;
 - 97.6.8. Noise surveys;
 - 97.6.9. Thermal imaging surveys;
 - 97.6.10. Structural surveys;
 - 97.6.11. Dilapidations surveys;
 - 97.6.12. Environmental sampling surveys (e.g. Covid19 surface and air contamination levels);
 - 97.6.13. BIM transition;
 - 97.6.14. Opportunities and efficiencies associated with the introduction of new smart technology initiatives; and
 - 97.6.15. Opportunities and efficiencies associated with alternative Planned Preventative Maintenance regimes, such as condition-based maintenance and predictive maintenance regimes.
- 97.7. Where requested by the Client, these surveys will be rechargeable via the Service Order and/or Project Order process on instruction by the Service Manager. Further information on requirements will be highlighted at the Contract Date.

98. Service F6 - Condition surveys

- 98.1. The following Standards Ref apply to this Service - SF6.
- 98.2. The Service Provider shall provide a professionally managed planned programme of condition surveys that shall cover all systems, assets and building fabric and be carried out five (5) yearly by competent and qualified staff. Where the Client requires Condition Surveys more frequently than five (5) yearly, the requirement will be defined at the Contract Date and priced accordingly.
- 98.3. The Service Provider shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys shall cover all systems, assets and building fabric and be available in hard and electronic format. The Condition Surveys shall form the basis of the forward maintenance register where required.
- 98.4. Results from Condition Surveys shall generate a report which shall include the condition of the assets, systems and building fabric, recommendations and budgetary costs.
- 98.5. The Report shall have a link to (or be stored in) the CAFM System and any other relevant document repository.
- 98.6. Upon request from the Client additional condition surveys shall be conducted and be rechargeable via the Service Order and/or Project Order process on instruction by the Service Manager

99. Service F7 - Electrical Testing

- 99.1. The following Standards Ref apply to this Service - SF7.
- 99.2. The Service Provider shall undertake an electrical installation condition report in accordance with Electricity at Work Regulations 1989 and BS 7671 (as amended).
- 99.3. The Service Provider is required to be registered with NICEIC or equivalent.

100. Service F8 - Fire Safety & Risk Assessments

- 100.1. The following Standards Ref apply to this Service - SF8.
- 100.2. The Service Provider shall review the fire risk assessment (FRA) and fire safety plans at Affected Property and undertake subsequent reviews (minimum annually or following a significant change).
- 100.3. Where Affected Property are discovered to be non-compliant and do not have a fire risk assessment in place, the Service Provider will be responsible for producing a new fire risk assessment on behalf of the Client. Costs for this service and any associated remedial works shall be rechargeable and be managed via the Service Order and/or Project Order process on instruction by the Service Manager.
- 100.4. The Service Provider will be responsible for producing a compartmentation survey (where one does not currently exist).
- 100.5. Any actions resulting from a fire risk assessment will be shared with the Client immediately and copies of the report made available to the Client within two (2) weeks of the date of the assessment.
- 100.6. The Service Provider will maintain, update and review a fire logbook for each Affected Property. The fire logbook will be in an electronic format and available to the Client at all times. Where an electronic copy does not exist, the Service Provider is required to recreate and update existing fire logbooks or create new in an electronic format.
- 100.7. The Service Provider must have the appropriate competency, skills, knowledge and experience for fire safety related activities.
- 100.8. The Service Provider will be responsible for training of emergency evacuation wardens and emergency response coordinators.
- 100.9. The Service Provider will be responsible for producing, updating and communicating emergency evacuation plans on site. These will be held on site and always made available to the Client.
- 100.10. In conjunction with the Client, the Service Provider will be responsible for carrying out and recording 6 monthly evacuation tests. The Service Provider will be responsible for the implementing any corrective actions as a result of the tests.
- 100.11. The Service Provider will be responsible for maintaining, reviewing and updating any fire plans held on site.
- 100.12. The Service Provider will act as Duty Holder as described in the Duty holder document in Annex D – Policy, Documents and Standards.
- 100.13. The Service Provider will undertake all fire related statutory duties.
- 100.14. The Service Provider will be required to support the Crown Fire Inspectorate during any visits to the Affected Property
- 100.15. The Service Provider will be responsible for re-assessing or renewing the fire risk assessments every 5 years or when there is a significant change to building usage or processes, emergency fire event or significant change in legislation that impacts upon the fire safety at site.
- 100.16. The Service Provider is required to correct all remedial actions identified following reviews, reassessments or renewals of fire risk assessments in accordance with the stated time frames detailed within the body of the FRA. For any risk identified with a potential immediate health and safety impact or risk to life these should be notified to the Client as soon as the Service Provider is aware.
- 100.17. The Client in accordance with the site evacuation and emergency plans will resource and identify evacuation and emergency wardens.
- 100.18. The Service Provider will be responsible for contacting the Crown Fire Inspectorate and obtaining their approval, prior to any changes being made at the Affected Property that

could affect the fire risk assessment. Changes could include, but are not limited to: structural changes, non- structural removals or additions, changes in processes or site operations.

- 100.19. The Service Provider is responsible for undertaking DSEAR assessments where the fire risk assessment or potential hazards covered under DSEAR are identified.

101. Service F9- Building Information Modelling (BIM) and Government Soft Landings (GSL)

- 101.1. The following Standards Ref apply to this Service - SF9.
- 101.2. The Service Provider shall support the Client and individual Client 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.
- 101.3. These shall include:
- 101.3.1. Delivering projects in line with Government's Common Minimum Standards where applicable;
 - 101.3.2. Government Soft Landings ("GSL"); and
 - 101.3.3. Building information Modelling ("BIM") Level 2 for all Projects.
- 101.4. The Service Provider shall have regard to the explanation of BIM and GSL requirements across the industry.
- 101.5. The Service Provider shall comply with BIM Level 2 Standards and any updates to these Standards. Where Client requirements exceed this level, further information will be provided prior to the Contract Date. The Service Provider shall:
- 101.5.1. act as the BIM Information Manager on the contract; or
 - 101.5.2. comply with the reasonable instructions of the BIM Information Manager
- 101.6. Neither party shall be liable to the other for any amendment or modification of material produced in accordance with the BIM Documents, except where such amendment or modification:
- 101.6.1. was made with the consent (not to be unreasonably withheld) of the party that produced it (or on whose behalf it was produced);
 - 101.6.2. was permitted by the BIM Documents; or
 - 101.6.3. was made for a permitted use following termination of the engagement of the party that produced it (or on whose behalf it was produced) in relation to the contract.
- 101.7. The Service Provider shall use systems that meet the Government's requirements for BIM (Level 2) and ensure that all data on these systems have appropriate security markings.
- 101.8. The Service Provider shall ensure that any Subcontractor that it engages are bound by obligations no less onerous than those which apply to the Service Provider.
- 101.9. The Service Provider should be aware that for the purposes of the contract 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.
- 101.10. It is expected that the classification Standards applied should as a minimum reference Uniclass 2015, SFG20 and the NRM3 to enable the ease of transfer between projects and Asset management operations.
- 101.11. The Client 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.

102. Service F10 - Display Energy Certificates (DECs)

- 102.1. The following Standards Ref apply to this Service - SF10.
- 102.2. The Service Provider shall be responsible for Display Energy Certificates and shall perform the audit, issue and display and renew the energy certificates at Affected Property as required by the Client , including those Affected Property which require DEC's under Government legislation. The Service Provider shall appoint an accredited energy surveyor and ensure all DEC's are displayed by the required date. Electronic copies will always be available to the Client .

103. Service F11 - Energy Performance Certificates ("EPCs")

- 103.1. The following Standards Ref apply to this Service - SF11.
- 103.2. The Service Provider shall be responsible for EPCs and shall perform the audit, issue and display and renewal of the EPC certificate at Affected Property as required by the Client . The Service Provider shall appoint an accredited energy surveyor and ensure EPCs are provided, where required at the Affected Property by the required date. Electronic copies will always be available to the Client .

104. Service F12 - Radon Gas Management Services

- 104.1. The following Standards apply to this Service - SF12.
- 104.2. Where the Affected Property are located in a radon affected areas (as defined within the UK Health Security Agency's definitive radon dataset), the Service Provider shall be responsible for managing radon on behalf of the Client . The requirements shall include but not be limited to the delivery of radon surveys and radon risk assessments.
- 104.3. Where the Client has responsibility to tenants located within a radon affected area under duty of care, the Housing Act 2004, Building Regulations and the Homes (fitness for human habitation) Act 2018, the Service Provider shall be responsible for delivering services on behalf of the Client .
- 104.4. In all cases where Affected Property are located in radon affected areas, Service Provider responsibilities shall include but not be limited to:
 - 104.4.1. undertaking radon risk assessments and surveys;
 - 104.4.2. managing the requirements outlined within the Housing Health and Safety Ratings System (HHSRS) system;
 - 104.4.3. liaising with the UK Health Security Agency ("UKHSA") as / where appropriate;
 - 104.4.4. liaising with the Local Authority as / where appropriate;
 - 104.4.5. liaising with the Client to provide information on the scope and costs of works required to ensure compliance with all legislation and statutory requirements; and
 - 104.4.6. ensuring the Client is kept fully updated on all radon related works and issues to maintain to ensure all potential impacts on tenants are mitigated as far as is possible.

- 104.5. The Service Provider will appoint a competent (HSE approved) Radiation Protection Advisor (RPA) to advise on compliance issues regarding IRR17 regulations.
- 104.6. Installing and retrieving radon monitors on sites to undertake 3 monthly monitoring as part of the program;
- 104.7. The Service Provider will inform the HSE of any non-compliances that are deemed notifiable.

105. Service F13 - Permit to Work

- 105.1. The following Standards Ref apply to this Service - SF13.
- 105.2. The Service Provider shall:
 - 105.2.1. Be responsible for issuing and managing all permits to work for each Affected Property as required by the Client . The Service Provider 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 where works have been assigned to and are the responsibility of the Service Provider.
 - 105.2.2. Be responsible for issuing and managing all permits to work, including hot works permits for each Affected Property as required by the Client and shall ensure the provision of sufficient, suitably qualified and experienced Authorising Engineers (AE) and Authorised Persons (AP) required to effectively operate and administer the permit to work upon the request of the Client where works are to be delivered by Others appointed by the Client . These services shall be managed in accordance with Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
 - 105.2.3. Also include the management and compliance with business unit specific access control requirements;
 - 105.2.4. Be required to manage and agree all consents of Others as part of this process (for example landlords) before commencing works or Services. All permits to work shall be supported by full risk assessments and method statements for undertaking the work,
 - 105.2.5. Be responsible for the setting-up and the operation of a safe system of work, including risk assessments and method statements, with regard to all aspects of its operation. As part of this process the Service Provider shall ensure that Service Provider Staff and subcontractors who are undertaking work at the Affected Property, consult the asbestos register and sign to indicate that this has been carried out,
 - 105.2.6. Operate the permit to work system through the CAFM System. The Service Provider shall ensure that the permit is approved by the Appointed Person (AP) and inform the Client . The timing for when it can occur is agreed with the Client ,
 - 105.2.7. Be cognisant that the Client will have access via a web portal to the CAFM System and to details of planned visits to Affected Property, including the status of permit to work. The Service Provider shall not be allowed on an Affected Property should the permit to work not be indicated as authorised within the CAFM System; and
 - 105.2.8. Contact the Service Manager to show that the permit to work has been received, has the necessary authorisation and all relevant parties are aware of the programmed work or service and the timescales for delivery.

106. Permissions to Work

- 106.1. The Client operates a permission to work system on each Affected Property. The Service Provider will be required to accept the terms of each permission to work issued and sign before work commencement. This will exclude high risk activities which will require the Client to complete a permit to work.
- 106.2. The Client will require a permission to work in addition to any permits that have been issued.
- 106.3. The Service Provider must ensure that the permission to work is returned once the work is completed or alternatively when the form reaches its expiry date.

107. Safe Systems of Work (SSOW)

- 107.1. The Service Provider is responsible for implementing safe systems of work (SSOW) for the duration of the contract. The SSOW will include all works conducted on the Affected Property including those delivered by Others appointed by the Client .

Work Package G – Landscaping Services.

108. Service G1 - Hard Landscaping Services

- 108.1. The following Standards Ref apply to this Service - SG1.
- 108.2. The Service Provider shall provide hard landscaping maintenance, which includes:
 - 108.2.1. Footways/footpaths/pavements/road surfaces (including road drainage and storm drains);
 - 108.2.2. Courtyard and terrace paving;
 - 108.2.3. Steps and ramps to entrances;
 - 108.2.4. Car parking areas;
 - 108.2.5. Kerbs, edgings and pre-formed channels;
 - 108.2.6. Fencing, gates and boundaries;
 - 108.2.7. Fixed and portable Irrigation systems;
 - 108.2.8. Lighting columns and lit bollards;
 - 108.2.9. External furniture including wooden furniture, bicycle shelters and sculptures;
 - 108.2.10. Road and playground markings; and
 - 108.2.11. Drain covers and drain cover markings.
- 108.3. The Service Provider shall ensure that all external hard surfaces are kept safe, clean and tidy.
- 108.4. The Service Provider shall ensure that Planned Preventative Maintenance and Reactive Maintenance Works activities maintain areas of hard landscaping that are safe, free of defects and prevent any dangers or hazards to all Affected Property users.
- 108.5. The Service Provider shall ensure that fences, gates and boundaries are maintained and replaced to deter unauthorised access and retain the appearance of well-kept facilities. For the avoidance of doubt this includes all divisional fencing and boundaries that may be present within the external facing boundary.
- 108.6. The Service Provider shall ensure that all external furniture, bicycle stores and the like are well maintained, regularly cleaned and kept in good repair.

- 108.7. The Service Provider shall respond to requests for Reactive Maintenance placed via the helpdesk. The Service Provider shall ensure that a pro-active approach is taken to maintenance of hard landscaping and shall take advantage of the ability of the CAFM System to incorporate these activities into a PPM schedule.

109. Service G2 - Soft Landscaping Services

- 109.1. The following Standards Ref apply to this Service - SG2.
- 109.2. The Service Provider shall provide a fully comprehensive, professionally managed soft landscaping and maintenance Service at the Affected Property. The Service may be integrated with other external Services such as cleaning and Hard Landscaping maintenance where applicable, so that there shall be no duplication of tasks in external areas. The Service Provider shall maintain all external planted areas and shall maintain healthy and vigorous plants with a tidy weed free appearance.
- 109.3. The Service Provider shall provide a horticultural service in respect of the provision and maintenance of external planting in beds and containers. All plants shall be maintained to ensure a pleasing and tidy appearance and are healthy in growth. All plants and shrubs that have died or appear to be dying shall be removed and replaced as soon as possible with a suitable, comparable replacement or a drought resistant alternative advised by the Client .
- 109.4. The Service Provider shall provide a maintenance service in respect of all grassed areas which shall be maintained to a good aesthetic standard at all times with grass cuttings removed from site. The Client will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas.
- 109.5. The Service Provider will ensure that all landscaped areas will not be allowed to grow to impact site security installations.
- 109.6. The Service Provider shall ensure that:
- 109.6.1. All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice;
 - 109.6.2. All pots/ containers are cleaned and replaced where necessary;
 - 109.6.3. All external soft landscaped areas are kept safe, clean and tidy and shall be responsible for the removal of all litter, leaves and debris and for emptying all external waste receptacles, to include dog litter bins in accordance with hazardous waste regulations;
 - 109.6.4. Planned and reactive maintenance activities and maintained areas of soft landscaping and planting are safe and free of defects;
 - 109.6.5. That they prevent any dangers or hazards to the Client, its staff and building users;
 - 109.6.6. All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
 - 109.6.7. All trees are maintained to ensure the safety of the Client and its staff;
 - 109.6.8. An annual tree survey is undertaken or as per frequency detailed on previous surveys;
 - 109.6.9. Soil improvers shall not contain peat or sewage sludge;
 - 109.6.10. Growing media shall not contain peat;
 - 109.6.11. All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;

- 109.6.12. Growing media should meet quality Standards as set out in under the PAS100 and the Quality Protocol;
- 109.6.13. Plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant; and
- 109.6.14. All debris arising from the performance of the works is promptly removed from the Affected Property and disposed of in an environmentally preferable manner.
- 109.7. The Service Provider shall consider in every instance whether the use of any form of chemical, including fertilizer, pesticide and herbicide, is strictly necessary before application. The Service Provider shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs (DEFRA). The Service Provider shall ensure compliance with the Client's policy on Greening Government Commitments at all times.
- 109.8. Where invasive weeds are present at the Affected Property, the Service Provider shall inform the Client and be responsible for putting in place surveillance regimes in line with statute (Wildlife and Countryside Act 1981 and Weeds Act 1959) to identify notifiable and invasive weeds to initially control and stop their spread with an objective to totally eradicate them. This service is deemed to be an addition to the core service and is subject to the Service Order process on instruction by the Service Manager.
- 109.9. The Service Provider shall ensure that all chemicals are applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes. Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi and maintaining soil fertility. The Service Provider shall substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Service Provider shall maintain the grounds of the Affected Property by using good husbandry and encouraging native flora and fauna.
- 109.10. In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:
- 109.10.1. Wormeries;
 - 109.10.2. Bat and beetle boxes;
 - 109.10.3. Nesting birds;
 - 109.10.4. Heritage vines and creepers;
 - 109.10.5. Annual pruning and maintenance;
 - 109.10.6. Herb garden for use in catering departments (where applicable); and
 - 109.10.7. Apiaries
- 109.11. Where this Service is required at an historic environment (built heritage and archaeological remains), designated nature conservation sites, forestry plantations, crematoria and graveyards, and Government historic estate, requirements will be defined by the Client during mobilisation.
- 109.12. The Client considers supporting biodiversity a high priority and requires the Service Provider to propose and manage any areas they consider suitable for re-wilding. Areas identified will require a management plan to ensure they remain safe, encourage biodiversity and do not impact the use of the Affected Property.

- 109.13. The Client may choose to support environmental initiatives such as 'No Mow May' to encourage local biodiversity. Any initiatives will be instructed by the Service Manager in advance and include instructions to adapt the regular soft landscaping service if necessary.
- 109.14. The Client may be conducting various biodiversity and environmental initiatives. Where these are being conducted the Service Provider is not to conduct any services which may disturb them.

110. Remediation and Site Management

- 110.1. The Service Provider shall provide a remediation and site management service for Foot and Mouth Disease (FMD) outbreaks and ex-arms disposal sites that complies with the terms of the Environment Agency (in England and Wales) and SEPA (in Scotland) Licence for each of the sites, and to operate cell management equipment effectively, thus protecting the environments of the sites, and promoting the decay of the carcasses so that the sites eventually no longer pose an environmental risk.
- 110.2. The Service Provider shall provide Remediation & Site Management and ground water monitoring service at the legacy contaminated (non FMD) site at Rhydymwyn.
- 110.3. The Service Provider will monitor to ensure that leachate levels from the carcass disposal trenches are effectively managed and treated. The Service Provider will operate the monitoring, removal and treatment systems to ensure drain fill levels are monitored and that discharge and surface water is effectively managed in accordance with licences issued at each site.
- 110.4. Where required the Service Provider will monitor the flora and fauna to assess the success of restoration and development of habitats. However, the responsibility for the management of the environment above ground level in all areas (other than over the FMD disposal cells themselves) will be the responsibility of Wildlife Trusts appointed by the Client . The Service Provider will liaise with the Trusts to ensure that the sites are secure and safe for staff and visitors.
- 110.5. Where required the Service Provider shall undertake twelve common birds and bat census surveys annually. These will be managed via Work Package R – Management of Billable works, Projects and Payment
- 110.6. The Service Provider shall complete five surveys annually covering amphibians within pond areas, constructed wet runs and drainage channels as agreed by the Client . These will be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 110.7. The Service Provider shall produce one complete National Vegetation Classification survey per annum on all grassland areas as agreed by the Client . These will be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 110.8. The Service Provider shall monitor Affected Property to prevent external pollution, and take corrective measures to prevent pollution. This may include but shall not be limited to wind-blown sources from adjacent land and highways.
- 110.9. The Service Provider shall undertake monitoring to minimise the environmental impact of internal pollution at the Affected Property, undertaking corrective measures as necessary.
- 110.10. The Service Provider will identify areas susceptible to erosion, in particular where erosion matting has been provided, and will monitor the matting for damage by burrowing animals.

- 110.11. The Service Provider will take measures agreed with the Client to prevent further disturbance as well as rectification of disturbed areas via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 110.12. The Service Provider shall monitor site drainage to ensure poor drainage does not result in the loss of habitat. Where areas of poor drainage are identified, acceptable rectification measures agreed with the Client shall be undertaken via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.

111. Service G3 - Tree Surgery (Arboriculture)

- 111.1. The following Standards Ref apply to this Service - SG3.
- 111.2. The Service Provider shall develop and implement an arboriculture management plan for the Affected Property.
- 111.3. The Service Provider shall provide tree surgery on an ad hoc basis and evaluated on an elective basis. Costs for these services shall be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 111.4. The Service Provider shall ensure that Service Provider Staff carrying out tree surgery Services are National Proficiency Tests Council qualified (or equivalent) in Arboriculture, and that all work is carried out to BS 3998 Standard. The Service Provider performing Tree Surgery Services shall be a full member of the Arboriculture Association.
- 111.5. The Service Provider shall seek approval from the Client before trimming or felling any trees, particularly trees, which are protected via a Tree Preservation Order.
- 111.6. The Service Provider may be required to provide an ecologist evaluation of any trees prior to tree work commencing or comply with any instruction or recommendations resulting from surveys conducted by Others. Costs for these services shall be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.

112. Service G4 - Planned snow and ice clearance

- 112.1. The following Standards Ref apply to this Service - SG4.
- 112.2. The Service Provider shall provide a professionally managed and proactive snow and ice clearance Service to the Affected Property. Where snow or heavy frost is forecast, the Service Provider shall take reasonable preventative measures to maintain safe surfaces for pedestrian and vehicle users. All roads, car parks, pathways, entrances and other affected surface areas, including but not limited external staircases of the Affected Property shall be free of snow and ice at the start of operational hours and kept in an anti-slip condition.
- 112.3. The Service Provider shall be responsible for the provision of salt bins and salt at Affected Property and shall maintain stock levels to ensure health and safety is maintained.
- 112.4. The Service Provider shall take care during snow clearance to ensure that the Affected Property is not damaged.
- 112.5. A professional preventative gritting service will be delivered by the Service Provider based on temperature conditions set by the Met Office. Any Affected Property in an area forecast to receive temperatures of 0.5c or lower will receive a preventative gritting/salt spreading service.

- 112.6. The Service Provider is required to provide a report in advance to the Client of all Affected Property expecting a service, on each day of the winter gritting season.
- 112.7. The Service Provider will agree with the Client Service plans and access requirements for the Affected Property prior to the each winter season.
- 112.8. The Service Provider is required to provide evidence, including but not limited to pictures of each service carried out at the Affected Property.

113. Service G5 - Reactive snow and ice clearance

- 113.1. The following Standards Ref apply to this Service - SG5.
- 113.2. The Service Provider shall provide a reactive gritting, snow and ice clearance Services as and when required at the Affected Property.
- 113.3. This service shall be routed via the helpdesk to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.
- 113.4. The Service Provider will be responsible for the provision of all materials and consumables required to successfully Deliver the service and ensure safe access to the Affected Property is maintained.
- 113.5. The Service Provider shall take care during snow clearance to ensure that the Affected Property is not damaged.
- 113.6. Where this Service is required at an historic environment (built heritage and archaeological remains), designated nature conservation Sites, forestry plantations, crematoria and graveyards, and Government historic estate the requirements will be defined during mobilisation.
- 113.7. Where temperatures are forecast below minus five Celsius (–5c) for more than one hour outside of access hours at the Affected Property, or heavy snow is forecast, a snow and ice clearance will automatically be triggered to ensure safe access to the Affected Property on the following business day
 - 113.7.1. Reactive snow and ice clearance events will be managed via Work Package R - Management of Billable Works, Projects and Payments.

114. Service G6 - Reservoirs, ponds, river walls, water features maintenance and other water-course maintenance

- 114.1. The following Standards Ref apply to this Service - SF5.
- 114.2. The Service Provider shall provide a maintenance Service in respect of ponds and external water features, where applicable. Ponds shall be free from excessive plant remains, weeds and sludge so as to maintain a healthy biological balance.
- 114.3. The Service Provider shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments. The Service Provider shall be required to carry out risk assessments on potential erosion or breaching of the lake, reservoir or ponds.
- 114.4. The Service Provider shall provide an inspection report on an annual basis or as dictated by any applicable risk assessment.
- 114.5. The Service Provider shall provide maintenance in respect of sea walls and river walls where applicable. The Service Provider shall carry out an annual inspection and provide a condition report to the Client as required.
- 114.6. The Service Provider shall ensure that Service Provider Staff operating in a water environment:

- 114.6.1. Comply with all relevant health and safety legislation;
- 114.6.2. Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent;
- 114.6.3. Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water;
- 114.6.4. Where an independent electrically or mechanically operated hoist or cradle is used to provide a competent operator, or given sufficient training in its use. Some means of communication is to be provided for use in an emergency;
- 114.6.5. Check, maintain and examine in accordance with manufacturer's or statutory requirements any hoist / cradle;
- 114.6.6. Display warning signs/notices;
- 114.6.7. Provide adequate lighting for the whole of the period of work. Lighting shall be adequate for night work and shall illuminate the immediate surrounding water surface;
- 114.6.8. Wear a buoyancy aid, of a tested and approved pattern;
- 114.6.9. Provide suitable rescue equipment, for example a boat, boathook, lifebelt or lifeline to be in position, and check as serviceable before works are permitted to commence;
- 114.6.10. Strictly control the use of any electrical equipment and shall take steps to ensure that leads are not long enough to touch the water. All equipment shall be connected to lines to prevent their accidental dropping into water causing possible electric shocks;
- 114.6.11. Conduct regular and frequent checks on numbers of Staff working, made by the Service Provider Representative, or a nominated person;
- 114.6.12. Do not operate as lone Workers, any works over water are to be carried out by a minimum of two persons; and
- 114.6.13. Ensure that extra checks are made by the Service Provider Authorised Representative. Special care must be taken in fog, snow or rain.
- 114.7. Where waterways, ponds and lakes are present, the Service Provider shall carry out one inspection annually and ensure boundaries are kept free from weeds. Ponds shall be free from excessive plant remains, weeds and sludge to maintain a healthy biological balance.
- 114.8. The Service Provider shall be required to carry out risk assessments on potential erosion or breaching of the lake, reservoir or pond.
- 114.9. The Service Provider shall ensure that the discharge of pollutants into waterways is managed in accordance with the environmental management requirements and any applicable legislation or guidance.
- 114.10. Water quality testing and reporting, in-line with environment agency best practice including L8: Control of Legionella testing of water features.
- 114.11. The permit to work system shall be used for this Service.
- 114.12. The Service Provider shall maintain any barriers in existence around any water courses.
- 114.13. Where required the Service Provider shall undertake management of the reed bed areas on a day-to-day basis that will include but not be limited to:
 - 114.13.1. flooding of the beds during high reed growth to remove the weed and pests from the system;
 - 114.13.2. resting of beds;
 - 114.13.3. drying of beds;

- 114.13.4. cleaning of vegetation;
- 114.13.5. flushing of support medium;
- 114.13.6. wetland influent and effluent monitoring; and
- 114.13.7. wetland system monitoring.
- 114.14. The Service Provider shall ensure that the necessary maintenance is undertaken to enable ongoing effectiveness of the areas to be maintained, which will include monitoring of:
 - 114.14.1. Simple inflow and outflow characteristics;
 - 114.14.2. Flow rates;
 - 114.14.3. Physicochemical characteristics along the length and depth of the wetland;
 - 114.14.4. Biological characteristics along the length and depth of the wetland; and
 - 114.14.5. Vegetation and environmental impact of discharge.
- 114.15. The Service Provider will manage the impact of the weather patterns and other predictable changes upon Affected Property, and discuss with the Client to agree suitable operational requirements to maintain performance
- 114.16. The Service Provider will work with the Environment Agency, undertaking appropriate measures where agreed with the Client to maintain the systems
- 114.17. The Service Provider shall manage fluid movements from the Affected Property and maintain records as agreed with the Client.
- 114.18. The Service Provider shall complete periodic level monitoring of ground water abstraction chambers and intermediate catch pit chambers to confirm that satisfactory drawdown is being achieved.
- 114.19. The Service Provider shall monitor and maintain up-to-date records of daily silo and rainfall levels.
- 114.20. The Service Provider shall monitor the operation of the collection system, in the field and by means of a mimic-computer display.
- 114.21. The Service Provider shall ensure on a daily basis that the bonded site collection area is effectively drained to the ground water silo.
- 114.22. The Service Provider will arrange for the removal by tanker or other approved method leachate from the sites in accordance with the terms of the applicable licence.

115. Service G7 - Internal planting

- 115.1. The following Standards Ref apply to this Service - SF6.
- 115.2. The Service Provider shall provide a horticultural Service in respect of the provision and maintenance of all indoor planting. All plants shall be maintained so as to ensure a pleasing and tidy appearance and to remain in healthy growth. All plants which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.
- 115.3. The Service Provider shall ensure that:
 - 115.3.1. All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes account of its position within the Affected Property and accords with good horticultural practice;
 - 115.3.2. Soil improvers do not contain peat or sewage sludge; and
 - 115.3.3. Growing media does not contain peat and it should meet quality Standards as set out in PAS100 and the Quality Protocol.

- 115.4. Plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.
- 115.5. The Service Provider shall consider in every instance whether the use of any form of chemical (for uses including fertiliser, pesticide and herbicide) is strictly necessary before application. The Service Provider shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Service Provider shall ensure compliance with the Client's policy on Greening Government Commitments at all times.
- 115.6. All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.
- 115.7. The Service Provider shall ensure that all Service Provider Staff clean working methods and must remove all debris around the displays prior to leaving the Affected Property.
- 115.8. The Service Provider shall ensure that:
 - 115.8.1. A fully detailed Asset register detailing all plant specimens shall be kept by the Service Provider detailing type, location, condition and frequency of visit for all plants on display at each location; and
 - 115.8.2. All pots/containers are cleaned and replaced where necessary, and no instances of damaged pots or containers occur at any time.

116. Service G8 - Cut flowers and Christmas trees

- 116.1. The following Standards Ref apply to this Service - SF7.
- 116.2. This Service requirement shall be outside the Prices and shall be dealt with as Pass Through Cost.
- 116.3. The Service Provider shall provide a cut flower service on request of the Client . This is to include the provision of vases and the delivery of flowers within timescales agreed by the Client.
- 116.4. The Service Provider shall:
 - 116.4.1. Remove dead flowers as necessary;
 - 116.4.2. Provide an ad hoc service for the provision of corporate Christmas trees and suitable support pots on a seasonal basis to the Affected Property. Costs for these services will be managed via the Service Order process on instruction by the Service Manager.
 - 116.4.3. Provide all decorations for Christmas trees, and be responsible for decorating the trees in advance of the Christmas season, and in liaison with the Client ; and
 - 116.4.4. Purchase all Christmas trees taking account of sustainable development objectives, and dispose of all Christmas trees in an environmentally preferable manner, with appropriate certification/evidence retained for later inspection.
 - 116.4.5. Christmas trees that can be replanted should be used. Where this is not possible this should be notified to the Client .
- 116.5. The Client shall provide the Service Provider with a detailed list of its staff that are authorised to order flowers. The Service Provider shall reject any Service Orders made by unauthorised Staff Annex D – Policy, Documents and Standards for cut flowers unless otherwise instructed by the Service Manager.

- 116.6. The Service Provider shall provide a range of various types and Costs of cut flowers and arrangements.
- 116.7. In relation to Christmas trees, the Standard includes both internal and external pots that are suitable for the size of tree and weighted to ensure there is not any danger of collapse.
- 116.8. The Service Provider shall ensure that all Service Provider Staff are fully trained and appropriately qualified within their horticultural speciality and shall have appropriate and approved attire. All Service Provider Staff shall have clean working methods and must remove all debris around the displays prior to leaving the Affected Property and liaise with the helpdesk both during and outside operational Working Hours.

117. Work Package H – Catering Services.

118. Service H: Generic Catering Requirements

- 118.1. The Service Provider shall be subjected to additional Government Buying Standards in relation to food and catering in accordance with Appendix 1 Government Buying Standards for Food and Catering Services.
- 118.2. The Service Provider shall supply:
 - 118.2.1. A value for money catering service, which is consistent with current food Service trends and the Client's requirements and expectations;
 - 118.2.2. A sustainable catering solution which:
 - 118.2.3. supports current and future hybrid working arrangements and variable Client Staff numbers utilising Affected Property as a place of work;
 - 118.2.4. recognises the need to adopt regional and locational catering solutions;
 - 118.2.5. supports diversity and inclusion in the workspace and promotes the health and wellbeing of Client Staff;
 - 118.2.6. operates a pricing policy that is benchmarked to high street and Client budgets as evidenced by the Client's requirements;
 - 118.2.7. which provides options for payment to the Client that may include cash, debit-card, credit-card, contactless or cashless payment systems;
 - 118.2.8. offers sustainable and wide ranging options for healthy meal and snack options and aligns to any provenance guidelines and requirements outlined by the Client ;
 - 118.2.9. seeks to recycle 100% of all waste generated from the delivery of the Services;
 - 118.2.10. considers the use of technology, for example the use of digital menus, online ordering and click and collect solutions;
 - 118.2.11. ensures services are provided at convenient locations with optimal footfall or as advised by the Client ;
 - 118.2.12. seeks to maximise the use of the facilities and opportunities for increases in revenue from the Delivery of the Service; and
 - 118.2.13. Details of any sustainable catering solution and associated pricing and incentivisation rationale will be provided by the Client .
- 118.3. The Service Provider shall be responsible for the production of a Catering Service Business Plan and shall include the identification and exploration of all potential opportunities to develop and enhance the catering service to Deliver continual improvement, greater efficiency, enhanced customer experience and generation of additional income streams.

- 118.4. The Service Provider shall be responsible for the completion of a Quarterly Balanced Scorecard submission to include DEFRA associated Food Marketplace certification as applicable to the catering provision at the Affected Property.
- 118.5. The Service Provider shall provide a complete price and quality benchmarking exercise at catering Service commencement and as instructed by the Service Manager thereafter to validate and support proposed changes to pricing;
- 118.6. The Service Provider shall ensure that they do not offer any form of credit or deferred payment to customers for the Services;
- 118.7. The Service Provider shall ensure the service is delivered in accordance with the Environmental Protection (plastic straws, cotton buds and stirrers) (England) Regulations 2020, related Regulations in place across Devolved Administrations and all future waste related Regulations.
- 118.8. The Service Provider shall be responsible for the provision of consumables required to deliver the Service. Where the Client is not responsible for the provision of food production equipment, fixtures and fittings, the Service Provider shall be responsible for the supply of this equipment and shall issue proposals and costs to the Client, which shall include any investment to be made by the Service Provider, for prior approval.
- 118.9. The Service Provider shall be responsible for the production and provision of all promotional media and menus associated with the delivery of these Services and shall ensure the Client has issued approval of all designs, formats and content prior to use at Affected Property.
- 118.10. The Service Provider shall ensure that training plans are in place for all Service Provider Staff and that training schedules are updated regularly to successfully maintain the provision of the Services and meet the required performance targets at the Affected Property.
- 118.11. The Service Provider shall agree any offer styles with the Client at each Affected Property.
- 118.12. The Client shall provide storage and access to the delivery and waste areas where necessary.
- 118.13. The Service Provider shall minimise water, gas and electricity usage as far as possible and the Client may arrange sub metering for accurate reporting of the catering provision.

119. Service H1 - Chilled potable water

- 119.1. The following Standards Ref apply to this Service - SH1.
- 119.2. The Service Provider shall be solely responsible for the provision of all chilled potable water to each Affected Property where required as per the Service Catalogue.
- 119.3. Where mains connected coolers are proposed, the Service Provider shall provide a system, whereby the provision, maintenance and sanitation of the chilled cooler and water are contained within the Prices for each Affected Property. No further charge shall be levied.
- 119.4. The Service Provider shall have the ability to purchase bottled water in large numbers for business continuity purposes and annual ceremonial or seasonal events where required.
- 119.5. During the mobilisation period the Service Provider shall provide the Client with a proposal for the use, disposal or otherwise of the extant non- permanent water coolers located within each Affected Property. This shall include the management of the cancellation of any prevailing contracts not supplied by the Service Provider.

120. Service H2 – Retail Services / Convenience Store

- 120.1. The following Standards Ref apply to this Service - SH2.
- 120.2. The Service Provider shall provide a self-Service retail outlet that offers predominantly chilled food, beverages, confectionery and non-food items.
- 120.3. The Service Provider shall acquire and maintain all necessary operating licences, accreditations and approvals relating to delivery of the retail services and shall bear all associated costs.
- 120.4. The Client will not be responsible for the provision of custom for retail service outlets at the Affected Property.
- 120.5. The Service Provider shall ensure their pricing strategy for retail Services is Delivered in accordance with the following requirements:
 - 120.5.1. The requirement to seek to maximise the take-up of the retail Services;
 - 120.5.2. The requirement to undertake and complete a price and quality benchmarking exercise at catering service commencement and as specified by the Service Manager thereafter to validate the pricing strategy;
 - 120.5.3. The requirement to provide clear pre-purchase pricing information for all retail services transactions, in a format and style acceptable to the Client ;
 - 120.5.4. The requirement to provide, maintain and operate till systems for taking payments from retail Services customers; and
 - 120.5.5. Where the Client requires services which involve the sale of alcohol, the Service Provider shall be responsible for managing the facilities and acquiring and maintaining all necessary operating licences, permissions, accreditations and approvals relating to the sale of alcohol on Affected Property.

121. Service H3 - Deli / coffee bar

- 121.1. The following Standards Ref apply to this Service - SH3.
- 121.2. The Service Provider shall provide a counter Service offering with a mix of ready-made grab and go items and made to Order choices. This can be served from a fixed counter or mobile cart.
- 121.3. Some Affected Property may opt for hot beverage and grab and go offer because of higher returns and space configuration so this option shall be made available if required.

122. Service H4 - Events and functions

- 122.1. The following Standards Ref apply to this Service - SH4.
- 122.2. This Service requirement shall be outside the Prices and shall be instructed via the Service Order process for each event / function.
- 122.3. The Service Provider shall provide an on-demand catering service for events and functions as required.
- 122.4. Catering for events and functions must include supply and removal of all crockery and cutlery associated with the service.
- 122.5. Catering is expected to be prepared off site as the Client's premises do not all have adequate catering preparation spaces available.
- 122.6. Single use plastic must not be used in the provision of this service, including but not limited to:
 - 122.6.1. plastic cutlery;

- 122.6.2. non-recyclable plates, bowls, or cups with plastic liners;
- 122.6.3. disposable plastic food wraps and;
- 122.6.4. plastic drinks straws or stirrers.
- 122.7. The Service Provider must source local produce if possible and label it as such.
- 122.8. The Service Provider must provide at minimum one vegetarian option per service and a healthy option per service.

123. Service H5 - Full service restaurant

- 123.1. The following Standards Ref apply to this Service - SH5.
- 123.2. The Service Provider shall provide:
 - 123.2.1. A Full Service Restaurant provision which shall feature but not be limited to a range of freshly prepared meals, snacks and beverages with seating areas. Typically opening for continental and cooked breakfast; lunch and afternoon break. The Service Provider shall provide multiple counters including hot choices deli, coffee and salads;
 - 123.2.2. A range, choice and quality of menu offers that meets the Client's requirements and expectations, maximises utilisation and spend and is commensurate with the operational and physical design of the facility; and
 - 123.2.3. A daily menu that is consistent in range, choice and quality with the Service Provider's tender submission.
- 123.3. The Service Provider shall:
 - 123.3.1. Provide a minimum daily menu range which shall be agreed with the Client;
 - 123.3.2. Be expected to provide an appropriate daily variety of menu offers which promotes the use of the facility and maintains consumer interest;
 - 123.3.3. Ensure that the menu offering has a range of healthy and balanced options, providing at least one vegetarian / vegan option per day;
 - 123.3.4. Continually review and refine the menu offer, creating a seasonal menu plan which meets changing consumer demands and thus maximises sales and levels of utilisation;
 - 123.3.5. Be responsible for providing all menu boards, menus and tariffs and other point of sale merchandising materials; and
 - 123.3.6. Ensure that a menu board advertising the full menu range is available, together with the current agreed tariff. The menu board shall be prominently displayed both within the restaurant outlet, externally to the outlet and in prominent locations around the Affected Property. The menu and tariff shall be well presented, printed or type written and clearly legible;
 - 123.3.7. Clearly identify and display all food allergen information relating to the preparation and content of all food items.
- 123.4. Portion sizes shall be agreed in writing between the Service Provider and Client at the outset and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.

124. Service H6 - Hospitality and meetings

- 124.1. The following Standards Ref apply to this Service - SH6.
- 124.2. The Service Provider shall:
 - 124.2.1. Provide an on-demand Service as required;
 - 124.2.2. Ensure working lunches, beverages, hot meals and buffets are available where required; and

- 124.2.3. Operate an effective booking and charging system for all ad hoc hospitality or meeting catering services initiated via the helpdesk.
- 124.3. Hospitality menus and price lists shall be made available by the Service Provider and agreed with the Client on a regular basis.

125. Service H7 - Outside catering

- 125.1. The following Standards Ref apply to this Service - SH7.
- 125.2. The Service Provider shall provide an on-demand outside Catering Service as required which may include:
 - 125.2.1. a hot and cold meal services prepared via temporary / mobile catering provision at the Affected Property; and
 - 125.2.2. a hot and cold meal service where food is produced off-site and delivered to the Affected Property.

126. Service H8 - Trolley service – Not Used

127. Service H9 – Vending Services (food and beverages)

- 127.1. The following Standards Ref apply to this Service - SH9.
- 127.2. The Service Provider shall provide:
 - 127.2.1. A vending service at the Affected Properties where requested by the Client ;
 - 127.2.2. A vending service that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food item as agreed with the Client ; and
 - 127.2.3. The vending Service shall meet healthy eating, sustainability and provenance guidelines.
- 127.3. The Service Provider shall ensure that:
 - 127.3.1. The vending Service meets the requirement of the Client's personnel working at Affected Property to include but not be limited to site operating hours, late, weekend and lone working shift operations. Further details of these requirements will be provided where appropriate;
 - 127.3.2. The pricing policy is benchmarked to high street and the Client's budgets;
 - 127.3.3. Vending machines are replenished with appropriate items, including hot and cold beverages, confectionery and cold snacks. The date label is to be checked and removed as required. Storage conditions shall be appropriate to the product.
- 127.4. The Service Provider shall clean and maintain vending machines and ensure that they are operable during operational Working Hours.

128. Service H10 - Residential catering Services

- 128.1. The following Standards Ref apply to this Service - SH9.

129. Work Package I – Cleaning Services

130. Service I: Generic Cleaning Requirements

- 130.1. The Service Provider shall ensure that:
- 130.2. The required Standard is in evidence daily before the start of the building users' business activity;
- 130.3. As far as is reasonably practicable they specify and use cleaning materials and practices that are environmentally preferable, including utilisation of refillable containers throughout the entire product cycle where possible;
- 130.4. All planned cleaning related activities shall take place during the Operational Working Hours of the Affected Property, defined in Annex B - Service Catalogue including Constraints. There will be occasion when delivering cleaning activities within Operational Working Hours is not suitable, therefore flexible alternative arrangements shall be agreed by the Client and cleaning schedules shall be revised to reflect these. Where revisions are required, changes will be managed via Service Manager instruction.
- 130.5. All Service Provider Staff wear formal corporate attire at all times including building/identification passes.
- 130.6. The Service Provider shall be required to clean certain areas in the presence of a Client Authorised Representative or under approved escort. These areas and the times for the cleaning to take place shall be agreed with the Client. Where these areas exist, the Service Provider may consider employing staff with an appropriate level of security clearance.
- 130.7. The Service Provider shall provide the Client with expert and technical advice on the service to explore improvements, maximise efficiency and performance and ensure infection control measures are maintained across all cleaning Services.
- 130.8. The Service Provider shall be responsible for ensuring that all services are delivered in compliance with the Client's health and safety, current HM guidance on infection control and all other site risk assessments.
- 130.9. The Service Provider shall provide cleaning services throughout the Affected Property that are delivered in a safe and efficient manner as per the required Standards and shall take responsibility for cleaning all internal cleanable areas including common-touch areas, fixtures, fittings, furniture and finishes, to minimise degradation and maintain Asset life cycle.
- 130.10. Where requested by the Client, the Service Provider shall provide cleaning and infection control equipment, materials and consumables for use of all Affected Property users. Where appropriate, this shall include the provision of all associated COSHH data. Where the Client requests these services, they shall be managed in accordance with Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment. s. For the avoidance of doubt this does not interfere with the Service Provider's obligation to provide hand sanitisers and antibacterial wipes for use in the Affected Property.

131. Service I1 - Routine cleaning

- 131.1. The following Standards Ref apply to this Service - SI1.
- 131.2. The Service Provider shall undertake all tasks associated with professional cleaning services across all Affected Property to ensure that the offices, toilets, shower rooms, kitchens, catering areas, public areas, communal areas, welfare and medical areas, meeting and conference rooms, custody suites (where applicable), bedrooms, circulation space, secure areas and all other working areas, furniture, walls and floor spaces, are maintained

to achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS) to ensure all areas remain presentable and fit for their intended purpose (the Service Standard).

- 131.3. The Service Provider shall be responsible for monitoring the provision of the Service on a daily basis to ensure that the required Service Standard has been applied.
- 131.4. Within specialist or public areas, bespoke cleaning regimes may be required at certain properties. These areas will be discussed with the Service Provider during mobilisation.
- 131.5. The Service Provider shall be responsible for the daily cleaning of hard and soft flooring, desks, chairs, tables, worktops, mobile and static room partitions, internal glazing and walls and shall ensure that the routine cleaning takes place at each Affected Property as frequently as required in order to achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS).
- 131.6. The Service Provider is responsible for the collection and removal of all waste from within the Affected Property to the designated central waste storage point/s. To reduce the use of any consumables, bins are to be emptied only when more than three-quarters full or present a nuisance (such as smells). Excessive bin emptying should be avoided especially where bin liners are still in use.
- 131.7. The Service Provider shall clean first aid, medical and welfare rooms when required at the Affected Property.
- 131.8. The Service Provider shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Service Provider shall provide an uninterrupted supply of consumables at the Affected Property, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
- 131.9. The Service Provider shall provide a washroom vending Service for sanitary products where required. The vending areas shall be kept free from stains and spills. Products will be made available at every location with toilet facilities and shall be included in the prices.
- 131.10. The routine cleaning Service shall include the provision of a reactive cleaning service to be delivered during operational cleaning hours as agreed with the Client. The Service Provider shall be responsible for managing all requests generated via the helpdesk and shall ensuring the full and safe use of the Affected Property is maintained.
- 131.11. Tasks may include (without limitation):
 - 131.11.1. responding to spillages;
 - 131.11.2. replenishing consumables and monitoring the cleanliness of the washrooms;
 - 131.11.3. responding to complaints;
 - 131.11.4. cleaning up dust and debris upon completion of maintenance works; and
 - 131.11.5. stain removal.
- 131.12. The Service Provider shall respond to requirements associated with wilful damage, vandalism and hazardous waste spillages including human waste, animal waste and vehicular fuel spillages upon request from the Client. Costs for this service shall be managed via the Service Order process on instruction by the Service Manager.

- 131.13. All requests for Reactive Cleaning services shall be routed through the helpdesk to ensure seamless and efficient service and be driven by the Service Level Agreements in Annex C – Service Delivery Response Times.
- 131.14. The Service Provider shall be responsible for the provision and disposal of all PPE used by Service Provider Staff relating to the delivery of these services.
- 131.15. The Service Provider will be required to weigh office waste streams before they are taken to the central waste point/s. The Client will detail all waste streams to be weighed as well as provide all equipment to carry out this task.

132. Service I2 - Infection Control / Touchpoint cleaning

- 132.1. The following Standards Ref apply to this Service - SI2.
- 132.2. The Service Provider shall undertake planned and routine infection control cleaning services across all Affected Property to minimise the risks of infection amongst all building users. Details of the access hours are included in the Service Catalogue and site-specific arrangements detailed in site risk assessments such as COVID 19 risk assessments.
- 132.3. The Service Provider shall be responsible for implementing cleaning regimes which reflect the Client's requirements which shall include but not be limited to:
 - 132.3.1. Door handles, glazing, push-plates and security key-pads;
 - 132.3.2. Workstations;
 - 132.3.3. Public waiting areas, including counters, seating, armrests and tables;
 - 132.3.4. Passenger lifts (including all internal and external control panels and buttons);
 - 132.3.5. Escalator controls and grab-rails;
 - 132.3.6. Balustrades;
 - 132.3.7. Communal kitchen, tea-point, eating and welfare areas;
 - 132.3.8. Communal IT equipment;
 - 132.3.9. Shower, changing and locker areas;
 - 132.3.10. Sanitisation points / stations;
 - 132.3.11. Infection control barriers and screens;
 - 132.3.12. Wheelchair access buttons and barriers;
 - 132.3.13. Vending machines;
 - 132.3.14. Turnstyles;
 - 132.3.15. Light switches; and
 - 132.3.16. Toilet facilities, to include but not be limited to taps, sinks, consumable dispensers and flush-handles;
- 132.4. The Service Provider shall deliver periodic cleaning services of keyboards, screens and periphery IT equipment where requested by the Client. These services shall be managed via the Service Order process on instruction by the Service Manager.
- 132.5. The Service Provider shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Service Provider shall provide an uninterrupted supply of consumables at the Affected Property.
- 132.6. The Service Provider shall be responsible for the provision and disposal of all PPE used by Service Provider Staff relating to the delivery of these services.

133. Service I3 - Cleaning of integral barrier mats

- 133.1. The following Standards Ref apply to this Service - SI3.
- 133.2. The Service Provider shall ensure that all barrier matting is well maintained and kept clean.
- 133.3. The costs for replacement barrier matting including coir matting will be managed via the Service Order process on instruction by the Service Manager.
- 133.4. The Service Provider shall advise the Client when replacement barrier matting, including coir matting, is required.
- 133.5. The Service Provider will provide a barrier matting exchange service where required.

134. Service I4 - Mobile cleaning Services

- 134.1. The following Standards Ref apply to this Service - SI4.
- 134.2. Where the Client requires that routine, re-active and deep cleaning services be delivered via a mobile cleaning solution to meet operational requirements, the Service Provider shall be responsible for delivering the services and shall ensure routine cleaning take place at each Affected Property as frequently as required in order to Achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS). Further information on requirements will be provided prior to the Contract Date.
- 134.3. The Service Provider shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Service Provider shall provide an uninterrupted supply of consumables at the Affected Property, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
- 134.4. The Service Provider shall provide a self-funding vending Service for sanitary products where required. The vending areas shall be kept free from stains and spills.

135. Service I5 – Deep (periodic) cleaning

- 135.1. The following Standards Ref apply to this Service - SI5.
- 135.2. The Service Provider shall:
 - 135.2.1. Provide a programme for periodic and deep cleaning activities to the Client for approval within one month of the start of each year of the Service Period;
- 135.3. Inform the Client of all periodic cleaning activity one Month prior to it being undertaken via the CAFM System or PPM schedule;
 - 135.3.1. Undertake deep cleaning Services to all kitchen, kitchen equipment, food storage areas, grease interceptors, food preparation areas and supporting areas in the Affected Property; and
 - 135.3.2. Take responsibility for ensuring the Client's Staff are informed prior to carrying out periodic cleaning activities.
- 135.4. The Service Provider must establish a good working relationship with any Others providing catering services on behalf of the Client to facilitate the cleaning of all equipment.

- 135.5. Deep cleaning of post-mortem rooms is required once per annum and will need to be conducted at weekends. All areas of internal fabric in post-mortem rooms will need to be thoroughly cleaned in accordance with Client requirements.

136. Service I6 - Cleaning of external areas

- 136.1. The following Standards Ref apply to this Service - SI6.
- 136.2. The Service Provider shall ensure that external building fabric, lighting, fixtures and fittings are maintained and clean.
- 136.3. The Service should be integrated with the grounds maintenance Service where possible so that there is no duplication of tasks in external areas.
- 136.4. The Service Provider shall:
- 136.4.1. Clean external signage including heritage signage as approved by the Client;
 - 136.4.2. Clean piers and pontoons where they are present and waste stores and receptacles at a frequency agreed with the Client;
 - 136.4.3. Clean hard and soft external landscaping, including car parks; and
 - 136.4.4. Clean all external staircases and handrails.
- 136.5. The Service Provider shall operate a regular external cleaning programme, using the appropriate equipment at all times, following safe working procedures in accordance with all current relevant Laws.

137. Service I7 - Window cleaning (internal)

- 137.1. The following Standards Ref apply to this Service - SI7.
- 137.2. Internal window cleaning shall be carried out once every two years by the Service Provider to the required Standard. The Schedule is to be agreed with the Client and planned via the CAFM System process or other PPM scheduling tool.
- 137.3. The method statement is to include the required quality Standard and shall be provided by the Service Provider within the SPP.
- 137.4. Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 137.5. Internal window cleaning prices shall include all access equipment, labour and materials.
- 137.6. Splashes and excessive soiling shall be removed during agreed operational Working Hours to agreed response times.
- 137.7. Subject to notification to the helpdesk, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken using procedures appropriate to the finish of the fixture or window pane.
- 137.8. A system shall be implemented by the Service Provider to ensure that windows with bomb blast curtains are not left unprotected. This includes situations where the bomb blast net serves only for privacy purposes.
- 137.9. The cleaning of all bomb curtains requires a proportion of curtains to facilitate phased cleaning. The service shall be managed via the Service Order process on instruction by the Service Manager.
- 137.10. Bomb blast nets have a limited life, circa five (5) years, and shall need replacement from time to time; Costs for replacement shall managed via the Service Order process on instruction by the Service Manager.

- 137.11. Additional window cleans may be required at Affected Property. These will be raised via the helpdesk and charged via the Service Order process on instruction by the Service Manager.
- 137.12. The Client pays close attention to water scarcity and takes periods of regional or national drought very seriously. The Service Provider on the advice of the Client will be required to suspend all or some window cleaning activities during periods of drought. If this occurs the service shall be priced as pro-rata and any Affected Property not able to be cleaned shall not be included in the Service Provider's application for payment.
- 137.13. Where cleaning of individual or sections of windows at the Affected Property would become disproportionately expensive (specialist access equipment required) these should be discussed with the Client before undertaking the cleaning.

138. Service I8 - Window cleaning (external)

- 138.1. The following Standards Ref apply to this Service - SI8.
- 138.2. The Service Provider shall ensure that cleaning is carried out once every two years to the required Standard or in line with local by-laws in force in certain parts of the UK.
- 138.3. The Schedule is to be agreed with the Client and planned via the CAFM System or other PPM schedule.
- 138.4. The method statement is to include the required quality Standard and shall be provided by the Service Provider within the SPP.
- 138.5. Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 138.6. The Service Provider shall deliver the service making use of existing fixed access equipment at the Affected Property or via a pole and reach solution. The Service Provider shall be responsible for the provision of equipment, labour and materials required to deliver the service.
- 138.7. Where fixed access equipment is not present at the Affected Property all costs associated with the provision of portable access equipment shall be managed via the Service Order process on instruction by the Service Manager.
- 138.8. Subject to notification made to the helpdesk by the Service Manager spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken by the Service Provider using procedures appropriate to the finish of the fixture or window pane. Splashes and excessive soiling shall be removed within agreed operational Working Hours to agreed response times. This service shall be chargeable in accordance with the Service Order process on instruction by the Service Manager Additional window cleans may be required at Affected Property, should be raise via the helpdesk, and charged via the Service Order process on instruction by the Service Manager.
- 138.9. The Client pays close attention to water scarcity and takes periods of regional or national drought very seriously. The Service Provider on the advice of the Client will be required to suspend all window cleaning activities during periods of drought. When/if this occurs the service shall be priced as pro-rata and any Affected Property not able to be cleaned shall be refunded.
- 138.10. Where cleaning of individual or sections of windows at the Affected Property would become disproportionately expensive (specialist access equipment required) these should be discussed with the Client before commencement of cleaning.

- 138.11. Where the Affected Property has glass conservatories, walkways, carports, porches or other glass structures these should be included in the Service Provider's window cleaning service.
- 138.12. The Service Provider should demonstrate they have used the most water efficient method of cleaning when conducting this service and be able to report water consumption to the Client.

139. Service I9 - Cleaning of communications and equipment rooms

- 139.1. The following Standards Ref apply to this Service - SI9.
- 139.2. The Service Provider shall ensure that cleaning of communication and equipment rooms shall be by arrangement with the Client.
- 139.3. The Service Provider shall ensure that communication and equipment rooms are cleaned following the required cleaning standard and any additional Standards in relation to the specific cleaning requirement.
- 139.4. Where required there may be additional security clearance of cleaning operatives in high-risk areas.
- 139.5. Cleaning of these rooms should be charged via the Service Order process on instruction by the Service Manager.

140. Service I10 - Reactive cleaning (outside cleaning operational hours)

- 140.1. The following Standards Ref apply to this Service - SI10.
- 140.2. The Service Provider shall ensure that all reactive cleaning requests generated via the helpdesk during the agreed cleaning operational hours at the Affected Property, with the exception of infection control specialist cleaning services, are managed as part of the routine cleaning service (service I.1).
- 140.3. Where the Client requires the delivery of a reactive service outside of the agreed cleaning operational hours at the Affected Property, the Service Provider shall be responsible for the Delivery of the service and shall ensure the full and safe use of the Affected Property is maintained. Tasks may include (without limitation):
 - 140.3.1. responding to spillages, including foodstuffs, human waste, animal waste, cooking oil, vehicular fuel;
 - 140.3.2. responding to cleaning requirements generated via billable works undertaken by Others;
 - 140.3.3. responding to Covid 19 infection outbreaks and delivery of mechanical deep cleaning, decontamination and disinfection services (e.g. electrostatic spray disinfection services, antiviral sanitisation services) of buildings, furnishings and equipment. This service shall require testing services to ensure Affected Property are contamination free prior to any return-to-the-office by Client's personnel;
 - 140.3.4. replenishing hygiene / clinical consumables;
 - 140.3.5. maintaining cleanliness of prestige / high profile areas; and
 - 140.3.6. removal of staining from building fabric as caused by such events such as atmospheric pollution, the accidental spillage of materials and the application of graffiti.
- 140.4. The services delivered outside of the agreed cleaning operational hours shall be managed via the Service Order process on instruction by the Service Manager.

141. Service I11 – Housekeeping

- 141.1. The following Standards Ref apply to this Service - SI11.
- 141.2. The Service Provider shall provide a professionally managed housekeeping Service for staff and visitors at the Affected Property. Through the use of Good Industry Practice and the introduction of innovation, this shall achieve and demonstrate value for money on a continuous basis.
- 141.3. The Service Provider shall provide a resource management plan (structure and format to be agreed with the Client prior to the Contract Date), which addresses actions to be taken by the Service Provider to achieve the following:
 - 141.3.1. An increase in recycling or reuse of discarded items in line with the waste hierarchy;
 - 141.3.2. A reduction in emissions associated with the services delivered at Affected Property (e.g. waste collection and disposal services);
 - 141.3.3. An increase of recycled content in linen against an agreed baseline;
 - 141.3.4. An increase in textiles recycled or re-used at end of life against an agreed baseline;
 - 141.3.5. An increase in the average number of washes per unit against an agreed baseline; and
 - 141.3.6. A reduction in the whole life cost of textiles Service against an agreed baseline.
- 141.4. As part of the resource management plan, the Service Provider shall:
 - 141.4.1. Measure and report performance on a periodic basis at a frequency agreed with the Client. Reports shall be supported by evidence in the form of inventory logs, energy consumption readings and equipment utilisation logs; and
 - 141.4.2. Identify management actions and investment priorities for reducing cost and improving materials, energy and carbon efficiency.
- 141.5. The Service Provider shall ensure that a nominated manager of the housekeeping service for each Affected Property is contactable twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year. The Service Provider shall also provide cover for the nominated manager for annual leave and sickness. The contact details shall be posted in clearly defined areas agreed with the Client
- 141.6. The Service Provider shall provide a customer satisfaction survey form at the start of the building users' stay, which shall be returned to the Service Provider on departure and the responses shall be logged on to the CAFM System.

142. Service I12 - IT equipment cleaning

- 142.1. The following Standards Ref apply to this Service - SI12.
- 142.2. Where this Service is requested by the Client, the Service Provider shall clean desktop computers, screens and keyboards.

143. Service 113 - Specialist cleaning

- 143.1. The following Standards Ref apply to this Service - SI13.
- 143.2. The Service Provider shall provide a Specialist Cleaning Service at the Affected Property which shall include:
 - 143.2.1. Antiques.

- 143.2.2. Pictures;
 - 143.2.3. Artwork;
 - 143.2.4. Sculptures;
 - 143.2.5. Statues;
 - 143.2.6. Ceramics;
 - 143.2.7. Fabrics;
 - 143.2.8. Pictures, including frames;
 - 143.2.9. Trophies;
 - 143.2.10. Chandeliers; and
 - 143.2.11. Building Stonework
- 143.3. The cleaning regimes shall comply with the advice / recommendations provided by English Heritage / CADW / Historic Scotland, any specialist conservation consultant, rules for listed buildings and as instructed by the Client. The Service Provider shall ensure that utmost care be taken when handling and cleaning these items.
- 143.4. The Service Provider shall have full responsibility for the items during the cleaning process and shall indemnify the Client against breakages or failures due directly to the cleaning process. Where the age and condition of an item is seen to deteriorate requiring the intervention of professional renovation; this shall be agreed with the Client before attempting to conduct cleaning.
- 143.5. This Service shall be delivered on an ad hoc basis . Further information will be provided by the Client as necessary.

144. Service I14 – Cleaning of curtains and window blinds

- 144.1. The following Standards Ref apply to this Service - SI14.
- 144.2. The Service Provider shall provide a professionally managed curtain and window blinds cleaning Service. The frequency shall be agreed with the Client and the Service Provider during mobilisation.
- 144.3. Curtains are to be removed from rails and cleaned by a suitable approved method. Care should be taken to maintain any guarantees on the curtains.

145. Service I15 - Medical and clinical cleaning

- 145.1. The following Standards Ref apply to this Service - SI15.
- 145.2. The Service Provider shall be responsible for the cleaning of all medical, clinical and laboratories where required by the Client.
- 145.3. The Service Provider shall be responsible for the cleaning of all laboratory equipment where required by the Client.
- 145.4. The Service Provider shall ensure that Service Provider staff delivering this service shall have successfully completed and be in possession of a first-aid responder qualification.
- 145.5. The Service Provider shall ensure that the Service is provided in accordance with the requirements needed to enable the Client to attain Care Quality Commission (CQC) accreditation, for example in accordance with PAS 524 or other Standards defined by the Client at Further Competition.
- 145.6. Cleaning requirements and frequencies for all laboratories are defined in Annex D – Policy, Documents and Standards

- 145.7. Cleaners at certain laboratories will be required to be immunised/inoculated as defined by the Client.

146. Service I16 - Pest control Services

- 146.1. The following Standards Ref apply to this Service - SI16.
- 146.2. The Service Provider shall provide a bi-monthly planned and re-active pest control service to keep the Affected Property free from all types of rodents, birds and insects. Where Affected Property is affected by other pests outside this scope e.g. foxes, moles and/or rabbits details of these can be obtained via reactive pest control works data provided by the Client.
- 146.3. The Service Provider shall provide site specific pest risk assessments and a full pest control action plan for dealing with the range of pests encountered within the Affected Property during the mobilisation period. The Service Provider shall ensure only biocidal products approved by HSE are used on Affected Property. The Service Provider shall ensure all potential risks to wildlife and the environment and humane pest control methods are given consideration whilst developing the pest control action plan.
- 146.4. A detailed survey of the Affected Property shall be delivered during mobilisation, before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
- 146.5. The Service Provider shall give priority to infestations that present a major risk to health, safety and welfare, or which has an operational impact on the Client. The Service Provider shall Deliver an emergency reactive Service, responding to and actively starting emergency pest control requirements within twenty-four (24) hours of being notified.
- 146.6. The Service Provider shall respond to routine pest control requirements within five (5) Working Days of being notified.
- 146.7. In instances where there are repeated infestations that reduce occupancy or operational capability, the Service Provider shall be responsible for the implementation of a preventative regime to avoid re-infestation. The Service Provider shall report repeated infestations or instances of poor housekeeping to the Client and record all details on the CAFM System.
- 146.8. Where pests are known to be active at certain and regular periods of the year the Service Provider shall produce a pest control management plan implementing both pro-active and long-term preventative measures to ensure against damage to Client's infrastructure and the Affected Property.
- 146.9. The Service Provider shall where necessary align the pest control management plan with the Grounds Maintenance regime to maximise potential synergies with the service.
- 146.10. There will be additional requirement for museums, galleries, nature conservation Sites, historic environments, housing, forestry and woodlands, archives and laboratories. This shall be either defined by the Client during the tender process or agreed between the Parties during mobilisation.
- 146.11. The Service Provider shall remove all dead rodents, birds and insects, either as a result of the pest control Service or other means.
- 146.12. Where Affected Property require the installation of new bird netting or specialist services (e.g. hawking services) to prevent persistent fouling and/or building damage the Service Order or Project Order process shall apply.

147. Service I17 - Linen and laundry Services

- 147.1. The following Standards Ref apply to this Service - SI17.
- 147.2. The Service Provider shall provide and manage a laundry service to the Client which will include the following:
 - 147.2.1. dust control mat (FERA only);
 - 147.2.2. laundry and supply of laboratory coats; ensure that there is availability of supply in different sizes to meet immediate daily need;
 - 147.2.3. laundry and supply of overalls: ensure that there is availability of supply in different sizes to meet immediate daily need;
 - 147.2.4. removal of soiled coats and overalls;
 - 147.2.5. autoclave laboratory coats and overalls used by staff working on pathogens on site before laundering; and
 - 147.2.6. FERA logo mats.
- 147.3. The Service Provider shall be responsible for laundering its own clothing, overalls and uniforms and all associated costs.

148. Service I18 - Hotel Services

- 148.1. The following Standards Ref apply to this Service - SI18.
- 148.2. The Client may have Affected Property within its portfolio that provide a hotel service for visiting Clients and their children where appropriate who pay for bed and board. Where these Affected Property exist, the Service Provider shall Deliver all services required to maintain operation of the Affected Property. In such circumstances, it may be necessary to combine a number of services within this Framework Schedule 1 (Scope) to provide a total hotel service at the Affected Property. A hotel service may include:
 - 148.2.1. Reception;
 - 148.2.2. Concierge;
 - 148.2.3. Cleaning;
 - 148.2.4. Housekeeping;
 - 148.2.5. Linen / laundry (including linen hire and purchase on behalf of the Client);
 - 148.2.6. Catering;
 - 148.2.7. Security;
 - 148.2.8. Maintenance;
 - 148.2.9. Pool and leisure facilities;
 - 148.2.10. Furniture;
 - 148.2.11. Move Management Churn;
 - 148.2.12. Room booking;
 - 148.2.13. Porterage;
 - 148.2.14. Waste collection and disposal services;
 - 148.2.15. Conferencing; and
 - 148.2.16. Meetings and hospitality Services.
- 148.3. In addition, where this Hotel service is a requirement at the contract date, the Service Provider may be required to:
 - 148.3.1. deliver management and administrative functions as required to facilitate the operation of the Affected Property; and
 - 148.3.2. to procure consumables and miscellaneous goods and materials on behalf of the Client.

- 148.4. Affected Property which operate a Hotel service will be clearly identified by the Client at the contract date, with detailed service Requirements provided for the Service Provider to tender against.

149. Work Package J – Workplace FM Services.

150. Service J1 - Mail Services

- 150.1. The following Standards Ref apply to this Service - SJ1.
- 150.2. Where the Client specifies the delivery of these services at the contract date, the Service Provider shall be responsible for the management and successful operation of an efficient mail room service for the Client that is integrated whenever possible with all other relevant services in order to provide value for money for the Client.
- 150.3. The Service Provider shall be solely responsible for the interface between the Client and Others in relation to mail. The Service Provider shall provide innovative proposals for the most advantageous Services offered by Subcontractor(s). The Service Provider shall consider the use of various collection and Delivery Services including the use of the PO Box Service, business and reply paid mail and packet post where appropriate. The Service Provider shall provide the Client with proposals to maximise the efficiency of its incoming and outgoing mail regimes.
- 150.4. The Service Provider shall ensure that Service Provider Staff have the security clearance necessary to deliver the level of protectively marked mail to be delivered under the contract as advised by the Client. It will be assumed that regardless of protective marking applied that all mail is sensitive as a minimum.
- 150.5. Where necessary the Service Provider will be required to take in mail sample deliveries out of hours. These samples may be sensitive or require certain controls such as temperature regulation. Where this requirement exists the Service Provider will be required to agree the best storage methods with the Client and implement improvements and best practise.
- 150.6. The Service Provider will manage suspect packages and mail room security as appropriate and make recommendations to the Client for improving arrangements where necessary.
- 150.7. The Service Provider is to provide all necessary training to the Service Provider staff to conduct the service effectively.
- 150.8. Where required, the Service Provider will provide an off-site mail screening service. This service, unless instructed by the Service Manager, shall be chargeable via the Service Order or Project Order process.

151. Service J2 - Internal messenger Service

- 151.1. The following Standards Ref apply to this Service - SJ2.
- 151.2. Where the Client specifies the delivery of these services at the contract date, the Service Provider shall provide a messenger service at each Affected Property where required.
- 151.3. The Service Provider shall arrange for the Service Provider's messenger staff to collect messages, mail and other items from the main point of delivery and distribute this to the designated drop off points within each Affected Property.

- 151.4. The Service Provider shall ensure that the collections and deliveries from collection and drop-off points shall take place at the relevant times determined by the Client, during working hours.

152. Service J3 - Courier booking and distribution services

- 152.1. The following Standards Ref apply to this Service - SJ3.
- 152.2. Where the Client specifies the delivery of these services at the contract date, the Service Provider shall manage and co-ordinate the following services:
- 152.2.1. National and international courier Service for the Client.
- 152.2.2. Distribution of Client property across Affected Property or to Client nominated locations;
- 152.2.3. Packaging goods in readiness for distribution across Affected Property or to Client nominated locations; and
- 152.2.4. Logistics services associated with the transport of goods within / across Affected Property or Client nominated locations;
- 152.3. The Service Provider may use departmental and/or pan-Government commercial vehicles that have been approved by the Client to procure courier booking services or; if the Service Provider demonstrates that their supply chain is able to offer better value-for-money, the Service Manager may accept those as suitable Subcontractor(s), however the Client reserves the right to choose either those or alternative Service Providers for this service.
- 152.4. The Service Provider acknowledges the Client will utilise couriers to transport limited quantity hazardous goods. These should be incorporated and understood by any subcontractors and included within the standard service.
- 152.5. All same day courier items shall have a minimum insurance cover of £1000 included in the prices. Insurances required over this amount shall be chargeable on an agreed rate depending on value.
- 152.6. All next day couriered items shall have a minimum insurance cover of £100 included in the prices. Insurances required over this amount will be chargeable at an agreed rate depending on value.
- 152.7. The Service Provider acknowledges that the majority of courier requirement will be from the Affected Property, on occasion it will be required to organise courier services from Client staff private addresses where required. Packaging in readiness will not be required in these instances;
- 152.8. The Service Provider will propose the most efficient and appropriate packaging guidelines based on the Client frequently sent items.

153. Service J4 – Repairperson Services

- 153.1. The following Standards Ref apply to this Service - SJ4.
- 153.2. The Service Provider shall provide:
- 153.2.1. an adaptable and responsive repairs service to the Affected Property during working hours. Service Provider Staff who execute tasks of this nature shall be adequately trained and experienced for the work to be carried out; and
- 153.2.2. all necessary tools and equipment for carrying out the repairs service, including access equipment to enable the Service Provider to perform tasks safely.

- 153.3. The Service Provider shall ensure that Service Provider Staff are not exposed to danger due to a skills shortage. The Service Provider Staff delivering the repairs service shall have training and experience in the wide range of maintenance and repair requests that are likely to be demanded of this service. For the avoidance of doubt (and to discourage scope creep) a scope and skills matrix must be supplied to the Client for each repair person.
- 153.4. The Client welcomes proposals, which maximise the repairperson Service to complement all other aspects of its work force. The Service Provider shall be required to demonstrate the validity and maximum usage of the Service, and continuously seek to drive down Costs associated with the Service through multi-tasking and re-deployment on a daily basis.
- 153.5. The repairperson Service shall have general expertise in the wide range of maintenance and repair requests that are likely to be demanded of this Service.
- 153.6. With sole contact being made through and monitored by the helpdesk, the repairperson Service shall be available to deal with general small repairs and decoration on a planned, reactive or ad hoc basis. The Service Provider shall ensure that approval to proceed with the task prior to the commencement of any works.
- 153.7. Tasks likely to fall within the remit of the repairperson Service include but are not limited to:
- 153.7.1. picture hanging;
 - 153.7.2. shelf hanging;
 - 153.7.3. pin-board installation;
 - 153.7.4. light-bulb changing;
 - 153.7.5. toilet-seat replacement;
 - 153.7.6. clearing pipe / drain blockages;
 - 153.7.7. building fabric inspections;
 - 153.7.8. carpet repairs; and
 - 153.7.9. movement of boxes and small-scale furniture movement.
- 153.8. The Service Provider shall explore the synergies between all other Services when considering resourcing this Service.
- 153.9. The Service Provider shall ensure that the repairperson Services is reconciled quarterly and any unused time shall be rolled into the next quarterly provision. The Service Provider shall record the nature of the tasks carried out under the Reactive Maintenance Service within the CAFM System.
- 153.10. For consumables and small components, the Client may require the allocation of a fixed cost for each full day of the service at the Affected Property. Where this agreement exists, the Service Provider shall be responsible for managing a Monthly reconciliation process with the Client to track projected and actual spend to ensure a value-for-money service is Delivered and maintained. Where these requirements exist, details will be provided at Further Competition.
- 153.11. This service may be input based at Client nominated Affected Property. Where this occurs, the Client will discuss with the Service Provider before the Full service commencement. One off or shorter, defined durations will be charged in accordance with the Service Order or Project Order process.

154. Service J5 - Move and space management (internal moves)

- 154.1. The following Standards Ref apply to this Service - SJ5.

- 154.2. In respect of the move management Service where a move is required, the Service Provider shall be responsible for managing the move process and for the execution of the move. The Service Provider shall provide an estimate of the cost of the move and this shall be approved by the Client prior to execution of the move.
- 154.3. Where the move involves a flexible workspace, the management of the move shall be undertaken in conjunction with any Others in relation to space management to ensure that the aims and integrity of the flexible workspace is maintained.
- 154.4. Temporary storage of furniture may be a requirement for certain moves.
- 154.5. All internal moves shall be charged in accordance with the Service Order or Project Order process.

155. Service J6 – Porterage

- 155.1. The following Standards Ref apply to this Service - SJ6.
- 155.2. Where the Client specifies the delivery of these services at the contract date, the Service Provider shall provide portorage service as required.
- 155.3. The Service Provider shall recognise that certain requests may take priority over other portorage requests and respond according to this priority.
- 155.4. Where ad hoc requests for portorage services are requested by the Client outside working hours, the Service Provider shall be responsible for delivering the services. Costs for this service shall be managed via the Service Order or Project Order process.
- 155.5. The portorage service provided shall be flexible in nature and able to accomplish small office moves, the transport of inter-departmental supplies, and to assist other services (whether Delivered by the Service Provider or third-party Service Providers) as required including the Delivery of internal and external post, parcels, delivering stationery to allocated store areas and moving heavy packages.
- 155.6. The portorage Service shall also include general tasks including changing clock batteries, setting up meeting and conference rooms, flag flying, arranging office layout and connecting laptops and teleconference phones as requested before conferences and meetings coordinated via the helpdesk.
- 155.7. Portorage Services may be required for both small and more complex tasks. For example, a small task may include, but not be limited to moving a filing cabinet; or for those more complex tasks requiring more time and effort these may include moving an entire management unit as part of a larger project.
- 155.8. Where required the porters may be required to move items between local sites. More details will be provided at further competition stage where this requirement exists.
- 155.9. The Service Provider is expected to find efficiencies between the roles of portorage, reception and concierge where tasks overlap. The Service Provider will be required to include this in the Service Provider's Plan.
- 155.10. Where required the Service Provider will be required to conduct visual inspections of server room equipment to identify faults or loss of power. Any anomalies to be reported to the Client immediately.
- 155.11. The portorage service will include the delivery and collection of IT equipment for setting up and decommissioning flexible workspaces.
- 155.12. This service may be input based at Client nominated Affected Property. Where this occurs, the Client will discuss with the Service Provider before s the Full Service Commencement Date. One off or shorter, defined durations will be charged via the Service Order or Project Order process.

156. Service J7 – Clocks

- 156.1. The following Standards Ref apply to this Service - SJ7.
- 156.2. The Service Provider shall:
 - 156.2.1. Provide replacement batteries to a variety of battery-powered clocks that are in use and dispose of empty batteries, in accordance with any Regulations governing the disposal of batteries; and
 - 156.2.2. Ensure appropriate change in clock time on all clocks within the Affected Property in accordance with British Summer Time (BST) / Greenwich Mean Time (GMT) time changes;
- 156.3. Where the Affected Property has antique clocks present that require specialist maintenance arrangements the Client shall provide a list of all clocks covered by this service at the contract date. The Service Provider shall ensure:
 - 156.3.1. They are maintained in line with heritage requirements;
 - 156.3.2. They are maintained by their original donating body such as the National Galleries Silver Trust etc. where appropriate;
 - 156.3.3. Where they require winding they shall receive the recommended Service at appropriate intervals; and
 - 156.3.4. The Service Provider shall include all appropriate clock maintenance tasks and winding as part of their PPM schedule and log all repairs within the CAFM system.
- 156.4. Replacement of clocks shall be the responsibility of the Client

157. Service J8 – Signage

- 157.1. The following Standards Ref apply to this Service - SJ8.
- 157.2. Where the Client specifies the delivery of these services at the contract date, the Service Provider shall be responsible for all signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Affected Property.
- 157.3. The Service Provider shall be pro-active in the provision of this service and shall advise on any additional further signage that may be of benefit to the Client's Staff or the public throughout the course of the Service Period.
- 157.4. The Service Provider shall agree design elements for all signs with the Client and shall ensure only agreed formats are installed.
- 157.5. Where throughout the course of the Service Period the Client identifies a need for additional signage and this is deemed to be an addition to the Scope at the contract date and managed in accordance with the Service Order or Project Order process. This may include bespoke signage where the Client will expect the Service Provider to be able to provide design services as well as production.
- 157.6. The Service Provider shall be responsible for updating all relevant signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Affected Property following the completion of any minor churn or any other movement of Client Staff.
- 157.7. In addition to signage the Service Provider is required to undertake poster management at the Affected Property, including the removal and replacement of posters

in accordance with the Clients requirements. Provision of any new posters will be managed via Service or Project Order.

158. Service J9 - Archiving (on-site)

- 158.1. The following Standards Ref apply to this Service - SJ9.
- 158.2. Where required to do so, the Service Provider shall provide a holistic Document Storage Service. The Service Provider shall provide the Service based on the Client's requirement relating to Document Storage and the on-site storage capacity.
- 158.3. The Service Provider shall optimise the use of on-site storage facilities and shall ensure that documents with a request frequency are stored in this location.
- 158.4. Where requested to do so through the contract, the Service Provider may be required to combine services Delivered by Service Provider Staff working at the Affected Property where on-site archiving is required to achieve efficiencies. Cross / multi skilling of Service Provider Staff at these Affected Property is therefore a requirement.

159. Service J10 - Furniture Management

- 159.1. The following Standards Ref apply to this Service - SJ10.
- 159.2. The Service Provider shall provide a centrally managed facility to organise the provision and supply of all necessary office items as new Client Staff join, as moves occur, or as new Affected Property are added to the Affected Property list.
- 159.3. The Service Provider shall ensure that all moves of furniture and/or equipment shall be reflected in Computer Aided Design (CAD) drawings (or equivalent) and in the Asset register.
- 159.4. The Client is likely to expand or contract its usable office space at very short notice. The Service Provider shall assist in the management of this natural expansion and contraction.
- 159.5. The Service Provider shall:
 - 159.5.1. Manage the storage of all items of furniture associated with office work. This will include desks, storage cabinets, bookcases, shelving, chairs, pedestals and all other equipment and furniture commonly utilised in any office. This requirement excludes all IT equipment;
 - 159.5.2. Provide a holistic approach to the removal and storage of furniture, the provision of furniture from storage and the temporary holding of new furniture awaiting deployment. The Service Provider shall ensure that furniture taken from storage is clean and fully functional prior to Delivery to the Client;
 - 159.5.3. Remove any packing materials for equipment immediately on Delivery at its intended place, and assemble any furniture as necessary in such a way as to produce minimal disruption to the workings of the Client. The Service Provider shall dispose of any packing materials in accordance with the principles set out in the policy on Greening Government Commitments; and
 - 159.5.4. At all times maintain accurate records of stored furniture and Goods, including a photo entry of all stored items, referenced against the register of Client Assets.
- 159.6. Ensure that:
 - 159.6.1. No item leaves or arrives at the Affected Property without associated logging for corporate governance purposes; and

- 159.6.2. The Asset information is linked to the space location and componentry associated to the Asset through the Asset information requirements.
- 159.6.3. Ensure through appropriate management by the CAFM System that requests for equipping new Client Staff members are directed to the holding stock and not directly to new purchases of equipment. Any Asset tracking labels used shall be attached inconspicuously;
- 159.6.4. Ensure that the Client is aware of the contact point for collection, replacement or addition to all furniture and equipment;
- 159.6.5. Keep the helpdesk fully informed to enable the helpdesk to respond to the request originator within anticipated time-scales for deliveries and removals;
- 159.6.6. Provide a single point of advice for the equipping of any new Client Staff, and shall perform all other necessary liaison functions with other Service Providers that will be required to facilitate this process to include IT equipment and telephony;
- 159.6.7. Undertake regular audits and reviews of stored equipment;
- 159.6.8. Ensure that no furniture in use in the Affected Property is sent for disposal. Only redundant furniture held in storage may be sent for disposal ensuring that the highest quality stock is always retained. All furniture will be disposed of in accordance with the principles set out in the policy on Greening Government Commitments. When it becomes clear that furniture will not be needed after a certain date it may be advertised to other departments on the Client's Reuse Notice Board. The proceeds of any furniture disposal shall be returned to the Client and may be shared with the Service Provider subject to the terms of any prior agreement with the Client;
- 159.6.9. Have professional knowledge of business Standards in the Service requirements relating to office furniture, including the provision of flexible working spaces and acceptable environmental conditions;
- 159.6.10. Encourage innovation when providing this Service by remaining constantly updated as to new types of furniture entering the marketplace that could be of use to the Client;
- 159.6.11. Remain conversant with sustainable developments and green procurement guidelines and new Good Industry Practice being applied to the industry that the Client shall comply with. The furniture Government Buying Standard should represent a minimum requirement; and
- 159.6.12. Keep detailed records of issued and disposed furniture on a department-by-department basis for Audit purposes, demonstrating any cost. This shall include disposal in an auditable, environmentally preferable manner. These records will be available to the Client on request, and will be kept for the duration of the Service Period.

160. Service J11 - Space management

- 160.1. The following Standards Ref apply to this Service - SJ11.
- 160.2. This service requirement (including removal/transfer costs for furniture between locations) shall be outside the Prices due to the Service Provider by the Client under the contract and shall be dealt with via the Service Order or Project Order process.
- 160.3. The Service Provider shall provide space management services and office moves. The service shall include the relocation of IT and telecommunications equipment as required by the Client. The Service Provider shall arrange the transfer of ICT connections,

unless this would normally be provided by a Others responsible for the Delivery of ICT services under a separate the contract / Contract with the Client.

- 160.4. The Service Provider shall undertake larger office moves or re-stacks of buildings at the request of the Client. This shall be an additional service at an additional cost to the Prices by prior agreement with the Client and shall be treated in accordance with the Project Order process. Upon receipt of an instruction from the Service Manager, the Service Provider shall undertake professional space planning design and workplace strategy. The Service Provider must provide an initial report setting out its detailed understanding of the brief, proposed approach to the task and fee proposal and must agree the level of expertise and experience of the Service Provider Staff to be involved. The Client may elect to commission the Service Provider to undertake this work or may use another Service Provider.
- 160.5. A formal instruction shall be issued by the Service Manager to the Service Provider before any chargeable space planning design and Workplace Strategy Services is undertaken.
- 160.6. The majority of space planning exercises shall have reasonable prior notification, but there may be some that will occur as a matter of urgency (including weekends). The Service Provider shall consult with the Service Manager in all instances to confirm the relative priority/urgency of any request in order that it can be accomplished within the requested time scale.
- 160.7. Any proposal for a space planning exercise from the Service Provider shall include any consequential impacts to the move in terms of other necessary facilities and an accurate time scale during which the move might be accomplished.
- 160.8. The Service Provider shall manage the furniture inventory of all off site storage facilities.
- 160.9. Upon completion of any office moves the Service Provider will provide the Client with updated drawings reflecting the work carried out, especially where IT connections or other services have been moved. The Client will agree with the Service Provider the format of the drawings at design stage.

161. Service J12 - Cable management

- 161.1. The following Standards Ref apply to this Service - SJ12.
- 161.2. This Service requirement shall be outside the sum due to the Service Provider by the Client under the Prices and shall be dealt with via the Service Order or Project Order process.
- 161.3. The Service Provider shall be responsible for installing additional data cabling and moving floor boxes and grommets as instructed by the Service Manager. The Service Provider shall ensure that all cabling which the Service Provider installs is of a suitable Specification to guarantee continuity of the Services and signal quality. This cabling shall be used exclusively for the transmission of data or voice.
- 161.4. The Service Provider shall provide installation work without compromising the integrity of any historic Affected Property and in a manner so as to avoid damage to the building fabric. Prior to carrying out work to a historic Affected Property the Service Provider shall undertake a full survey of the proposed cable routes, prepare a method statement and discuss their proposal with the Client.
- 161.5. The Service Provider may be expected to work with Others but will be expected to retain responsibility for all installations as instructed.

- 161.6. The Service Provider is required to advise the Client where installation of cabling will use existing cable management systems for the purposes of ensure correct services segregation.

162. Service J13 - Reprographics Service

- 162.1. The following Standards Ref apply to this Service - SJ13.
- 162.2. The Service Provider shall provide a reprographics Service which meets the operational needs of the Client, optimises the potential for synergies with other Services, takes full account of the Client's environmental strategies as set out in the policy on Greening Government Commitments and reflects the Client's objective to apply electronic communications to all aspects of Service Delivery. The Service Provider shall continuously review the Service and make proposals for the introduction of relevant developing technology.
- 162.3. The Service Provider shall provide a service for the bulk copying, finishing and binding of documents within a range of timescales. This bulk reprographics provision shall be complemented by the Client's provision of smaller convenience copiers throughout the Affected Property. Details of the equipment available to the Service Provider are provided in the tender, together with historic data in respect of volumes of copying.
- 162.4. The Service Provider shall supply and be responsible for all machinery and equipment necessary for the performance of the contract and their associated costs. The Service Provider shall note that the Client currently both owns and leases reprographics and finishing equipment. The Service Provider shall propose the items or equipment for use in the provision of this service. The Service Provider will liaise with the Client and Others as necessary before the purchase of any additional equipment.
- 162.5. Where this service is required, it will be managed via with the Service Order or Project Order process.

163. Service J14 - Stores and Goods Management Services

- 163.1. The following Standards Ref apply to this Service - SJ14.
- 163.2. The Service Provider shall be responsible for the provision, management and operation of a storage and supply service on behalf of the Client at the Affected Property. The Service Provider may also purchase critical spares in agreement with the Client, especially concerning critical spares stock levels to be held on site.
- 163.3. The service shall include maintaining an inventory of stored items on behalf of the Client and managing the receipt of new and replacement items when procured by the Client.
- 163.4. The Service Provider shall ensure that stored items are issued in strict compliance with the authorisation protocols provided by the Client in Annex D – Policy, Documents and Standards.
- 163.5. The Service Provider shall ensure that all requests are recorded within the CAFM System unless specified otherwise by the Client.
- 163.6. The Service Provider shall be responsible for unpacking Client deliveries and placing into storage as required by the Client. The Service Provider shall be responsible for ensuring all stored items are stored safely and in accordance with all statutory requirements (e.g. hazardous waste). At no point shall the Service Provider store goods outside of designated

stores unless express permission has been granted by the Client. Permission to be requested on a case-by-case basis and not ongoing.

163.7. The Service Provider shall provide a Goods handling and inspection service to the Client. The service shall include but not be limited to:

- 163.7.1. Off-loading Goods from vehicles;
- 163.7.2. Repackaging and re-loading Goods from vehicles;
- 163.7.3. Opening, unpacking and delivery of Goods;
- 163.7.4. Client fulfilment services; and
- 163.7.5. Goods handling and transportation services.

163.8. Where these services are required, the Service Provider shall be responsible for the provision of all equipment required to manage the deliveries (e.g. pallet trucks, fork lift trucks), transport and transport related services, to include but not be limited to maintenance, calibration, fuel and insurance, as required to meet the requirements of this service.

163.9. The Service Provider shall forward all investigation reports concerning losses or damage to the stored items to the Client to support the Client's internal financial management and reimbursement processes.

163.10. The Service Provider shall reimburse the Client for any loss or damage to stored items that are attributable to the actions, inactions or negligence of the Service Provider.

164. Service J15 - Portable washroom solutions

164.1. The following Standards Ref apply to this Service - SJ15.

164.2. The Service Provider shall be responsible for the management and cleaning of latrines and supply, Delivery and collection of all portable facilities on behalf of the Client as-and-when required at the Affected Property.

164.3. The service shall include the provision of:

- 164.3.1. Washing facilities;
- 164.3.2. Showering facilities;
- 164.3.3. Toilet facilities;
- 164.3.4. Waste storage and collection; and
- 164.3.5. Welfare/rest spaces

164.4. The service shall include the supply, Delivery and installation of all associated hand washing detergents, cleaning detergents, paper towels, toilet paper and waste receptacles.

164.5. The Service Provider shall ensure that all the portable facilities are fit-for-purpose, hygienically emptied, cleaned, serviced, inspected and maintained regularly so as to minimise the risk of smell, contamination, disease and pests and to ensure no loss of availability arises.

164.6. On occasions where this service is required as part of security response the delivery times must allow an immediate and continuous 24-hour service.

164.7. This service will be managed via the Service Order or Project Order process.

165. Service J16 – Management Support Services

165.1. The following Standards Ref apply to this Service - SJ16.

165.2. The Service Provider shall be responsible for the provision of administrative support Services for the Client at the Affected Property. These Services shall include:

- 165.2.1. Procurement support Services;

- 165.2.2. Recruitment and work placement support Services;
- 165.2.3. Customer relationship management services;
- 165.2.4. Quality and performance management services;
- 165.2.5. Corporate support Services;
- 165.2.6. Events and Conference management Services;
- 165.2.7. Video conferencing systems support;
- 165.2.8. Stationary Services; and
- 165.2.9. Switchboard Services.

166. Work Package K: Visitor Support Services.

167. Service K1 - Reception Service

- 167.1. The following Standards Ref apply to this Service - SK1.
- 167.2. The Service Provider shall provide a reception service. In reception areas of each Affected Property, the reception service shall liaise with and complement the security service.
- 167.3. The Service Provider shall provide innovative proposals for the optimisation of the management of visitor ingress and egress in the reception area. This shall include appropriate management of the interfaces between the reception and security Services to ensure that all visitors and staff receive a courteous and professional Service each time they visit each Affected Property. However, for the avoidance of doubt where similar Services are described in the reception Service and the security Service, the requirements of the security Service shall take precedence.
- 167.4. The Client may play host to senior UK and foreign politicians, business visitors and members of the public who have occasional access to the Affected Property. The Service Provider shall recognise the importance of such visitors by developing a response which addresses this issue within the overall management of the reception Service.
- 167.5. The Service Provider shall provide a switchboard Service and make use of the Client's telephony systems to manage incoming telephone calls for the Client's Staff at each Affected Property where the switchboard Service is combined with each Affected Property's reception Service. The Service Provider shall ensure that incoming calls are dealt with promptly, accurately and politely. Incoming calls shall be routed to the appropriate member of staff or building user as defined by the local details supplied by each Affected Property.
- 167.6. Service Provider Staff delivering the reception Services shall take Delivery of any items, which are Delivered by hand at the reception desk. Mail room staff shall receive Delivered items from the reception staff and deal with these as necessary. All inward Goods shall be via the loading bay at all times. Service Provider Staff delivering the reception Services shall be responsible for advising those delivering other Goods of the location of the goods entrance.
- 167.7. The Service Provider shall provide a night reception service where reception is indicated as required 24 hours on the Service Catalogue. In reception areas of each Affected Property, the night reception service is expected to liaise with and complement the security service. The Service Provider shall be responsible for providing a seamless and integrated service within reception areas in order to receive and manage staff and visitors efficiently and in a welcoming manner. The Service Provider shall ensure that all enquiries to the Client are dealt with professionally and promptly.

- 167.8. The Service Provider will be required to undertake building health and safety inductions for visitors, Client and Service Provider Staff and advise visitors on arrival of all evacuation procedures and planned alarm system tests that may be carried out (except for fire drills) to ensure visitors can follow the correct emergency procedures if necessary.
- 167.9. The Service Provider will be required to advise on accessibility services (such as hearing loops), and how to operate any systems should these be required.
- 167.10. Reception and all front of house staff will be expected to arrive on site a minimum of 15 minutes before the beginning of each shift to allow setup procedures to be completed adequately before the required hours of service.
- 167.11. Reception and all front of house staff are required to wear suitable uniform and be presentable at all times.
- 167.12. The Service Provider will be required to operate the Client's desk and meeting room booking system for ad hoc, on-site bookings. The system is self-service for the Client's employees so is expected reception will only require light use and to resolve issues. Training on any Client system will be provided by the Client.
- 167.13. Reception and front of house staff will be required to act as first aiders and should be appropriately trained.
- 167.14.
- 167.15. Reception will be required to retain signing in records for track and trace purposes

168. Service K2 - Taxi booking Service

- 168.1. The following Standards Ref apply to this Service - SK2.
- 168.2. Reception staff will be required to advise on local taxi services for use by the Client's employees and visitors. The Service Provider shall manage and co-ordinate a Taxi Booking Service for the Client at premises where reception services are required.
- 168.3. Reception or front of house staff will be required to book taxi services on employees and visitors behalf where necessary.

169. Service K3 - Car park management and booking

- 169.1. The following Standards Ref apply to this Service - SK3.
- 169.2. The Service Provider shall where required provide a car park management service via the helpdesk.

170. Service K4 - Voice announcement system operation

- 170.1. The following Standards Ref apply to this Service - SK4.
- 170.2. Where available at each Affected Property, the Service Provider shall use the voice announcement system on occasions requiring broadcasts or announcements to be made to the Client's Staff, as requested by the Client.
- 170.3. The Service Provider shall ensure that Service Provider Staff using the voice announcement system are trained in its use and in the making of announcements.

171. Service K5 - Concierge Services

- 171.1. The following Standards Ref apply to this Service - SK5.

- 171.2. The Service Provider shall provide a concierge service to meet the Client's requirements which may include but not be limited to:
- 171.2.1. Assisting the Client with performance and quality management services to ensure excellent customer service and Client staff and visitor experiences are maintained;
 - 171.2.2. Assisting with the management and delivery of complaints and customer satisfaction surveys;
 - 171.2.3. Managing contactless visitor management systems, to include but not be limited to digital signage systems and touch screen solutions;
 - 171.2.4. Assisting the Client with infection control measures at Affected Property;
 - 171.2.5. Managing the Client Staff workstation and meeting room allocations;
 - 171.2.6. Ad-hoc duties requested by the Client;
 - 171.2.7. Assisting with delivery and remove of catering for meetings; working with third party caterers where necessary; and
 - 171.2.8. Escorting visitors between destinations, especially where security clearance may be of a concern.

172. Work Package L: Security Services.

173. Service L - Generic Security Requirements

- 173.1. The Service Provider shall maintain a physical security provision required by the Client to meet the requirements of the Scope and shall ensure:
- 173.1.1. All services are delivered in full compliance with the required security Standards as detailed in Annex D – Policy, Documents and Standards.
 - 173.1.2. The production and regular updating of assignment instructions that cover all the Client's requirements. The assignment instructions shall be approved by the Service Manager. The Service Provider shall comply with the latest agreed assignment instructions.
 - 173.1.3. They meet the requirements of the Client for security services, use of technology and procedures. The Service Provider shall liaise directly with the Client security Representative as required by the Client to ensure service provision to the Affected Property. For the avoidance of doubt all formal instructions to change the Scope are from the Service Manager.
 - 173.1.4. They collaborate with the Client and provide access to all documentation related to the service. The Client may conduct its own tests or inspections of the arrangements laid down by the Service Provider in order to satisfy itself of the adequacy of the arrangements and the security staff in general.
 - 173.1.5. They maintain a comprehensive list of the Service Provider Staff / Client Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Others for items of plant, equipment or fabric in relation to security that may affect the good running of each Affected Property. The list shall be available to the Service Manager and Client authorised representative at all times.
 - 173.1.6. Where appropriate, security staff shall liaise with reception staff and may fulfil some of the roles of the reception staff outside of non-operational Working Hours which may include meeting and greeting visitors and issuing of visitors passes as detailed within the Affected Property' instructions. During times of heightened

security, the Service Provider shall provide further detailed security provision as required by the Client. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Affected Property or in car park areas for potential suspect devices.

- 173.1.7. All Service Provider Staff shall be supplied with a suitable uniform and shall present a professional appearance at all times, including displaying all relevant security badges and identification.
- 173.1.8. They provide and maintain all appropriate communications devices as required by Service Provider Staff to deliver the services at Affected Property.
- 173.1.9. All Service Provider Staff delivering this service have successfully completed training and be in possession of a current and valid first-aid responder qualification.
- 173.1.10. Service Provider staff delivering the service have successfully received training in lift entrapment / lift release procedures and shall ensure that at least one member of the security team per security shift at the Affected Property possesses a current training qualification / certification. Where the passenger lift at the Affected Property prevent this provision the alternative arrangements shall be agreed by the Parties during mobilisation.
- 173.1.11. The provision of gender appropriate security staff to meet the Client's security requirements. Details of the required ratios will be provided by the Client during mobilisation.
- 173.1.12. The provision of multilingual security personnel and translation Services where required to meet Client requirements. Where these Services are required, further details will be provided at mobilisation.
- 173.2. All Service Provider Staff undertaking this service should be suitably trained and familiar with the specific role they are to undertake, including but not limited to specific site procedures/duties and security vetting requirements. The Client will provide a list of required clearances for each Affected Property at the contract date.

174. Security Management Plan

- 174.1. Within the period for reply after the starting date, the Service Provider shall prepare and submit to the Service Manager for approval a security management plan ("Security Management Plan"), as herein defined.
- 174.2. The Security Management Plan shall:
 - 174.2.1. be based on the initial Security Management Plan set out in Annex D – Policy, Documents and Standards (Security Management Plan);
 - 174.2.2. comply with the Baseline Security Requirements and, where specified by the Client in accordance with the Scope and Security Policies in Annex D – Policy, Documents and Standards;
 - 174.2.3. identify the necessary delegated organisational roles defined for those responsible for ensuring the Scope is complied with by the Service Provider;
 - 174.2.4. detail the process for managing any security risks from Subcontractors and Others instructed by the Client with access to the service, processes associated with the delivery of the service, the Affected Property, the Service Provider system, the Client system (to the extent that it is under the control of the Service Provider) and any ICT, Information and data (including the Client's Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that information, data and/or the service;

- 174.2.5. unless otherwise specified by the Client in writing, be developed to protect all aspects of the service and all processes associated with the delivery of the service, including the Affected Property, the Sites, the Service Provider system, the Client system (to the extent that it is under the control of the Service Provider) and any ICT, Information and data (including the Client's Confidential Information and the Government Data) to the extent used by the Client or the Service Provider in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the service;
- 174.2.6. set out the security measures to be implemented and maintained by the Service Provider in relation to all aspects of the service and all processes associated with the delivery of the service and at all times comply with and specify security measures and procedures which are sufficient to ensure that the service comply with the provisions of the Scope;
- 174.2.7. demonstrate that the Service Provider's approach to delivery of the service has minimised the Client and Service Provider effort required to comply with the Scope through consideration of available, appropriate and practicable pan-government accredited services (for example, 'platform as a service' offering from the G-Cloud catalogue);
- 174.2.8. set out the plans for transitioning all security arrangements and responsibilities from those in place at the starting date to those incorporated in the ISMS within the timeframe agreed between the Parties;
- 174.2.9. set out the scope of the Client system that is under the control of the Service Provider;
- 174.2.10. be structured in accordance with ISO/IEC27001 and ISO/IEC27002, cross-referencing if necessary to other Schedules or Scope which cover specific areas included within those standards; and
- 174.2.11. be written in plain English in language which is readily comprehensible to the Service Provider and the Client engaged in the service and shall reference only documents which are in the possession of the Parties or whose location is otherwise specified in the Scope.
- 174.3. The Service Provider provides a Security Management Plan or revised Security Management Plan annually or as requested by the Service Manager, within the period for reply for acceptance. The Service Provider provides information required by the Scope in the Security Management Plan. If the submitted Security Management Plan does not comply with the Scope, the accepted plan or does not allow the Service Provider to provide the services the Service Manager will instruct the Service Provider to submit a revised Security Management Plan.
- 174.4. Approval by the Service Manager of the Security Management Plan shall not relieve the Service Provider of its obligations to deliver the service.

175. L1 - Static Guarding Service

- 175.1. The following Standards Ref apply to this Service - SL1.
- 175.2. The Service Provider shall provide a static guarding service at the Affected Property at the internal and/or locations specified by the Client at the contract date. The security duties shall include but not be limited to:
- 175.2.1. The operation of building access control systems during opening hours for people and vehicles, into Affected Property to prevent unauthorised access;

- 175.2.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Client both during working and out of hours;
- 175.2.3. Conducting vehicle and personnel searches according to the current response level for the Affected Property;
- 175.2.4. Conduct daily checks on all security and searching equipment including CCTV systems, including confirmation of recording, search wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Client Authorised Representative for the Affected Property and be recorded on the CAFM system;
- 175.2.5. Actively monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Client's requirements;
- 175.2.6. Regularly patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Client's requirements;
- 175.2.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;
- 175.2.8. Process and enable building passes following authorisation from the Client and operate the Automated Access Control System (AACS) in accordance with the Client's requirements;
- 175.2.9. Operate fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed in accordance with the Client's requirements as outlined within the assignment instructions;
- 175.2.10. Secure perimeter of the Affected Property, including fire exits and ensure only authorised access into the Affected Property in the event of evacuation. Report incidents immediately to the Client Authorised Representative (including the fire and incident authorised control officer) and complete a security incident or accident report form;
- 175.2.11. Monitor and control Delivery and removal of all Goods and mail to each Affected Property, checking delivery personnel identification, logging and maintaining such records in accordance with the Client's requirements;
- 175.2.12. Operate barrier control systems;
- 175.2.13. Manage car parking security;
- 175.2.14. Liaison with the helpdesk for non-operational Working Hours Service calls;
- 175.2.15. Control all radio battery charging;
- 175.2.16. Manage / assist with the release of trapped staff in lifts;
- 175.2.17. Open and lockup of Affected Property including escort of cleaning staff if required;
- 175.2.18. Search baggage and vehicles on entry and exit, dependent on the response level;
- 175.2.19. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
- 175.2.20. Handle lost property;

- 175.2.21. Interrogating CCTV footage and assisting the Client with the provision of stored images to be used as evidence in the event of reported security breaches at Affected Property;
- 175.2.22. Inform the police and Client immediately when any unlawfully held item or offensive weapon is surrendered or seized; and
- 175.2.23. Record and report statistics on items surrendered and seized to the Client.
- 175.3. The Service Provider shall maintain a physical security provision required by the Client to meet the requirements of the Scope
- 175.4. The Service Provider shall comply with the required security standards as detailed in the service Standards and any other standards put forward by the Client in Annex D – Policy, Documents and Standards.
- 175.5. The Service Provider shall be responsible for the production and regular updating of assignment instructions that cover all the Client's requirements. The assignment instructions shall be approved by the Client Security Representative. The Service Provider shall comply with any assignment instructions as requested by the Client .
- 175.6. The security Service of the Service Provider shall meet the requirements of the Scope for guarding, use of technology and procedures. The Service Provider shall liaise directly with the Client security Representative as required by the Client and shall at all times ensure that access to Service Provider Staff is granted on request by the Client.
- 175.7. The Client reserves the right to conduct its own spot checks of the arrangements laid down by the Service Provider in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the contract without any prior notice.
- 175.8. The Service Provider shall maintain a comprehensive list of the Service Provider Staff / Client Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Sub-Service Providers for items of plant, equipment or fabric that may affect the good running of each Affected Property and this list shall be made available to all appropriate staff and to the helpdesk.
- 175.9. Where appropriate, security staff shall liaise with reception staff and may fulfil some of the roles of the reception staff outside of non-operational Working Hours which may include meeting and greeting visitors and issuing of visitors passes as detailed within the Affected Property' instructions. During times of heightened security, the Service Provider shall provide further detailed security provision as required by the Client. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Affected Property or in car park areas for potential suspect devices.
- 175.10. All Service Provider Staff shall be supplied with a suitable uniform and shall present a professional appearance at all times, including displaying all relevant security badges and identification.
- 175.11. The Service Provider shall be responsible for the provision of appropriate communications devices as required by Service Provider Staff to deliver the services at Affected Property and must ensure they are sanctioned in writing by the Client. The Service Provider shall ensure that all security staff carry valid passes as approved by the Client at all times whilst on duty. The Service Provider shall supply and maintain all mobile communications equipment required by Service Provider Staff for the supply of the Services.
- 175.12. All Service Provider Staff delivering this service have successfully completed training and be in possession of a current and valid first-aid responder qualification.

- 175.13. The Service Provider shall ensure that Service Provider Staff delivering the service have successfully received training in lift entrapment / lift release procedures and shall ensure that at least one member of the security team per security shift at the Affected Property possesses a current training qualification / certification. Where the passenger lift at the Affected Property prevent this provision the alternative arrangements will be defined by the Client at the contract date.
- 175.14. The Service Provider shall ensure that Service Provider Staff delivering the service have successfully received training in the use of automated external defibrillators (AED) and are qualified to deliver cardiopulmonary resuscitation at the Affected Property. The Service Provider shall ensure that at least one member of the security team per security shift at the Affected Property possesses a current training qualification / certification. Further details will be defined by the Client at the contract date.
- 175.15. The Service Provider staff shall be able to operate and view the onsite CCTV systems for the purposes of entry/exit barrier control, building access control, incident development/monitoring etc. The usage of each individual system being on an as required basis and is not considered constant CCTV monitoring.

176. Service L2 - CCTV / alarm monitoring

- 176.1. The following Standards Ref apply to this Service - SL2.
- 176.2. The Service Provider shall:
- 176.2.1. Operate the Client's Closed Circuit Television (CCTV) systems in accordance with CPNI guidelines and all legislation.
 - 176.2.2. Where the Client operates CCTV surveillance services from within a dedicated CCTV control room located at the Affected Property, the Service Provider shall be responsible for monitoring all on-site CCTV displays for security incidents/breaches as part of the overall security requirements at each Affected Property and shall ensure the service is delivered in accordance with the Client's security policies.
 - 176.2.3. Where the Client has no dedicated CCTV control room based at the Affected Property, CCTV may be in place at the Affected Property to provide an evidential record only so that real-time CCTV monitoring is not necessary. The Service Provider shall ensure all Service Provider Staff are trained in the use of the CCTV system and have the ability to retrieve and copy images from the CCTV system as required upon request from the Client.
 - 176.2.4. Ensure that Service Provider Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with Health and Safety legislative requirements. The Service Provider shall ensure that at least one (1) guard (Security Industry Authority (SIA), CCTV certified or equivalent) monitors the CCTV screens at all times and that cameras are intelligently tasked in accordance with the Client's operational requirements; and
 - 176.2.5. Ensure that any Service Provider Staff viewing CCTV displays have immediate access to all staff, at all times, to ensure the safe and secure functioning of each Affected Property and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Service Provider to publish guidelines to Service Providers and the Client's Staff and update these as required, including all liaisons with and instructions from the Client. The Client will provide and

update relevant contact details for Client staff to enable delivery. This service will be further defined during mobilisation.

- 176.3. Any digital video recorders (DVR's) used by the Service Provider to monitor CCTV shall be provided and maintained by the Service Provider.
- 176.4. All forms of media used by the Service Provider to monitor CCTV activity shall be kept in a fire-proof secure facility to allow immediate access to their contents. It shall continue to be the responsibility of the Service Provider to provide and maintain all CCTV media in good order to enable ready access on an as-needs basis and as outlined above. The Service Provider must keep all CCTV media available for review for thirty (30) days before re-use and/or deletion.
- 176.5. The Service Provider shall manage any digital recording system in line with procedures stipulated by the Client.
- 176.6. The Service Provider shall keep the CCTV systems under continuous review, in order to recommend to the Client any revisions to the systems that may be advantageous.
- 176.7. It shall be the Service Provider's responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk and should inform the Client immediately.
- 176.8. The Service Provider shall ensure that Service Provider Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Affected Property to cover each Affected Property with a guarding Service. This is to be agreed with the Client in advance.
- 176.9. The Service Provider shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Client. All incidents shall additionally be reported to the helpdesk and Client nominated email address immediately. The Service Provider shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Client as part of their reporting on performance.
- 176.10. The Service Provider shall be responsible for instigating any liaison with the Client's security Representative as required to ensure security is at all times uncompromised.
- 176.11. CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Client security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.
- 176.12. The Service Provider shall monitor and test all remote alarm systems in accordance with Client requirements, including but not limited to:
 - 176.12.1. lift alarms;
 - 176.12.2. leak detection alarms;
 - 176.12.3. temperature alarms; and
 - 176.12.4. panic alarms present on Affected Property in line with the Client requirements to be specified at the contract date. The Client shall be responsible for all telephony costs associated with remote alarms.
- 176.13. There are specific security Services required at a number of Affected Property. These Affected Property require the monitoring of proprietary remote alarm systems and panic alarm systems including any associated telephony line rental costs.
- 176.14. The Service Provider shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Client's Staff and building users.

- 176.15. The Service Provider may be required to provide a key holding service for a number of Affected Property and have the capability to provide an occasional guarding service on an ad hoc basis. Costs for these ad hoc services will be managed via the Service Order or Project Order process.

177. Service L3 - Control of access - Staff and Visitors

- 177.1. The following Standards Ref apply to this Service - SL3.
- 177.2. The Service Provider shall be responsible for the production of all visitor passes including the development on the instruction of the Client of new pass designs at each Affected Property.
- 177.3. The Service Provider shall be responsible for the provision of all consumables necessary for the production of all visitor and Service Provider security passes from the contract date including paper visitor passes (if no sustainable alternative is immediately available), printing consumables, lanyards and pass-holders.
- 177.4. The Service Provider shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers: these shall be provided by the Client for the Service Provider's use at the cost of the Client.
- 177.5. The Service Provider shall be obliged to liaise closely with the Client security Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Client's security requirements. The Service Provider shall also comply and operate with the Client's specific access requirements.
- 177.6. It shall be the sole responsibility of the Service Provider to control ingress and egress to each Affected Property during and outside of the Client's working hours. At no time shall the Service Provider allow the entry of unauthorised individuals into the Affected Property and it shall be the Service Provider's sole responsibility to manage the service so that there is no incident of unauthorised access at any time.
- 177.7. The Service Provider shall be responsible for the removal of all visitors denied access from the Client's Premises and shall:
- 177.7.1. during working hours, inform the Client immediately where any individual/s refuse to leave the Client's Premises upon instruction issued by the Service Provider Staff to vacate the Affected Property. Where security incidents require the support of the emergency services, the Service Provider shall make contact with the relevant service and keep the Client informed;
- 177.7.2. outside operational working hours, inform the Client via the Client's out-of-hours on-call process where any individual/s refuse to leave the Client's Premises upon instruction issued by the Service Provider Staff to vacate the Affected Property. Where security incidents require the support of the emergency services, the Service Provider shall immediately contact the emergency services for assistance and inform the Client via the use of the Client's out-of-hours on-call management process;
- 177.7.3. where there is no out-of-hour access to the Client for reporting purposes, the Service Provider shall take control of the incident and manage in accordance with the processes agreed by the Client as outlined within the security assignment instructions; and
- 177.7.4. complete a written incident report and ensure issue to the Client no later than within a twenty-four (24) hour period.
- 177.8. The Service Provider shall maintain a log of all visitors escorted and unescorted passes issued by security guards and carry out a daily audit to ensure that all passes are

returned. In the event that visitor passes are lost or not returned, the Service Provider shall complete an incident report and disable any missing passes until they are accounted for. The Client may on occasion notify the Service Provider to disable passes; the Service Provider shall disable such passes as quickly as is practicable and no later than one (1) hour after being notified.

- 177.9. Audible alarm activation on automated access control systems shall be responded to immediately and effectively by the Service Provider staff. The Service Provider shall ensure procedures including manual override of automated systems are in place should security staff be required to respond to alarm activations and/or unplanned incidents.
- 177.10. Service Provider Staff may come into contact with senior officials and members of the public. The Client shall provide the Service Provider with the name and photograph of senior officials who regularly use each Affected Property. Staff shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals.
- 177.11. Where card access systems are in use, the Service Provider shall provide the Client with regular transaction reports and ad hoc reports as required by the Client.
- 177.12. A policy for random stop and search of baggage shall, if required, be implemented by the Service Provider in line with the Client's guidance/procedures with a minimum of two (2) security staff present in order to provide corroborative evidence in the event of an incident. At least one (1) female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.
- 177.13. The Service Provider shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Affected Property as agreed between the Client and the Service Provider. Service Provider Staff shall contact the appropriate Client Staff member on the arrival of a visitor and ensure that the Client Staff member has the appropriate pass to escort a visitor around the Affected Property.
- 177.14. The identity of visiting Subcontractors or Others appointed by the Client and the nature of works to be carried out shall be verified by the appropriate staff. Upon verification, the appropriate staff shall issue the appropriate pass and ensure that the visiting Subcontractors or Others are escorted around the Affected Property by staff holding an appropriate escort status pass.
- 177.15. The Service Provider shall implement a registration procedure to log the arrival and departure of each visitor to the Affected Property. Registration shall meet GDPR requirements and preferably be electronic, it shall include verification of visitor identity and shall also include recording of:
 - 177.15.1. Visitor's full name;
 - 177.15.2. Visitor's organisation;
 - 177.15.3. The name of the person being visited;
 - 177.15.4. Time of arrival; and
 - 177.15.5. Time of departure.
- 177.16. Service Provider Staff shall ensure that all visitors are made aware of the Client's site evacuation, fire alarm, bomb alert, emergency and incident management processes at point of entry into the Affected Property.

178. Service L4 - Control of access - Vehicles

- 178.1. The following Standards Ref apply to this Service - SL4.

- 178.2. The Service Provider shall be obliged to liaise closely with the Client security Representative to ensure that procedures are to their satisfaction and that the format and content of all vehicle passes are appropriate to the Client's security requirements. The Service Provider shall also comply and operate with the Client's specific access requirements.
- 178.3. It shall be the sole responsibility of the Service Provider to control vehicular ingress and egress to each Client Premise during and outside working hours. At no time shall the Service Provider allow the entry of unauthorised vehicles onto the Affected Property and it shall be the Service Provider's sole responsibility to manage the service so that there is no incident of unauthorised access at any time.
- 178.4. The Service Provider shall maintain a log of all vehicle ingress and egress to Affected Property in line with Client requirements which should include but not be limited to:
- 178.4.1. Name of delivery / transport / courier company;
 - 178.4.2. Vehicle registration;
 - 178.4.3. Name of driver;
 - 178.4.4. Details of Client receiving the delivery / goods;
 - 178.4.5. Details of Goods being delivered;
 - 178.4.6. Time of entry; and
 - 178.4.7. Time of departure.
- 178.5. Service Provider Staff shall ensure that all visitors are made aware of the Client's emergency/incident management procedures.
- 178.6. Where access control systems are in place, the Service Provider shall be responsible for reporting all faults to the Client upon discovery via the CAFM system and shall record the discovery of the fault within a security incident report. The Client shall recognise there may be instances where they shall be required to provide temporary interim physical security presence until such time faults are repaired. Where longer term security cover is required to maintain security at the Affected Property which necessitate the provision of additional external security resources, these shall be agreed with the Client and be managed via the Service Order or Project Order process.
- 178.7. The Service Provider shall, if required, undertake planned searches of Goods vehicles upon entry and exit from each Affected Property. Searching may include a full visual check inside the vehicle to confirm Goods are bona fide and mirror searches around perimeter and underside of the vehicle. The Service Provider shall be responsible for providing all search equipment.
- 178.8. The Service Provider shall, if required, undertake random searches of staff vehicles and Goods vehicles upon entry and exit from each Affected Property. Searching may include a full visual check inside the vehicle to confirm Goods are bona fide and mirror searches around perimeter and underside of the vehicle. The Service Provider shall be responsible for providing all search equipment.
- 178.9. The Service Provider shall put procedures in place to ensure that its security staff are notified in advance of scheduled deliveries to Affected Property as agreed between the Client and the Service Provider at Mobilisation. The Service Provider shall be responsible for notifying the Client when a scheduled delivery arrives at the Client Premise.

179. Service L5 - Emergency response

- 179.1. The following Standards Ref apply to this Service - SL5.

- 179.2. For each Affected Property with an on-Site guarding Service, the Service Provider shall respond to alarm activations including lift or panic alarms, within one (1) minute and call for police response if necessary and take appropriate action.
- 179.3. The appropriate Service Provider Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Client. In response to any accidents directly reported to them or any incident reported by the helpdesk, the Service Provider shall complete and retain the appropriate accident record books and inform the Client immediately. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Service Provider Staff shall at all times be aware of the Client's current strategy to deal with emergency evacuations.
- 179.4. In the event of an emergency, the Service Provider shall be responsible for informing all Affected Property users and the Client. In the case of any emergency arising the Service Provider shall follow the Client's procedures. All security staff shall liaise with the helpdesk for communications purposes.
- 179.5. The Service Provider shall ensure that all Service Provider Staff are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding.
- 179.6. The Service Provider shall develop and present an outline plan for dealing with a complete range of emergency situations and be responsible for maintaining, reviewing, updating and testing the emergency plan to ensure it reflects the Client requirements at all times. The Client shall collaborate with the Service Provider on this plan and provide expert input as appropriate.
- 179.7. The Service Provider shall provide building specific plans in collaboration with the Client for security incidents and/or counter terrorism as instructed by the Client during mobilisation and from time to time.
- 179.8. The Service Provider will provide Emergency Response to the Affected Property regardless of on-site guarding presence when required.

180. Service L6 - Patrols (fixed or static guarding)

- 180.1. The following Standards Ref apply to this Service - SL6.
- 180.2. The Patrols shall be set at randomised intervals for each Affected Property with a security guarding Service and shall cover the interior and exterior of each Affected Property according to the Client's requirements. The frequency may be increased if the response level or local threat increases.
- 180.3. The patrolling Schedule shall include, but shall not be limited to the following:
- 180.3.1. Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, clear desk policy compliance, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows; and
- 180.3.2. Identifying, recording and reporting to the Client potential health and safety, fire issues and hazards identified in the Affected Property.
- 180.4. The security staff shall immediately respond and investigate alarm activations at the Affected Property and report and record all instances of these events to the Client. The Service Provider shall indicate the seriousness of the hazard and seek advice from the Client on the appropriate remedial action. Where it is appropriate to do so, the Service Provider shall take immediate remedial action to reduce risk. The primary objective at all times shall

be to ensure the security of each Affected Property and the health and safety of its building users.

180.5. The Service Provider shall ensure that Service Provider Staff delivering patrolling services at Affected Property are redeployed to undertake fire marshal services during fire evacuations at the Affected Property in accordance with the Client's emergency evacuation procedures. The Service Provider shall liaise with the Client to establish and agree the necessary training requirements.

180.6. The Service Provider shall:

180.6.1. Be required to keep records of the Client's Staff in each Affected Property during non-operational Working Hours or who arrange to work on non-Working Days such as Saturdays, Sundays and/or public bank holidays or on any other public or civil Service privilege holidays. This is to ensure the health and safety of the Client's Staff;

180.6.2. Maintain a comprehensive list of locations and Assets to be overseen as part of the security Service in accordance with the Client's requirements;

180.6.3. Provide patrol monitoring systems;

180.6.4. Keep a record for each Affected Property covered by the security Service. This record shall include the times of inspections, any incidents noted by staff, thefts and any faults to each Affected Property requiring further attention by the Service Provider. Problems or faults shall be reported to the helpdesk on identification. The Service Provider shall report thefts in accordance with the Client's requirements;

180.6.5. Be responsible for delivering security reports to the Client in line with the Client's requirements; and

180.6.6. Collate these reports so that Monthly figures can be provided to the Client in a format to be agreed.

181. Service L7 - Management of visitors and passes

181.1. The following Standards Ref apply to this Service - SL7.

181.2. The Service Provider shall ensure that Service Provider Staff operating at reception of an Affected Property issue and retrieve as necessary all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Affected Property or to bona fide staff of the Client. It shall be incumbent on the Service Provider to ensure that all visitors to the Affected Property have a valid reason for gaining access, by checking with the appropriate Client Authorised Representative and ensuring that visitors remain at reception until their meeting sponsor arrives. The Service Provider will ensure that any data gathered in relation to this service complies with all relevant legislation and regulation

181.3. The Service Provider shall be responsible for the production of all visitor, staff and Service Provider passes, including the development of the new pass design on the instruction of the Client. Costs to be reimbursable via the Service Order or Project Order process. The Service Provider shall operate the access control systems in regard to access, egress and activation/deactivation of all passes in accordance with the Client's security policies in Annex D – Policy, Documents and Standards.

181.4. The Service Provider shall operate the access control systems in regard to access, egress and activation/deactivation of all passes in accordance with the Client's security policies in Annex D – Policy, Documents and Standards.

182. Service L8 - Reactive guarding

- 182.1. The following Standards Ref apply to this Service - SL8.
- 182.2. The Service Provider shall provide a reactive guarding Service to meet the Client's requirements.
- 182.3. Where a twenty four (24) hour or other permanent guarding arrangement is in place, the Client may request additional ad hoc guarding. This shall be managed via the Service Order or Project Order process. The Service Provider shall take account of the fact that the duration of the required reactive guarding may be undetermined, and shall ensure that the reactive guarding service is maintained until such time as the Client informs the Service Provider that the guarding is no longer required, or the Service Provider satisfies the Client that the Affected Property it has been sent to secure no longer requires its presence.
- 182.4. Reactive guarding may be required at all Affected Property regardless of whether a permanent guarding arrangement is in place. Where this is required this shall be managed via the Service Order or Project Order process.

183. Service L9 - Additional security Services

- 183.1. The following Standards Ref apply to this Service - SL9.
- 183.2. The Service Provider shall provide additional services as directed by the Client for specific Affected Properties where specific operational circumstances dictate. These shall be agreed and confirmed during by the contract date, once identified by the Client.
- 183.3. The Service Provider will provide Specialist Security Officer requirements, to be defined by the Client at the contract date, these will include:
 - 183.3.1. Court Security Officers as defined in Courts Act 2003 Section 1 (1); and
 - 183.3.2. Prisoner Custody Officers as defined in The Criminal Justice Act 1991

184. Service L10 - Enhanced security requirements

- 184.1. The following Standards Ref apply to this Service - SL10.
- 184.2. The Service Provider shall comply with all of the Client's policies and procedures on security and act upon the instructions of Client Security Representative, should there be a change in the Response Level associated with the Affected Property.
- 184.3. The Service Provider shall ensure that all staff delivering the enhanced security requirements Services are currently qualified and cleared to the correct level to provide the services and to meet site requirements and they shall also be conversant with the varying response levels and associated changes in security procedures required by the changes in the response level for the Affected Property. The Client shall instruct the Service Provider which level is in force. The Service Provider shall provide security measures appropriate to this level.
- 184.4. The Service Provider shall be required to implement and enforce all extra security measures that may be required during a major security alert, for example, to follow a strict procedure as designated by the Client on receipt of bomb warning calls, or to search baggage and vehicles on arrival and exit. The Client will detail site specific arrangements and instructions during mobilisation.
- 184.5. The Client shall instruct special security arrangements that may be necessary to protect senior officials or visiting persons. In these cases the Service Provider shall co-operate with the police, special branch, diplomatic protection group and any national security Service as directed by the Client security Representative. The Service Provider shall form part of the overall security arrangements and shall report as appropriate.

184.6. The Client may require the Service Provider to provide additional security staff in circumstances including demonstrations, riots or other events which may require services to be provided in common parts of shared areas. The Service Provider shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Service Provider shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, notice of such a requirement shall be provided. The Service Provider shall provide the additional resources and shall be paid in with the Service Order or Project Order process. The Service Provider may be required to provide extra guards at evenings or weekends to supervise Others who have insufficient security clearance to work unsupervised.

185. Service L11 - Key holding

- 185.1. The following Standards Ref apply to this Service - SL11.
- 185.2. The Service Provider shall provide a professional key holding Service, being the custodian of building access keys and alarm system codes, ensuring compliance with security industry authority and its licensing requirements.
- 185.3. In the event of a break-in or attack at an Affected Property where no static guarding services are present, the Service Provider shall respond, secure and make safe in accordance with the Service Level Agreements.
- 185.4. The Service Provider shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Affected Property twenty four (24) hours a day, seven (7) days a week, fifty two (52) weeks a year. These shall include provision of access for the Client Authorised Representative, responses to fire alarms, lift alarms and security alarms.
- 185.5. Service Provider Staff shall only issue keys to the Client Authorised Representative. Master key usage shall be limited in accordance with the Client's requirements and shall not be removed from the Affected Property.
- 185.6. The Service Provider shall provide an effective system to manage and control the issue and retrieval of keys.
- 185.7. The Service Provider shall be responsible for funding replacement keys, fobs and associated door furniture where they are responsible for any failure to safeguard the Client's property. Any instances of failure shall be reported to the Client as soon as possible.
- 185.8. The Service Provider will undertake daily checks of all keys held and report any unaccounted-for keys to the Client.
- 185.9. The Service Provider may be required to allow access to the Affected Property via the Key Holding service to the emergency services or Others out of hours (where requested by the Client). The Key Holder will be required to fully secure the Affected Property following any out of hours activity.
- 185.10. The Service Provider is required to provide a report on each key holder response including but not limited to:
- 185.10.1. Time & Date;
 - 185.10.2. Affected Property Name and Address;
 - 185.10.3. Findings; and
 - 185.10.4. Actions taken by key holder.

185.11. Service L12 - Lock Up / open up of Affected Property

185.12. The following Standards Ref apply to this Service - SL12.

185.13. The Service Provider shall provide a planned lock-up and unlock service at Affected Property where static guarding services are not in place in line with the Client requirements and/or in Annex D - Policy, Documents and Standards.

185.14. The Service Provider shall provide a security response service at Affected Property where no static guarding services are present. The Service Provider shall be responsible for attending Affected Property upon alarm activations and shall provide assistance to emergency services on arrival as required to ensure the Client's Premise is fully secured and all alarms reset as necessary. The Service Provider shall liaise with the helpdesk with reference to any reactive maintenance required in order to secure each Affected Property.

185.15. The Service Provider shall notify the Client immediately upon discovery of any break-ins, attempted break-ins, vandalism, faulty access or alarm equipment present at the Client's Premises. The Service Provider shall be responsible for the completion of a written security incident report which shall be issued to the Client no later than the next working day and for recording full details within the CAFM system.

185.16. The Service Provider shall be responsible for the provision of 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 C – Service Response Times. This shall include but shall not be limited to boarding up windows on a temporary basis, replacement locks and re-glazing of broken windows as a minimum requirement. This service shall be paid for as additional works via the Service Order or Project Order process.

186. Service L13 - Patrols (mobile via a specific visiting vehicle)

186.1. The following Standards Ref apply to this Service - SL13.

186.2. The Client may require the Service Provider to provide an ad hoc mobile security patrol service to vacant and surplus Affected Property and on occasion at an occupied Affected Property. This additional requirement shall be managed via the Service Order or Project Order process. A Mobile Security Patrol service shall be required to make regular visits to each Affected Property and check that the security of the Affected Property and its perimeter has not been compromised.

186.3. The Service Provider shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security Patrol Service in accordance with the Client's requirements. Where requested by the Client, the Service Provider shall conduct a specific security assessment of each Affected Property prior to commencing the mobile security patrol Service.

186.4. The Service Provider shall make a copy of the security assessment report available to the Client.

187. Service L14 - Remote CCTV / alarm monitoring

187.1. The following Standards Ref apply to this Service - SL14.

187.2. Where the Client requires these services the Service Provider shall ensure they deliver these services in line with all statutory legislation and best practice to include but not be limited to:

187.2.1. CPNI guidelines;

- 187.2.2. Data Protection Act (DPS) 1998;
 - 187.2.3. Freedom of Information Act (FOI);
 - 187.2.4. The Protection of Freedoms Act (POFA);
 - 187.2.5. The Human Rights Act (HRA);
 - 187.2.6. The Information Commissioner's Office (ICO) Data Protection code of practice;
 - 187.2.7. The Surveillance Camera Commissioner's Office (SCCO) code of practice; and
 - 187.2.8. General Data Protection Regulations (GDPR) 2018.
- 187.3. The Service Provider shall:
- 187.3.1. Ensure that Service Provider Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with Health and Safety legislative requirements. The Service Provider shall ensure that at least one (1) guard (Security Industry Authority (SIA), CCTV certified or equivalent) monitors the CCTV screens at all times, and that cameras are intelligently tasked in accordance with the Client's operational requirements.
 - 187.3.2. Ensure that any Service Provider Staff viewing CCTV displays have immediate access to other staff, including Client and Service Provider emergency / incident control staff, at all times, to ensure the safe and secure functioning of each Affected Property and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Service Provider to publish guidelines to Service Providers and the Client's Staff and update these as required, including all liaisons with and instructions from the Client.
 - 187.3.3. Ensure that Service Provider Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Affected Property to cover each Affected Property with a guarding Service.
 - 187.3.4. Ensure all information on incidents / security breaches uncovered by their CCTV monitoring are reported to the Client immediately in line with the reporting requirements specified by the Client at the contract date.
 - 187.3.5. Ensure that a log is kept of any incidents reported to the Client. This log shall be available at all times to the Client. All incidents shall additionally be reported to the helpdesk.
 - 187.3.6. Be responsible for the maintenance of all digital video recorders (DVR's) used by the Service Provider to deliver remote monitoring services at the Affected Property.
 - 187.3.7. Ensure that any systems outages are raised with the helpdesk immediately and regarded as requiring an emergency response due to the potential implications on health and safety for all building users.
 - 187.3.8. Monitor and regularly test all remote alarm systems including lift alarms. The Client shall be responsible for all telephony costs associated with remote alarms.
 - 187.3.9. Ensure a Business Continuity, Disaster Recovery and Emergency Management plan is developed and maintained for these services.
 - 187.3.10. Be responsible for the provision of contingency measures wherever a loss of CCTV monitoring services arises as required to maintain the Client's remote CCTV monitoring services provision and shall be responsible for meeting all costs, including the provision of temporary security personnel at Affected Property, incurred as a result of any loss of service.

- 187.3.11. Be responsible for instigating any liaison with the Client's security Representative as required to ensure security is at all times uncompromised.
- 187.3.12. Ensure that CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Client security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.
- 187.3.13. All system outages should be reported to the Client Security Representative as soon as the Service Provider becomes aware; and
- 187.3.14. The Service Provider will recommend new and emerging technologies to the Client that may be advantageous to the service.

188. Service L15 - Blended Static Guarding Service

- 188.1. The following Standards Ref apply to this Service - SL15.
- 188.2. The Service Provider shall provide a comprehensive security service across Affected Property that will include the following duties:
 - 188.2.1. The operation of building access control systems for people and vehicles, into Affected Property to prevent unauthorised access.
 - 188.2.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Client.
 - 188.2.3. Service Provider Staff (conducting searches) and their visitors according to the current response level for the Affected Property.
 - 188.2.4. Conduct daily checks on all security and searching equipment including CCTV systems, including confirmation of recording, search wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Client Authorised Representative and rectified in accordance with the contract.
 - 188.2.5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Client's requirements.
 - 188.2.6. Patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Client's requirements and requirements under this contract.
 - 188.2.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required.
 - 188.2.8. Process and enable building passes following authorisation from the Client and operate the Automated Access Control System (AACS) in accordance with the Client's requirements.
 - 188.2.9. Security breach patrols within the Affected Property are to be conducted outside of working hours and in accordance with the Client's Security policies.
 - 188.2.10. Operate fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed in accordance with the Client's requirements as outlined within the assignment instructions.

- 188.2.11. Secure perimeter of the Affected Property, including fire exits and ensure only authorised access into the Affected Property in the event of evacuation. Report incidents immediately to the Client Authorised Representative (including the fire and incident authorised control officer) and complete a security incident or accident report form if appropriate.
- 188.2.12. Monitor and control Delivery and removal of all Goods and mail to each Affected Property, logging and maintaining such records in accordance with the Client's requirements.
- 188.2.13. Operate barrier control systems.
- 188.2.14. Manage car parking security.
- 188.2.15. Order and keep records of taxis booked during non-operational Working Hours.
- 188.2.16. Liaison with the helpdesk for non-operational Working Hours Service calls.
- 188.2.17. Control all radio battery charging.
- 188.2.18. Issue and receipt of fire alarm pagers daily.
- 188.2.19. Manage / assist with the release of trapped staff in lifts.
- 188.2.20. Open and lockup of Affected Property including escort of cleaning staff.
- 188.2.21. Search baggage and vehicles on entry and exit, dependent on the response level.
- 188.2.22. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
- 188.2.23. Handle lost property.
- 188.2.24. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized; and
- 188.2.25. Record and report statistics on items surrendered and seized to the Client.

189. CCTV/Alarm Monitoring

- 189.1. The Service Provider shall ensure:
 - 189.1.1. Operate the Client's Closed Circuit Television (CCTV) systems in accordance with CPNI guidelines and all legislation e.g. Data Protection Act 1998.
 - 189.1.2. Where Client CCTV systems are in place to allow the monitoring of all on-site CCTV displays for security incidents and / or breaches as part of the overall security requirements at each of the Affected Property with static guarding provision so that real-time monitoring is not required and systems are in place to provide an evidential record only, the Service Provider shall ensure CCTV monitoring activities align with the Client's requirements at all times.
 - 189.1.3. The Service Provider shall ensure that Service Provider Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Affected Property to cover each Affected Property with a guarding Service.
 - 189.1.4. Ensure that any Service Provider Staff viewing CCTV displays have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Affected Property and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Service Provider to publish guidelines to Service Providers and the Client's Staff and update these as required, including all liaisons with and instructions from the Client.

- 189.1.5. Any digital video recorders (DVR's) used by the Service Provider to monitor CCTV shall be provided and maintained by the Service Provider.
- 189.1.6. The Service Provider shall manage any digital recording system in line with procedures stipulated by the Client.
- 189.1.7. The Service Provider shall keep the CCTV systems under continuous review, in order to recommend to the Client any revisions to the systems that may be advantageous.
- 189.1.8. It shall be the Service Provider's responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk.
- 189.1.9. Where CCTV coverage has failed, the Service Provider shall ensure that Service Provider Staff are redeployed to maintain the required security levels at the Affected Property. Where this requirement requires the provision of additional resource, the requirement shall be managed via with the Service Order or Project Order process.
- 189.1.10. The Service Provider shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Client. All incidents shall additionally be reported to the helpdesk. The Service Provider shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Client as part of their reporting on performance.
- 189.1.11. The Service Provider shall be responsible for instigating any liaison with the Client's security Representative as required to ensure security is at all times uncompromised.
- 189.1.12. CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Client security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.
- 189.1.13. The Service Provider shall monitor and regularly test all remote alarm systems including lift alarms. The Client shall be responsible for all telephony costs associated with remote alarms.
- 189.1.14. There are specific security Services required at a number of Affected Property. These Affected Property require the monitoring of proprietary remote alarm systems and panic alarm systems including any associated telephony line rental costs.
- 189.1.15. The Service Provider shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Client's Staff and all building users;
- 189.1.16. The Service Provider will be required to provide a key holding services for Client's Premises where Guarding services are in-scope of the requirements as specified by the Client at the contract date. The Service Provider shall have the capability to provide an occasional guarding service on an ad hoc basis. Costs for this service shall be managed via the Service Order or Project Order process.
- 189.1.17. The Service Provider shall be responsible for ensuring that any incidents of breakdown of the systems are reported through the helpdesk.
- 189.1.18. The Service Provider will be required to Report all outages to the Clients Security Representative within 24 hrs; and

189.1.19. The Service Provider shall keep the CCTV systems under continuous review, in order to recommend to the Client any revisions to the systems that may be advantageous.

190. Control of access and security passes

190.1. The Service Provider shall ensure:

190.1.1. The Service Provider may be responsible for the production of all visitor passes including the development on the instruction of the Client of new pass designs at each Affected Property.

190.2. The Service Provider shall be responsible for the provision of all consumables necessary for the production of all visitor and Service Provider security passes from the the contract date starting date including paper visitor passes (if no sustainable alternative is immediately available), printing consumables, lanyards and pass-holders.

190.3. The Service Provider shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers: these shall be provided by the Client for the Service Provider's use at the cost of the Client.

190.4. The Service Provider shall be obliged to liaise closely with the Client security Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Client's security requirements. The Service Provider shall also comply and operate with the Client's specific access requirements.

190.5. It shall be the sole responsibility of the Service Provider to control ingress and egress to each Affected Property outside of working hours. At no time shall the Service Provider allow the entrance of unauthorised individuals into the Affected Property, and it shall be the Service Provider's sole responsibility to manage the service so that there is no incident of unauthorised access at any time.

190.6. The Service Provider shall maintain a log of all visitors escorted and unescorted passes issued by security guards and carry out a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Service Provider shall complete an incident report. The Client may on occasion notify the Service Provider to disable lost or unreturned passes; the Service Provider shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.

190.7. Audible alarm activation on automated access control systems shall be responded to immediately and effectively by the staff. The Service Provider shall ensure procedures including manual override of automated systems are in place should security staff be required to respond to unusual incidents.

190.8. Service Provider Staff may come into contact with senior officials and members of the public. The Client shall provide the Service Provider with the name and photograph of senior officials who regularly use each Affected Property. Staff shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals.

190.9. Where card access systems are in use, the Service Provider shall provide the Client with regular transaction reports and ad hoc reports as required by the Client.

190.10. The Service Provider shall, if required, undertake random searches of staff vehicles and Goods vehicles upon entry and exit from each Affected Property. Searching may include a full visual check inside to confirm Goods are bona fide and mirror search around perimeter including underneath vehicles. The Service Provider shall be responsible for providing all search equipment.

- 190.11. A policy for random stop and search of baggage shall, if required, be implemented by the Service Provider in line with the Client's guidance/procedures with a minimum of two (2) security staff present in order to provide corroborative evidence in the event of an incident. At least one (1) female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.
- 190.12. The Service Provider shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Affected Property as agreed between the Client and the Service Provider. Service Provider Staff shall contact the appropriate Client Staff member on the arrival of a visitor and ensure that the Client Staff member has the appropriate pass to escort a visitor around the Affected Property.
- 190.13. The identity of visiting Subcontractors and Others and the nature of works to be carried out shall be verified by the appropriate staff. Upon verification, the appropriate staff shall issue the appropriate pass and ensure that the visiting Subcontractors or Others are escorted around the Affected Property by staff holding an appropriate escort status pass.
- 190.14. The Service Provider shall implement a registration procedure to log the arrival and departure of each visitor to the Affected Property. Registration shall include verification of visitor identity and shall also include recording of:
- 190.14.1. Visitor's full name;
 - 190.14.2. Visitor's organisation;
 - 190.14.3. The name of the person being visited;
 - 190.14.4. Time of arrival; and
 - 190.14.5. Time of departure.
- 190.15. Service Provider Staff shall ensure that all visitors are made aware of the Client's emergency/incident management procedures.

191. Emergency Response

- 191.1. The Service Provider shall ensure:
- 191.1.1. For each Affected Property with an on-Site guarding Service, the Service Provider shall respond to alarm activations including lift or panic alarms, within one (1) minute and call for police response if necessary and take appropriate action.
 - 191.1.2. The appropriate Service Provider Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Client. In response to any accidents directly reported to them or any incident reported by the helpdesk, the Service Provider shall complete and retain the appropriate accident record books. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Service Provider Staff shall at all times be aware of the Client's current strategy to deal with emergency evacuations.
 - 191.1.3. In the event of an emergency, the Service Provider shall be responsible for informing other members of the Service Provider's Staff, Sub-contractor(s) and the Client. In the case of any emergency arising the Service Provider shall follow the Client's procedures. All security staff shall liaise with the helpdesk for communications purposes.

- 191.1.4. All Service Provider Staff are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding.
- 191.1.5. They develop and present an outline plan for dealing with a complete range of emergency situations and be responsible for maintaining, reviewing, updating and testing the emergency plan to ensure it reflects the Client requirements at all times. The Client shall collaborate with the Service Provider on this plan and provide expert input as appropriate; and
- 191.1.6. They provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Client to ensure efficient operation.

192. Work Package M: Waste Services

193. Service M1 - On-Site / Mobile Classified Waste Shredding Services

- 193.1. The following Standards Ref apply to this Service - SM1.
- 193.2. The Service Provider shall provide an on-site / mobile classified waste shredding Service in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the Client. The Service Provider shall ensure:
 - 193.2.1. that services are fully compliant with GDPR and all data protection legislation;
 - 193.2.2. that services are delivered on a frequency defined in the Service Catalogue at the Affected Property;
 - 193.2.3. that suitable and sufficient standard sized secure consoles are provided at Affected Property to enable the secure storage of all Client classified waste;
 - 193.2.4. that all Service Provider Staff or subcontractors wear full uniforms and carry photographic ID passes at all times when attending Affected Property;
 - 193.2.5. that a secure chain of custody is maintained at all times to ensure the secure collection, storage, removal and disposal of all classified materials so that at no time these materials are out of the Service Providers possession or sight; or capable of being deciphered once securely disposed of;
 - 193.2.6. that no shredded classified materials are capable of being deciphered once securely disposed of;
 - 193.2.7. that material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the Client is only destroyed by a Centre of Protection of National Infrastructure (CPNI) approved company or on-site using CPNI approved shredders from the CPNI Catalogue of Security Equipment (CSE);
 - 193.2.8. that Service Provider Staff and / or subcontractors delivering the service are cleared to UK Government Security Cleared (SC) as a minimum;
 - 193.2.9. all shredded classified materials are 100% recycled or energy recovered as instructed by the Client;
 - 193.2.10. that a certificate of destruction is issued to the Client confirming destruction of the waste; and
 - 193.2.11. that where classified materials may comprise of a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.

- 193.3. The Service Provider shall provide a reactive service for the collection and disposal of all types of classified waste to meet any ad hoc requirements of the Client. Costs for these reactive and / or ad-hoc services shall be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment..
- 193.4. The Service Provider shall fully cooperate with the Client during internal and / or external audits of this Service.
- 193.5. The Service Provider shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Client to remain legislatively compliant.

194. Service M2 - Off-Site Classified Waste Shredding Services

- 194.1. The following Standards Ref apply to this Service - SM2.
- 194.2. The Service Provider shall provide an off-site classified waste shredding Service in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the Client. The Service Provider shall ensure:
 - 194.2.1. this Service is fully compliant with GDPR and all data protection legislation;
- 194.3. this Service is delivered on a frequency defined in the Service Catalogue at the Affected Property;
 - 194.3.1. suitable and sufficient standard sized secure consoles are provided at Affected Property to enable the secure storage of all Client classified waste;
 - 194.3.2. that a secure chain of custody is maintained at all times to ensure the secure collection, storage, removal and disposal of all classified materials so that at no time these materials are out of the Service Provider's possession or sight; or capable of being deciphered once securely disposed of;
 - 194.3.3. a secure chain of custody is maintained at all times to ensure the secure collection, storage, removal and disposal of all classified materials so that at no time these materials are out of the Service Provider's possession or sight; and/or capable of being deciphered once securely disposed of;
 - 194.3.4. no shredded classified materials are capable of being deciphered once securely disposed of;
 - 194.3.5. that material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the Client is only destroyed by a Centre of Protection of National Infrastructure (CPNI) approved company or on-site using CPNI approved shredders from the CPNI Catalogue of Security Equipment (CSE);
 - 194.3.6. that Service Provider Staff and / or subcontractors delivering this Service are cleared to UK Government Security clearance (SC) as a minimum;
 - 194.3.7. all shredded classified materials are 100% recycled; and
 - 194.3.8. a certificate of destruction is issued to the Client confirming destruction of the waste.
- 194.4. The Service Provider shall ensure that where classified materials may comprise of a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.
- 194.5. The Service Provider shall provide a reactive service for the collection and disposal of all types of classified waste to meet any ad hoc requirements of the Client. Costs for these reactive and / or ad-hoc services shall be managed via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment..

- 194.6. The Service Provider shall fully cooperate with the Client during internal and / or external audits of this Service. This shall include permitting the Client access to the off-site shredding premises to enable visual inspections of the equipment, processes and security infrastructure present at the location.
- 194.7. The Service Provider shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Client to remain legislatively compliant.

195. Service M3 - General waste (non-hazardous waste)

- 195.1. The following Standards Ref apply to this Service - SM3.
- 195.2. In fulfilment of its statutory duty of care, the Client requires the Service Provider to provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable. In particular, the Service Provider shall assure the Client that as much of the waste as possible shall be recycled rather than being used for energy recovery or sent to landfill. Where waste cannot be recycled energy recovery is preferable to landfill. The Service Provider will adhere to the Environmental policy included in Annex D - Policy, Documents and Standards.
- 195.3. The Service Provider shall collect and remove all waste from the designated central waste storage point/s on a site-specific frequency dictated by waste volumes and site storage capacity. The Service Provider shall recommend frequencies to the Client on this basis and remain flexible to changing demand.
- 195.4. The Service Provider shall provide waste receptacles, recycling stations and consumables appropriate to the waste item, in sufficient numbers and conveniently located, including the supply of suitable signage and labelling. The Service Provider should be aware the Client currently owns most onsite bins and replacements should only be provided if they no longer meet the standards.
- 195.5. The Service Provider shall remove all general waste in a manner appropriate to the waste item.
- 195.6. In disposing of waste the Service Provider shall maintain and proactively manage waste in accordance with the waste hierarchy.
- 195.7. The Service Provider shall provide monthly waste minimisation reports and waste re-use and recycling performance reports. Reports will detail Affected Property performance against building waste arising, minimisation and re-use and recycling benchmarks and the Client's requirements. For the avoidance of doubt the Service Provider shall adhere to the required minimum Standards as set out in FM Service Standards.
- 195.8. The Client requires the Service Provider to demonstrate commitment to and compliance with the principles of sustainable development as documented by the Client, and seeks to continuously reduce the Client's deleterious impact on the environment in waste disposal in general.
- 195.9. The Service Provider shall provide lead support in planning, measuring, reporting and recommending how waste can be continually reduced across all Affected Property and how Government sustainability targets can be achieved.
- 195.10. The Service Provider shall provide a reactive service for the collection and disposal of all types of non-hazardous waste to meet any ad-hoc requirements of the Client. Costs may be charged to the Client via Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.

- 195.11. The Service Provider shall ensure the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirements as specified by the Client to ensure the Client complies with Law.

196. Service M4 - Recycled waste and waste for re-use

- 196.1. The following Standards Ref apply to this Service - SM4.
- 196.2. The Service Provider is required to provide a waste management service in accordance with the waste hierarchy.
- 196.3. The Service Provider shall collect and remove all recyclable waste and waste suitable for re-use from the Affected Property as defined in the Service Catalogue. The services shall include but not be limited to the following waste streams:
- 196.3.1. Wood;
 - 196.3.2. Metals;
 - 196.3.3. Cardboard;
 - 196.3.4. Plastics;
 - 196.3.5. Dry Mixed Recyclables (DMR);
 - 196.3.6. Cooking oils;
 - 196.3.7. Horticultural Waste;
 - 196.3.8. Furniture and fittings;
 - 196.3.9. Equipment and machinery;
 - 196.3.10. Textiles;
 - 196.3.11. Food;
 - 196.3.12. Construction waste (including plasterboard); and
 - 196.3.13. Other streams as required.
 - 196.3.14. WEEE Waste
 - 196.3.15. Glass; and
 - 196.3.16. PPE badged, Hi-vis and Hard hats
- 196.4. The Service Provider shall provide monthly waste minimisation reports and waste re-use and recycling performance reports. Reports will detail Affected Property performance against building waste arising, minimisation and re-use and recycling benchmarks and the Client's requirements. For the avoidance of doubt the Service Provider shall adhere to the required minimum Standards as set out in FM Service Standards.
- 196.5. The Service Provider shall seek to increase the percentage and range of Goods that are recycled on a continual basis. The Service Provider shall provide the Client with information on current levels of recycling and plans to increase these in the Monthly report.
- 196.6. The Service Provider shall provide a reactive service for the collection and disposal of all types of recycled waste to meet any ad-hoc requirements of the Client. Costs may be charged to the Client in accordance with Work Package R - Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.
- 196.7. The Service Provider shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Client to remain legislatively compliant.

197. Service M5 - Hazardous waste

- 197.1. The following Standards Ref apply to this Service - SM5.
- 197.2. The Service Provider may be required to provide a Service for the disposal of hazardous wastes and provide suitable receptacles for this type of waste in accordance with the Client's requirements, including chemical and biohazardous wastes including ACDP and SAPO materials.
- 197.3. The Service Provider shall handle, transport, treat and dispose of all hazardous wastes in a manner suitable to their nature and potential to pollute or cause harm. The Service Provider shall take into account the Dangerous Goods Regulations on labelling, containment and security for transport.
- 197.4. The Service Provider is responsible for the removal of hazardous materials on an ad hoc basis as and when required by the Client. Costs for this service shall be managed via issue of a Service Order or Project Order on instruction by the Service Manager.
- 197.5. Where the Client's hazardous waste includes potentially combustible waste the Service Provider shall ensure that all waste is checked and made safe prior to disposal and shall issue a monthly report on waste volumes disposed of to the Client.
- 197.6. The Service Provider shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Client to remain legislatively compliant.

198. Service M6 - Specialist waste destruction services

- 198.1. The following Standards Ref apply to this Service - SM6.
- 198.2. The Service Provider may be required to provide specialist waste destruction services of hazardous and / or non-hazardous waste items for contraband items seized by the Client. These shall include but not be limited to:
 - 198.2.1. alcohol;
 - 198.2.2. drugs;
 - 198.2.3. cigarettes;
 - 198.2.4. fuel;
 - 198.2.5. vehicles;
 - 198.2.6. counterfeit items;
 - 198.2.7. illegal weapons; and
 - 198.2.8. textiles.
- 198.3. The Service Provider is responsible for the collection and destruction of all hazardous and non-hazardous materials in accordance with the waste hierarchy using appropriate methods as defined by or agreed with the Client. The Service Provider shall ensure all services are delivered are fully compliant with all current waste related legislation.
- 198.4. Where these services are required by the Client, they shall be managed via issue of a Service Order or Project Order on instruction by the Service Manager.

199. Service M7 - Clinical Waste

- 199.1. The following Standards Ref apply to this Service - SM7.
- 199.2. The Service Provider may be required to provide a Service for the disposal of hazardous and non-hazardous clinical waste and shall be required to provide suitable

receptacles for this type of waste in accordance with the Client's requirements. These waste streams will include but not be limited to:

- 199.2.1. Domestic Type Waste (EWC code 20 03 01);
- 199.2.2. Offensive Healthcare from animal/human healthcare (EWC codes 18 01 04, 18 02 03);
- 199.2.3. Offensive Municipal Waste (EWC codes 20 01 99);
- 199.2.4. Anatomical Waste - chemically preserved (EWC codes 18 01 06*, 18 01 03*, 18 01 02, 18 02 05*, 18 02 02*, 18 02 03);
- 199.2.5. Anatomical Waste - not chemically preserved (EWC codes 18 01 03*, 18 01 02, 18 02 02*, 18 02 03);
- 199.2.6. Infectious Waste - contaminated with chemicals (EWC codes 18 01 03*, 18 01 06*, 18 01 07, 18 02 02*, 18 02 05, 18 02 06*)
- 199.2.7. Infectious Waste - not contaminated with chemicals or medicinal contamination (EWC codes 18 01 03*, 18 02 02*)
- 199.2.8. Sharps - non medicinally contaminated (EWC codes 18 01 03*, 18 02 02*, 20 01 99)
- 199.2.9. Sharps - medicinally contaminated other than cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 09, 18 02 08);
- 199.2.10. Sharps - contaminated with cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 08*, 18 02 07*);
- 199.2.11. Other infectious waste contaminated with cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 08*, 18 02 07*);
- 199.2.12. Cytotoxic & cytostatic medicines in original packaging (EWC codes 18 01 08*, 18 02 07*, 20 01 31*);
- 199.2.13. Cytotoxic & cytostatic medicines not in original packaging (EWC codes 18 01 08*, 18 02 07*, 20 01 31*);
- 199.2.14. Other medicines in original packaging (EWC codes 18 01 09, 18 02 08, 20 01 32);
- 199.2.15. Other medicines not in original packaging (EWC codes 18 01 09, 18 02 08, 20 01 32);
- 199.2.16. Photographic Xray related wastes (EWC codes 09 01 04*, 09 01 01*, 15 01 04, 09 01 07);
- 199.2.17. Dental amalgam (EWC code 18 01 10*);
- 199.2.18. Gypsum and Plaster-cast waste (EWC codes 18 01 04, 18 02 03); and
- 199.2.19. Radioactive waste - subject to the Radioactive Substances Act (EWC codes 18 01 03*, 18 02 02*).
- 199.3. The Service Provider shall be responsible for ensuring all waste is managed in accordance with all waste related legislation and in accordance with the Health Technical Memorandum (HTM) 07-01: Safe Management of Healthcare Waste guidance.
- 199.4. The Service Provider shall handle, transport, treat and dispose of all healthcare waste in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of Client requirements and type of healthcare waste materials for disposal is specified on the Service Catalogue and the policy document in Annex D – Policy, Documents and Standards
- 199.5. The Service Provider is responsible for the removal of healthcare waste on an ad hoc basis as and when required by the Client and where required shall be subject of an instruction by the Service Manager by way of Service Order or Project Order.

- 199.6. The Service Provider shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Client to remain legislatively compliant.

200. Service M8 - Feminine hygiene waste

- 200.1. The following Standards Ref apply to this Service - SM8.
- 200.2. The Service Provider is required to provide a Service for the disposal of feminine hygiene waste in accordance with the frequency in the Service Catalogue and shall be required to provide appropriately sized and suitable receptacles for this type of waste in accordance with the Client's requirements.
- 200.3. The Service Provider shall handle, transport, treat and dispose of all feminine hygiene waste in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of the provision of vending machines for feminine hygiene products if required by the Client shall be detailed on the Service Catalogue.
- 200.4. The Service Provider is responsible for the removal of feminine hygiene waste on an ad hoc basis as and when required by the Client. Costs for this service shall be managed via instruction of the Service Manager by way of Service Order.
- 200.5. The Service Provider shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Client to remain legislatively compliant.

201. Animal waste and By-product

- 201.1. The Service Provider shall manage all aspects on animal by-product waste, packaging, labelling, transport, and transfer documentations where waste is to be taken off site. Waste remaining on site will be managed by the Client.
- 201.2. In the event of outbreaks, the Service Provider needs to be able to respond to large amounts of waste at short notice and be able to categorises it accordingly.

202. Leachate and water waste

- 202.1. The Service Provider will treat and dispose of leachate and water waste from the Affected Property where necessary, in accordance with the discharge license conditions. They will manage and maintain all on-site wastewater treatment plants as instructed by the Client.
- 202.2. The Service Provider shall maintain the levels of leachate and wastewater in the site trench chambers, site storage silos and tanks to within the standard operating parameters defined by the Environment Agency or the Client.
- 202.3. The Service Provider will arrange for the removal by tanker, or other method approved by the Client, the leachate or wastewater from the Affected Property in accordance with the terms of the applicable licence.

203. Septic tanks/cesspit waste

- 203.1. The Service Provider will provide a septic tank/cesspit emptying service in accordance with any relevant industry guidance and legislation, to the Affected Property.
- 203.2. The Service Provider acknowledges emptying requirements are likely to vary depending on usage of the Affected Property and may require a bespoke frequency of service and shall carry such service out.
- 203.3. Septic tank/cesspit emptying will be charged as a Pass Through Cost in accordance with Call-Off Schedule 5.

204. Operational and Other Waste

- 204.1. The Service Provider is to provide a waste removal service for all operational generated waste streams, including but not limited to:
 - 204.1.1. Scrap metal
 - 204.1.2. Batteries (hazardous and non-hazardous, including heavy duty lead acid batteries)
 - 204.1.3. Waste oil
 - 204.1.4. Wood (non-hazardous and hazardous)
 - 204.1.5. Tree trunks (potentially contaminated)
 - 204.1.6. Green waste (potentially contaminated)
 - 204.1.7. Animal (e.g. dog) waste
 - 204.1.8. Tyres
 - 204.1.9. Soil and clay (potentially contaminated)
 - 204.1.10. Stone & river gravel (potentially contaminated)
 - 204.1.11. Silt and sediments from small works (potentially contaminated)
 - 204.1.12. Concrete and building materials
 - 204.1.13. Shopping trolleys, bicycles and beer kegs
 - 204.1.14. Animal carcasses
- 204.2. The Service Provider will arrange waste collections at frequencies appropriate to the quantities and types as required by the Client, of waste generated at each site.
- 204.3. The Service Provider will arrange collections to minimise overall journey mileage. The Affected Property have relevant waste exemptions in place with conditions relating to the maximum quantities of waste (by type) that can be stored during a given period. The Service Provider is to ensure waste collections meet as a minimum the frequencies listed in Annex B and must be planned in such a way as to remain mindful of the site operational needs whilst not allowing the Client to exceed any exemption conditions relating to storage quantities, at any time. Current collection frequencies and bin details are listed in Annex B – Service Catalogue inc. Constraints
- 204.4. The Client may be required to be on site as part of collection and/or disposal of operational waste, where this occurs collection and exchange must occur within a 2 hour predefined window as agreed with the Client. The Client reserves the right to refuse vehicles delayed beyond an acceptable period in this circumstance and or if the delay is not advised in advance and will not constitute a Compensation Event.
- 204.5. The Client will advise all reactive collections via the helpdesk. The Service Provider may be required to provide collections within a time period defined by the Client.
- 204.6. The Service Provider will produce risk and method statements for skip placing & removal operations to be approved by the Client.
- 204.7. The Service Provider will provide emergency procedures and will cover skip placing & removal operations at the Affected Property. Particular attention should be paid to

operating at unmanned automated weed-screen sites where increased risk must be managed accordingly.

- 204.8. The Service Provider is required to produce a collection schedule for each Affected Property detailing waste type, frequency and date of expected collection.
- 204.9. The Service Provider may be required to offer collections outside of Affected Property access hours. Where this occurs the Client agrees to give the Service Provider a minimum of 48 hours' notice. All reactive collection requests will be managed via Service Order and Project Order Process.
- 204.10. The Client operates its own waste transfer practices and will require the ability to use the Service Provider's nominated disposal sites. Where this occurs the Service Provider is to record waste volumes disposed and accept charges from disposal sites as if the Service Provider had removed the waste. This service will be managed via the Project Order and Service Order Process.
- 204.11. The Service Provider will provide a response to pollution incidents where the fly-tipping of potentially hazardous waste has occurred. This may be at the location the incident has occurred or at the depot the waste has been recovered to, Services will include:
- 204.11.1. 1 Identification of unknown waste materials
 - 204.11.2. Sampling
 - 204.11.3. Analysis
 - 204.11.4. Appropriately permitted disposal/treatment in accordance with the Waste Hierarchy
 - 204.11.5. Provision of chain of custody, recording systems and certifications
 - 204.11.6. Where the waste poses a risk to the public, wildlife or the environment these will be treated as Business Critical Events.
- 204.12. The Service Provider will use a type of waste storage container appropriate for the proposed waste.
- 204.13. Waste storage containers shall be in a clean, serviceable condition and free from damage or corrosion, which could lead to waste escaping or injury to personnel using the containers. All waste storage containers, with the exception of containers placed at automated weedscreens, must be supplied complete with light-weight covers to help prevent waste escaping and also prevent any ingress of rainwater leading to potential contaminated leachate. The Service Provider remains responsible for any associated maintenance required on these waste storage containers, under PUWER (Provision and Use of Work Equipment Regulations 1998). The Service Provider is responsible for replacing or removing containers if they are not fit for purpose as described above.
- 204.14. The Service Provider is required to ensure appropriate bio-hazard control measures are in place for containers and vehicles used on sites close to water courses or containing potentially contaminated waste to prevent the spread of disease or invasive species.
- 204.15. The Service Provider will provide "Recycle Now" brand signage / labelling for a consistent identity for its waste streams. Full guidelines governing the use of this iconography can be found at the Recycle Now website www.recyclenowpartners.org.uk, which the Service Provider will comply with.
- 204.16. The Client requires the Service Provider to minimise waste disposal as far as possible, aiming for 100% recycled or reuse. Where this is not possible the Service Provider must take all steps to divert waste from landfill and notify the Client where this will not be possible before disposal at landfill is made.
- 204.17. The Service Provider will follow the following waste hierarchy:

- 204.17.1. Eliminate;
- 204.17.2. Reduce;
- 204.17.3. Re-use & repair;
- 204.17.4. Recycle or compost;
- 204.17.5. Recover (i.e. energy recovery);
- 204.17.6. Dispose (i.e. high temperature incineration)
- 204.17.7. Dispose (i.e. landfill).
- 204.18. The Service Provider is to offer guidance and advice on best methods for collecting and re-marketing / recycling and reducing our operational waste.
- 204.19. The Service Provider will work with the Client to identify barriers and issues, and to improve recycling rates.
- 204.20. The Client seeks to recover as much of its costs as is reasonably practicable. The Parties shall agree at mobilisation and from time to time the percentage split of any rebates for marketable waste streams.
- 204.21. The Service Provider shall provide details of the company lone working policy and emergency procedures for its employees engaged in the delivery, collection, placing & removal of skips while on Client manned and unmanned premises. These will include sign in/sign out or call in/call out procedures.

205. Work Package N: Miscellaneous FM Services.

206. Service N1 - Childcare facility

- 206.1. The following Standards Ref apply to this Service - SN1.
- 206.2. The Service Provider shall:
 - 206.2.1. Provide a creche / child care nursery service for children aged between three (3) Months and an age suitable for first entry to school. With the express permission of the Local Authority the Service Provider may care for children aged between six (6) weeks and three (3) Months;
 - 206.2.2. Accept full responsibility for the health, safety and wellbeing of children from parental drop off to collection. This extends to any trips or visits off the childcare facility where the parent or guardian is not present; and
 - 206.2.3. Not be expected to provide a Service on bank or public holidays. Specific Government privilege days shall be notified to the Service Provider as and when they occur and levels of Service shall be agreed with the Client. The Client Authorised Representative shall undertake to give the Service Provider at least three (3) Working Days' notice of any short-term changes to these arrangements and one (1) Month of any permanent change.
- 206.3. The Service Provider must ensure that the different areas of the nursery are appropriately staffed to meet the needs of the relevant age groups and to comply with all Ofsted National Standards.
- 206.4. The Service Provider must ensure that all refreshments are prepared on the Affected Property, in accordance with Food Hygiene Regulations.
- 206.5. The Service Provider shall:
 - 206.5.1. Undertake to supply information and attain Ofsted registration of the nursery prior to Contract Date and each year of the Contract thereafter;

- 206.5.2. Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the Client Authorised Representative for fault reporting where appropriate;
- 206.5.3. Keep the Client Authorised Representative advised of changes in regulations that may affect the operation of the childcare facility;
- 206.5.4. Develop an effective working relationship with local management and parents during operational Working Hours; and
- 206.5.5. Nominate a contact or liaison person from amongst the nursery staff to resolve and deal with day to day operational matters.

207. Service N2 - Sports and leisure

- 207.1. The following Standards Ref apply to this Service - SN2.
- 207.2. The Service Provider shall provide the full management of the sports and leisure facilities including the booking of activity rooms and gym equipment and managing payment systems for the users of the facilities at the Affected Property.
- 207.3. The Service Provider shall be required to clean and maintain the changing rooms, showers and gymnasium areas. The details of the sports facilities are included in the tender.
- 207.4. The Service Provider shall provide qualified fitness instructors and physical trainers and deliver exercise classes for the Client Staff where required. Further details will be provided at Mobilisation stage.
- 207.5. Where there are training grounds and sports pitches within the Affected Property, the Service Provider shall be responsible for the grounds maintenance and repairs to include:
 - 207.5.1. Marking-out the sports pitches;
 - 207.5.2. Grass cutting and weed removal;
 - 207.5.3. Replacing divots;
 - 207.5.4. Drainage works, such as spiking and rolling;
 - 207.5.5. Drainage;
 - 207.5.6. Emptying all waste receptacles, to include dog litter bins in accordance with hazardous waste regulations; and
 - 207.5.7. Removal of litter, leaves and debris.
- 207.6. The Client will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas at Call-Off stage.
- 207.7. Where there are swimming pools within the Affected Property, a professional lifeguard Service is required during pool opening times. The lifeguard shall have a recognised lifesaving qualification. The times of opening shall be coincident with the operational Working Hours unless otherwise agreed with the Client Authorised Representative.

208. Service N3 - Transport, Driver and Vehicle Service

- 208.1. The following Standards Ref apply to this Service - SN3.
- 208.2. Where required, the Service Provider shall provide a transport, driver and service, including the provision of:
 - 208.2.1. Shuttlebus services (including the provision of suitable drivers and vehicles if requested by the Client) that is aligned to the Client's net zero carbon objectives;

- 208.2.2. On-site / Inter-Site environmentally friendly transport and driver services (including the provision of supporting infrastructure and vehicles if requested by the Client) for use by Service Provider Staff, Client Staff or anyone else as requested by the Client to support the delivery of the required services ensuring that the required services are delivered in line with the Client's net zero carbon objectives and targets (for example but not limited to eBikes and charging points);
- 208.2.3. Forklift truck services;
- 208.2.4. Specialist driving services including the provision of qualified drivers, such as but not limited to HV licensed drivers, motorcycle couriers;
- 208.2.5. Vehicle maintenance Services;
- 208.2.6. Vehicle inspections;
- 208.2.7. Cleaning and valet Services;
- 208.2.8. Breakdown cover;
- 208.2.9. Issuing tax licenses;
- 208.2.10. Fuel provision;
- 208.2.11. Booking of hire cars; and
- 208.2.12. Dedicated driver service.
- 208.3. Management of the Client's pool cars, including but not limited to:
 - 208.3.1. Arranging Servicing and inspections as required
 - 208.3.2. Arranging for rectification of reactive issues
 - 208.3.3. Reporting recorded mileage on a monthly basis of each pool car
 - 208.3.4. Further information will be provided in Contract Data.

209. Service N4 - First aid and medical service

- 209.1. The following Standards Ref apply to this Service - SN4.
- 209.2. Where the Service Provider has staff based at the Affected Property the Service Provider staff shall act as a first aid responder and deliver first aid and medical services to visitors or staff who are injured whilst on the Affected Property, during the hours-of-Service.
- 209.3. All Service Provider staff delivering this service shall have successfully completed and be in possession of a first-aid responder qualification.
- 209.4. The Service Provider shall maintain and replenish first aid boxes and AED pads within date.
- 209.5. The Service Provider shall ensure Service Provider Staff have received training and hold the necessary certification on the use of automated external defibrillators (AEDs) and be responsible for the delivery of cardiopulmonary resuscitation (CPR) at Affected Property where these services are required by the Client. The Service Provider shall be responsible for undertaking planned functional tests and the maintenance of the AED in line with the manufacturer's guidelines.
- 209.6. The Service Provider shall undertake a first aid risk assessment in accordance with the Client's policy.
- 209.7. For the avoidance of doubt the Client retains overall responsibility for first-aid duty holder provision for the Affected Property.

210. Service N5 - Flag flying service

- 210.1. The following Standards Ref apply to this Service SL5.

- 210.2. The Service Provider shall provide a flag flying service. The times and types of flag to be flown are to be in accordance with official guidance obtained from the relevant Client and the published instructions of the Department for Culture, Media and Sport (DCMS).
- 210.3. A cleaning regime shall be identified for flags and agreed in advance with the Client.
- 210.4. The Service Provider shall ensure that all Service Provider Staff involved in flag raising and lowering are trained in the use of national flags and abide by the required Standards as defined within the FM Service Standards. Certain Government buildings utilise non-standard flags from time to time, including Falklands, Olympics, and Royal Standards. When requested by the Client, the Service Provider shall have the means to purchase, rent or have manufactured any identified flag within the shortest reasonable time.

211. Service N6 - Journal, magazine and newspaper supply

- 211.1. The following Standards Ref apply to this Service - SN6.
- 211.2. The Service Provider shall manage the provision of journals, magazines and newspapers. The Service Provider shall Order and distribute the items following procedures agreed with the Client.

212. Service N7 - Hairdressing Services

- 212.1. The following Standards Ref apply to this Service - SN7.
- 212.2. The Service Provider shall manage and provide hairdressing Service at the Affected Property and be responsible for the provision of all hairdressing equipment and materials and for decoration of the salon to meet user needs.

213. Service N8 - Footwear cobbling Services

- 213.1. The following Standards Ref apply to this Service - SN8.
- 213.2. The Service Provider shall be responsible for the provision of footwear cobbling service at the Affected Property or remotely as agreed with the Client.

214. Service N9 – Provision of chaplaincy support Services

- 214.1. The following Standards Ref apply to this Service - SN9.
- 214.2. The Service Provider shall be responsible for the provision of chaplaincy support service at the Affected Property or remotely as agreed with the Client.

215. Service N10 - Housing and residential accommodation management

- 215.1. The following Standards Ref apply to this Service - SN10.
- 215.2. The Service Provider shall provide a professionally managed housing and estates management service across all Affected Property assigned for residential occupancy and potential occupancy by Client Staff.
- 215.3. For the avoidance of doubt, this service shall include garages, communal areas (such as stairs, bin areas and foyers), grounds, roads, pathways and Infrastructure, office accommodation linked to the provision of the Services and recreational facilities.
- 215.4. These activities shall include the provision of:
 - 215.4.1. Helpdesk Services;

- 215.4.2. CAFM Services, to electronically manage the application and housing allocation process and interface with Client IT systems as appropriate;
- 215.4.3. Move-in processes;
- 215.4.4. In-occupation activities and processes, to include cleaning, Planned Preventative Maintenance, reactive maintenance, PAT testing, water treatment, grounds maintenance, utilities and energy management and payment of utility bills;
- 215.4.5. Liaison and interfacing with Client stakeholders on estate and property management activities (including accommodation providers);
- 215.4.6. Provision of emergency accommodation;
- 215.4.7. End of occupation activities;
- 215.4.8. Move-out processes, to include building condition surveys and assessments; capturing final meter readings and reporting of missing or damaged furniture or equipment items;
- 215.4.9. Vacant / Unoccupied Property Preparation;
- 215.4.10. Vacant / Unoccupied Property Management, to include property inspections, fault reporting, Planned Preventative Maintenance, grounds maintenance, energy and utility management, payment of utility bills, provision of security Services and interface with Others;
- 215.4.11. Stock management, including storage, issue and collection of all furniture and equipment items as required, condition reporting and interface with Others;
- 215.4.12. Reporting, to include attendance at Employer and Stakeholder meetings, performance reports, expenditure and spend analysis, occupation levels, building conditions, vacant accommodation availability, building condition reports and customer satisfaction levels; and
- 215.4.13. Customer satisfaction and compliant management.
- 215.5. Further details of these requirements will be provided at Mobilisation stage.
- 215.6. The Service Provider shall interface with the Client and ensure that all requests associated with property modifications and adaptations linked to a special need or disability of the occupant at the Affected Property is managed effectively. These works will be managed via the Service Order and Project Order process.
- 215.7. Where it is necessary for the Client to interact with an insurance company in order to make a Claim from a third party, the Service Provider shall act on behalf of the Client and carry out all necessary actions to complete the Claim and ensure that all subsequent repairs are completed satisfactorily. This shall include:
 - 215.7.1. Undertaking a full investigating the incident;
 - 215.7.2. Recording full details including photographic evidence;
 - 215.7.3. Establishing details of the third party;
 - 215.7.4. Certifying that where applicable, all repairs undertaken by Others on behalf of the insurer fully meet and are compliant with the Standards of the Employer; and
 - 215.7.5. The management of the claims process to ensure that all Costs are recovered from the insurer on behalf of the Client as appropriate.

216. Service N11 - Energy and utilities management Services

- 216.1. The following Standards Ref apply to this Service - SN11.
- 216.2. The Service Provider shall ensure effective interfaces exist with all key stakeholders and be responsible for the provision of expert technical expertise, monitoring, targeting and

analysis of all energy and water consumption data at Affected Property, regional, area and Contract level.

- 216.3. All related activities and data will be managed and recorded via the Service Provider's CAFM System.
- 216.4. The Service Provider shall be responsible for the provision of professional Services supplying proven data, expert technical advice and information to the Client, including:
 - 216.4.1. Provision of meter reading services where required on manual meters only;
 - 216.4.2. Reporting on energy and water consumption at Contract, regional, area and business unit level;
 - 216.4.3. Benchmarking and comparison of energy and water related Services across the whole of the Affected Property;
 - 216.4.4. Issue of recommendations on potential utility and carbon saving initiatives;
 - 216.4.5. Identification of areas where there are excessive energy or water use in an Affected Property;
 - 216.4.6. Identification, evaluation and prioritisation of viable opportunities for renewable energy generation;
 - 216.4.7. Monitoring and reporting on the effectiveness of completed energy or water saving initiatives;
 - 216.4.8. Accurate reporting against the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Client to remain legislatively compliant; and
 - 216.4.9. Targeting and project planning future energy and water management initiatives.
- 216.5. The Service Provider shall ensure that all energy and water related data is reported via and stored within the CAFM System.
- 216.6. The Service Provider shall be responsible for undertaking a survey of the Affected Property to identify and assess existing utility metering provision, energy targeting and benchmarking regimes and shall provide recommendations to the Client in the agreed format.
- 216.7. The Service Provider shall ensure that the consumption of utilities are minimised whilst maintaining the Client building users' comfort and that these Services shall be provided in accordance with the Client's requirements for sustainable development.

217. Service N12 - Janitor services (Education)

- 217.1. The following Standards Ref apply to this Service - SN12.
- 217.2. The Service Provider shall be responsible for the provision of a janitor service at Affected Property. The services shall include but not be limited to:
 - 217.2.1. The opening-up and lock-up of all Affected Property including the setting of security alarms in accordance with the Client's operational / opening hours;
 - 217.2.2. Operating the heating, lighting and security systems at the Affected Property;
 - 217.2.3. Undertaking minor repairs and redecoration works and supporting with the delivery of works undertaken by Client appointed third-party Service Providers;
 - 217.2.4. Provision of security cover via regular patrols and checking CCTV;
 - 217.2.5. The setting-up / movement of office, classroom and associated furniture items across the Affected Property;

- 217.2.6. Dealing with deliveries of goods and mail at the Affected Property;
- 217.2.7. Securing Affected Property after break-ins and the removal of graffiti;
- 217.2.8. Gritting and snow clearance services;
- 217.2.9. Managing health & safety incidents, e.g. spillages, trip hazards;
- 217.2.10. Building fabric checks; and
- 217.2.11. Adjusting clocks for UK summer / winter time.

218. Service N13 - Specialist Health FM Services

- 218.1. The following Standards Ref apply to this Service - SN13.
- 218.2. The Service Provider shall be responsible for the provision of specialist health related FM services which shall include but not be limited to:
 - 218.2.1. Catering, including patient meal provision, staff and visitor restaurant services, deli bar services, vending, outside catering services and potable water provision;
 - 218.2.2. Security guarding, patrolling, access control management, CCTV monitoring, car park management and visitor management services;
 - 218.2.3. Grounds Maintenance, including gritting and ice and snow clearance services;
 - 218.2.4. Internal and external window cleaning;
 - 218.2.5. Pest control services;
 - 218.2.6. Linen and laundry services;
 - 218.2.7. Mailroom services, including management of all deliveries to the Affected Property, printing services and stationery supply;
 - 218.2.8. Patient moves within Affected Property;
 - 218.2.9. Off-site patient transportation services;
 - 218.2.10. Porter Services;
 - 218.2.11. Mailroom services, including printing services and stationery supply;
 - 218.2.12. Provision of specialist personnel to deliver laboratory services, contract management, quality audits, infection control management, health & safety, administration, medical and health screening services;

219. Work Package P: Systems

220. Service P.2 – Systems

- 220.1. The Standards listed in [Annex D - Policy, Documents and Standards] as relating to this Service [P2] apply.
- 220.2. The Service Provider shall provide a CAFM/IWMS system, or a number of systems which are combined into an integrated systems solution.
- 220.3. The Client has the following requirements:
 - 220.3.1. Systems – General;
 - 220.3.2. Information Security Requirements;
 - 220.3.3. CAFM/IWMS Requirements;
 - 220.3.4. Other System Requirements;
 - 220.3.5. Systems Interface Requirements;
 - 220.3.6. Systems Exit Arrangements; and

220.3.7. Client Systems Obligations.

221. Systems – General

- 221.1. The Service Provider shall provide the system(s), software and licenses required to deliver the Services for the Client, including a CAFM/IWMS system. The Client understands that these systems are likely to need to be configured to meet the particular requirements of the Client, however the Service Provider should seek to minimise customisation and development activities as much as possible.
- 221.2. The Service Provider shall design their systems solution so that it balances the use of 'best of breed' systems with the cost and complexity of implementing and maintaining a large number of systems. The Service Provider shall take account of Good Industry Practice when designing and operating the Service Provider systems.
- 221.3. The Service Provider shall take account of the Client's policies in Annex D - Policy, Documents and Standards which affect the implementation and operation of IT systems.
- 221.4. The Service Provider shall seek to minimise the environmental impact of the Service Provider's systems solution, including all emissions and other impacts on the environment related to the manufacture, operation and disposal of the Service Provider systems and hardware which support them.
- 221.5. During the Mobilisation Period, the Service Provider shall create and maintain a 'Systems Detailed Solution', which describes in detail all aspects of the Service Provider's systems. The Parties shall agree the content and structure of the 'Systems Detailed Solution', with the Service Provider to accept all reasonable Client requests. The content and structure of 'Systems Detailed Solution' shall include the following content:

1. Solution Management	2. Solution Overview, including architecture and components; 3. Functional components; 4. Organisational Structure & Resource Management; 5. Systems Access; 6. Data export 7. System administration and management; 8. Governance, communication and change;
9. System Integration	10. Systems integrations; 11. Subcontractor systems; 12. Reporting; 13. Document and knowledge management; 14. Data segregation methods and management; 15. System access for Client users; 16. Client and Service Provider staff training;
17. Data security, integrity and accuracy	18. Incident management; 19. Failure monitoring; 20. Data access and security; 21. Certification and compliance; 22. End of contract data management and destruction;
23. Solution Implementation	24. Implementation phase governance; 25. Software license management; 26. Systems testing, 27. UAT & Acceptance tests; 28. Security testing regime
29. Information Security	30. A description of the Service Provider's Information Security Management System; 31. System Monitoring Plan; 32. Incident Management Process; 33. Vulnerability Management Process; 34. System Testing approach; 35. Data Segregation; 36. Data Integrity Management; 37. Encryption; and

- 221.6. The Service Provider shall advise the Client where the Client's preferred or existing processes do not align with industry or other standard system processes, and which as a result, introduce inefficiency or additional cost to the mobilisation or operation of the Service Provider systems. The Service Provider shall recommend to the Client any improvements such that the parties seek to implement processes which are as efficient as possible.
- 221.7. The Service Provider shall apply continuous improvement principles to the operation of the Service Provider systems, such that new developments and innovations are implemented for the benefit of the Client. The Service Provider shall seek to minimise the costs of the Service Provider's systems solution, passing savings on to the Client where possible.
- 221.8. The Service Provider shall automate the collection and management of Data and as many processes as fully as possible.
- 221.9. The Service Provider shall ensure that the Client has full access to the Service Provider's live systems at all times via:
- 221.9.1. web-based applications which are accessed via a web browser (meeting HTML5 standards); and/or,
- 221.9.2. where approved by the Client, apps which are installed locally on Client devices.
- 221.10. All Service Provider systems must be compatible with the Client's desktop software platforms, including operating systems and browsers, as varied from time to time. As at Call Off Date, Service Provider systems must be compatible with Windows 10, Apple iOS, Google Chrome browser and Microsoft Edge browsers.
- 221.11. Costs for all Service Provider systems and relevant interfaces shall be included within the Service Provider Costs within the Charges.
- 221.12. The Service Provider shall be responsible for the provision of all Client licenses to allow access to Service Provider systems.
- 221.13. In addition to any other licenses required by Client staff to access Service Provider systems, the Service Provider shall provide the following access:
- | User Type | Minimum functionality requirements | Minimum Volume |
|-------------------|---|----------------|
| Self-service User | Self service logging of new service requests
Obtaining updates on progress of previously logged service requests
Escalation of overdue service requests | 27,000 |
| DgP | Performance reporting and full analysis of the delivery of <i>Services</i> . | 50 |
| DgP Super User | Direct read/write access to the CAFM/IWMS. | 5 |
- 221.14. Depending on a Service Provider's systems solution, 'DgP' users may or may not require access to the CAFM/IWMS itself
- 221.15. If the Client is in a position to provide licenses for itself or the Service Provider at a lower cost than which the Service Provider is able to provide them, then the Parties shall discuss in good faith the transfer of responsibility for the provision of such licenses from the Service Provider to the Client and an associated reduction in the Charges.
- 221.16. All data created in connection to the delivery of the Services shall be owned by the Client, regardless of the system in which it is stored or the organisation which creates, uses, maintains or manages it.

- 221.17. The Service Provider shall be responsible for providing the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in Service Provider systems to the mutual benefit of the Parties.
- 221.18. The Client will agree with the Service Provider the approach to be taken in relation to master data management, which data is mastered in which system and the process through which master data is maintained.
- 221.19. Other than for ad hoc reporting purposes, spreadsheets and other local manipulation of data is only to be used as part of the Service Provider's system solution with the permission of the Client.
- 221.20. The Service Provider's systems solution shall be intuitive, as non-customised as possible and suitable for Assistive Technology users.
- 221.21. Where required, the Service Provider shall provide appropriate training for all Service Provider and Client staff who are required to use any Service Provider system. The Client and Service Provider shall agree within [90 days of the Contract Date] which stakeholder groups require what training on which systems. Training provision may include self-help guides, e-training, virtual training or where necessary, face to face training. The parties shall consider appropriate 'train the trainer' approaches to upskill key Client users to act as systems champions. All training required for the Client to use the system effectively will be completed before service commencement.
- 221.22. The Parties shall discuss and agree appropriate systems governance forum, taking into consideration other governance forum and procedures as described in [Annex D]. As part of these governance activities, the Service Provider will be required to engage with Others, including the Client internal ICT function (DDTS), as well as other Client nominated ICT and/or information security teams from across other HMG Departments, including signing a Security Aspects Letter.
- 221.23. The Parties shall agree appropriate milestones related to the mobilisation of Service Provider systems to be included within the Mobilisation Plan.
- 221.24. The Service Provider's systems solution shall be designed so that it can provide all necessary data required to support any audit or assurance activity, in a reasonably short period of time.
- 221.25. Where the Service Provider wishes for Service Provider devices to access the internet via the Client's network, the Parties shall negotiate in good faith to agree a mutually agreeable solution.
- 221.26. The Service Provider's systems solution, shall provide functionality including, but not limited to:
- 221.26.1. Non-Functional Requirements;
 - 221.26.2. General Functionality;
 - 221.26.3. FM Helpdesk;
 - 221.26.4. Document Management;
 - 221.26.5. Planned & Reactive Works Management, including emergency management and a forward maintenance register;
 - 221.26.6. Asset Management, including the management of a fixed Asset Register and asset hierarchy;
 - 221.26.7. Workplace Management, including space planning and management, inventory management, churn and utilisation/occupancy rates;
 - 221.26.8. Energy Management;
 - 221.26.9. H&S Management;
 - 221.26.10. Commercial Management;

- 221.26.11. Financial Management;
 - 221.26.12. Strategic Planning;
 - 221.26.13. Property Management;
 - 221.26.14. Reporting;
 - 221.26.15. Capital Projects; and
 - 221.26.16. Training.
- 221.27. The Service Provider shall ensure that all Service Provider staff and Subcontractor staff who support the systems and the Services shall comply with the Client's requirements in relation to personnel security vetting. For the avoidance of doubt, this obligation applies to staff employed by any organisation which has access to Client data, including OEM providers of SaaS products who provide 2nd, 3rd or 4th line technical support.

222. Non-Functional Requirements

- 222.1. The Service Provider's systems solution shall meet the following Non-Functional Requirements:
- 222.1.1. The Service Provider shall ensure that all Service Provider systems and Client data within are appropriately backed up, so that the Service Provider can restore either systems or data as required. Back up procedures and Time to Recover (TTR) metrics should be aligned to Good Industry Practice. The Client and Service Provider will agree specific back up procedures prior to service commencement.
 - 222.1.2. The Parties shall discuss and where appropriate implement domain federation and/or white listing to facilitate collaborative working between Service Provider and Client Staff.
 - 222.1.3. The Service Provider's systems shall have appropriate mechanisms for implementing Role Based Access Controls (RBAC) in accordance with any delegations advised by the Service Manager, to ensure that Service Provider users and the Client are allocated appropriate privileges and that users only have access to appropriate data. Unless otherwise agreed, the Service Provider shall control access to Service Provider systems, providing access to Client Staff as required. The Service Provider shall retain lists of staff who have been provided access to Service Provider systems for a period of 6 years after the end of the Service Term.
 - 222.1.4. The Service Provider shall design, implement, maintain and decommission the Service Provider systems in accordance with the principles included within ITIL v4.
 - 222.1.5. The Service Provider shall provide 2nd and 3rd line support to Service Provider and Client staff to resolve issues related to Service Provider systems, which shall be accessed via the FM Helpdesk.
 - 222.1.6. The Service Provider shall confirm to the Client the expected System Availability of each system used by Client staff, which are expected to have 99.99% availability for use by Client staff.

223. General Functionality

- 223.1. The Service Provider's systems solution shall meet the following General functional requirements:
- 223.1.1. The Service Provider shall ensure that that in line with best practice, all Service Provider systems have appropriate Business Continuity and Disaster Recovery plans in place to enable continuity of service without degradation. This may involve the

implementation of manual processes during the period of Business Continuity. As soon as normal operations are resumed, the Service Provider shall ensure that all service requests, work orders and other relevant data which have been logged outside of the Service Provider systems shall be updated into the Service Provider systems as soon as reasonably practicable.

- 223.1.2. The Service Provider's systems Business Continuity and Disaster Recovery plans shall be submitted to the Client for its approval. The Service Provider shall take in to account all reasonable requests from the Client in relation to making changes or improving the Service Provider's Business Continuity and Disaster Recovery plans, and so that the Service Provider's plans align with the Client's own Business Continuity and Disaster Recovery plans where appropriate.
- 223.1.3. The Service Provider systems will have intuitive search capabilities, which can search on all data stored within them.
- 223.1.4. The Service Provider shall consider implementing a Single Sign On (SSO) capability for systems which are used by the Client, utilising Client login credentials.
- 223.1.5. Service Provider systems shall require passwords to be set in line with NCSC Guidance – Password administration for system owners.

224. FM Helpdesk

- 224.1. The Service Provider's systems solution shall have the ability to receive service requests via:
 - 224.1.1. Telephone, via the public switch telephone network (PSTN); and
 - 224.1.2. Client self-service, via portal or app (as appropriate);
- 224.2. For the avoidance of doubt, the Service Provider is not required to receive service requests via email, although the FM Helpdesk shall have the ability to correspond with Client Staff via email where appropriate.
- 224.3. The Service Provider's systems solution shall meet typical FM Helpdesk functional requirements, including:
 - 224.3.1. Call queuing, including emergency call prioritisation;
 - 224.3.2. Automated call handling, including Interactive Voice Recognition (IVR);
 - 224.3.3. Call back functionality, where call wait times are too long;
 - 224.3.4. Recorded messages during call waiting
 - 224.3.5. Call monitoring (e.g. Average Speed of Answer (ASA));
 - 224.3.6. Call logging for requests of all types, including:
 - 224.3.7. Planned & Reactive Works;
 - 224.3.8. Complaints;
 - 224.3.9. Rejected service requests;
 - 224.3.10. Catering booking;
 - 224.3.11. Call transfer; and
 - 224.3.12. Hunt group.
- 224.4. The Service Provider shall agree emergency management procedures with the Client, which may involve the integration with the Gov.Notify service.

225. Document Management Functionality

- 225.1. The Service Provider's systems solution shall meet typical Document Management functional requirements, including storing documents relating to:

- 225.1.1. The Service Provider's systems solution shall be able to store a variety of different document types, in an intuitive, searchable repository, including:
- 225.1.2. Statutory compliance documentation, including certificates;
- 225.1.3. Storage of all property management related documents, such as contracts, landlord lease agreements, tenant lease agreements building certifications, emergency out-of-hours contact details, CAD drawings, floor plans, external grounds drawings, schematic drawings, photographs, H&S documents, general management reports, KPI reports, operational data snapshots and building facility details;
- 225.1.4. Health and Safety documents;
- 225.1.5. Insurance inspection reports;
- 225.1.6. Emergency isolation plans;
- 225.1.7. BC/DR plans and data;
- 225.1.8. Audit reports;
- 225.1.9. Condition surveys;
- 225.1.10. Financial reports and data;
- 225.1.11. Security assignment instructions.
- 225.1.12. Version control and document change management processes/workflow;
- and
- 225.1.13. Role Based Access Controls (RBAC).

226. Planned & Reactive Works Management

- 226.1. The Service Provider's systems solution shall meet typical Planned & Reactive Works functional requirements, including:
 - 226.1.1. The ability to log, manage, record updates/completion and to report against Planned & Reactive Works.
 - 226.1.2. The delivery team and/or organisation shall be associated with each Service Request.
 - 226.1.3. Planned & Reactive work orders shall be associated with Asset reference numbers where appropriate.
 - 226.1.4. Clash Detection Management functionality, to enable the Service Provider to note issues which may prevent the completion of either Planned or Reactive Works; and to then dynamically identify when newly logged Planned or Reactive Works cannot be completed due to any such clash.
 - 226.1.5. The maintenance of a Forward Maintenance Register (FMR) and associated Planned Maintenance schedules throughout the Term of the Call Off, as assets are added or removed.
 - 226.1.6. The ability to create remedial works, following the completion or planned or reactive works.

227. Asset Management Functionality

- 227.1. The Service Provider's systems solution shall meet typical Asset Management functional requirements, including:
 - 227.1.1. "Live" reporting on levels of statutory compliance across all services and Affected Property.
 - 227.1.2. The Service Provider's system solution shall have the capability to:
 - 227.1.2.1. categorise assets in a hierarchical structure of at least three (3) levels;

- 227.1.2.2. The Service Provider also is required to demonstrate how they would manage an asset hierarchy with five (5) hierarchical levels within their proposed systems architecture;
- 227.1.2.3. categorise assets where required, by service type, geographical location, NRM3 and Uniclass 2015;
- 227.1.2.4. to allow all levels of the asset hierarchy to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any Affected Property. The Service Provider shall take into account the appropriate data security considerations of how this information is stored and be aware of the Centre for Protection of National Infrastructure (CPNI) guidance;
- 227.1.2.5. identify all Assets which are scheduled for maintenance or require attention due to malfunction on job sheets, using digital formats / forms wherever possible, with respect to type and accurate location;
- 227.1.2.6. include furniture assets where required;
- 227.1.2.7. the management of warranties; and
- 227.1.2.8. support the alignment to ISO 55001:2014 Asset Management.
- 227.2. The Service Provider shall create and maintain a fixed Asset Register in line with the Client's asset management strategy policy in Annex D as defined by the Client, initially by importing existing asset data provided by the Client. The Asset Register shall include relevant data from various sources, including condition surveys, location surveys, schematic drawings, operating and maintenance manuals. Data relating to the Asset Register may be provided by the Service Provider, the Client or Others from time to time. The Client shall have access to and shall be able to export the Asset Register at all times.
- 227.3. The Service Provider shall work with the Client to limit the requirement for further survey and Asset verification by any successor service provider in the event of the coming to an end of their Contract.
- 227.4. The Service Provider's system solution shall include Asset tracking functionality which shall operate in line with the Asset information requirements of the Client and have the capability to:
 - 227.4.1. provide various forms of information relating to Assets including location, Client department, warranty, parts and maintenance records and expected end of life;
 - 227.4.2. Construction Operation Building information Exchange (COBie) sheets;
 - 227.4.3. meet the requirements of Business Information Modelling (BIM) mandated requirements across Central Government (currently BIM Level 2);
 - 227.4.4. meet the requirements of Government Soft Landings (GSL);
 - 227.4.5. provide logical grouping of Assets for easy storage, retrieval and viewing;
 - 227.4.6. codify assets in line with SFG20, NRM3 and Uniclass 2015;
 - 227.4.7. provide the ability to record planned and reactive maintenance information to enable full visibility of an Asset's service history;
 - 227.4.8. ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
 - 227.4.9. identify the movement and tracking of Assets where required;
 - 227.4.10. associate Assets to Client departments or locations;
 - 227.4.11. associate Asset contract for automatic issue of related Service requests to maintaining Others;

- 227.4.12. provide an export capability of Asset data to third party applications using industry standard tools, for example an application programming interface (API) or through export to a suitable interoperable file format aligned to the information structure of COBie;
- 227.4.13. provide full Asset reporting for distribution to interested parties defined by the Client;
- 227.4.14. provide processes to allocate accommodation and manage Client's residential property portfolio;
- 227.4.15. provide a dynamic link from Assets to related Planned Preventative Maintenance activities;
- 227.4.16. provide storage and maintenance of hazards related data, for example asbestos;
- 227.4.17. track the condition of the Affected Property and Assets, including structure, fabric and mechanical elements;
- 227.4.18. provide status reports and updates on the level of statutory compliance at the Affected Property;
- 227.4.19. provide a repository for all Client documents to include but be limited to CAD drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats to include 2D, 3D and scanned documents; and
- 227.4.20. store legacy asset numbers against assets and their current asset numbers.
- 227.5. The Service Provider notes that the Client SCAH programme has aspirations to manage BIM at Level 3, and shall to support this.
- 227.6. The Service Provider shall label all new assets installed Affected Property at the Affected Property with a label showing a unique number and a bar code or QR code. The unique number shall be stored against the relevant asset in the Asset Register and shall be used for all planned and reactive works associated with that Asset.
- 227.7. The Service Provider shall import existing asset data including service completion and anniversary dates into the Service Provider systems as appropriate.
- 227.8. Asset lifecycle reporting including repair details and costs per Asset;
- 227.9. Identify Assets that are replaced or retired so that the Client can track against its financial records.

228. Workplace Management Functionality

- 228.1. The Service Provider's systems solution shall meet typical Workplace Management functional requirements, including:
 - 228.1.1. Use industry standard BIM tools to detail, plan, allocate, survey, map, record and manage space, using familiar Computer-Assisted Design (CAD) software.
 - 228.1.2. Moves and churn planning.
 - 228.1.3. Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure.
 - 228.1.4. The ability to receive data from various IoT/Telemetry devices, systems and platforms, and to associate that data with existing data within the Service Provider systems as appropriate.
 - 228.1.5. Workspace Booking
 - 228.1.6. The Service Provider's FM Helpdesk shall book facilities on behalf of the Client's staff where required, via the Client's MyWorkspace system (or any replacement system), including the booking of any other services related to the facility

booking, such as audio-visual equipment or catering, where these are available for booking in the MyWorkspace system.

228.1.7. Document Storage

228.1.8. Store all Affected Property related documentation as required for inclusion within the Affected Property logbook, to include but not be limited to:

228.1.8.1. health and safety documentation;

228.1.8.2. written schemes of examination;

228.1.8.3. written schemes of control;

228.1.8.4. fire risk assessments;

228.1.8.5. water risk assessments;

228.1.8.6. electrical testing data;

228.1.8.7. asset data / registers;

228.1.8.8. asset condition data;

228.1.8.9. Planned Preventative Maintenance schedules;

228.1.8.10. asbestos management plans;

228.1.8.11. COSHH risk assessments;

228.1.8.12. energy performance / utility usage data;

228.1.8.13. audit reports;

228.1.8.14. asset data;

228.1.8.15. insurance inspection records;

228.1.8.16. water risk assessments;

228.1.8.17. emergency isolation and utility metering data;

228.1.8.18. security assignment instructions;

228.1.8.19. business continuity and disaster recovery data; and

228.1.8.20. emergency out-of-hour contact details.

228.1.9. Store all details of the Affected Property including photographs, video recordings, audio recordings, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents.

228.1.10. The storage of Affected Property contact information.

228.1.11. The recording of building certifications where required (e.g. EPC).

229. Energy Management Functionality

229.1. Where the Client requires the Service Provider to provide Service [N11] 'Energy and Utilities management bureau services', the Service Provider's systems solution shall meet typical Energy Management functional requirements, including:

229.1.1. [Record building energy efficiency.]

229.1.2. Record energy, water and waste performance, to enable the Client to undertake fully detailed analysis at a variety of levels, including Affected Property, department, building, floor, etc.

229.1.3. Record utility meter data.

229.1.4. Record the details utility and other infrastructure providers at each Affected Property.

229.1.5. Where required, capture greenhouse gas emission, net zero carbon, energy, water and waste related data as it applies to the Client's Sites, assets and systems and the Services.

230. H&S Management Functionality

- 230.1. The Service Provider's systems solution shall meet typical Health & Safety Management functional requirements, including:
 - 230.1.1. Risk and safety management before Service Provider operatives start work, inclusive of Risk Assessment Methods Statements generated, Safe Systems of Work (SSOW), COSHH etc).
 - 230.1.2. Delivering appropriate e-training for Service Provider and Client staff where appropriate. Maintain health and safety training information record inclusive of any appropriate e-training.
 - 230.1.3. Management of health & safety equipment, including testing and replacement frequencies.
 - 230.1.4. The logging and analysis of all relevant Health & Safety incidents, including RIDDOR reportable incidents, near misses, etc.
 - 230.1.5. Provide statistical data of all accidents /near misses.

231. Commercial Functionality

- 231.1. The Service Provider's systems solution shall include the following Commercial functional requirement:
 - 231.1.1. e-Catalogue functionality, enabling Client Staff to order items from a pre-populated list of approved items.

232. Financial Management Functionality

- 232.1. The Service Provider's systems solution shall include typical Financial Management functionality, including:
 - 232.1.1. track costs through multi-level hierarchy of budgets, contracts and projects;
 - 232.1.2. provide fully detailed spend reports in full, including fully analysable breakdown of all chargeable works, which support the Application for Payment process;
 - 232.1.3. generation of single or multi-line purchase orders;
 - 232.1.4. provide details of spend for planned and reactive maintenance expenditure against specific assets, asset types and systems;
 - 232.1.5. capture all Costs including direct labour, Subcontractor labour, replacement asset, materials and consumable costs associated with Planned Preventative Maintenance and reactive maintenance services;
 - 232.1.6. store trade rates or benchmarking data to enable quick validation of cost estimates against contractual resource rates agreed with the Client;
 - 232.1.7. [discount purchase orders or individual line items;]
 - 232.1.8. [provide purchase Order receipt acknowledgement;]
 - 232.1.9. [easy to navigate, search and view all budget information;]
 - 232.1.10. provide financial management functionality for projects which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;
 - 232.1.11. provide costs for all Project Order and Service Orders, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the Client;
 - 232.1.12. easily distribute information to stakeholders;

- 232.1.13. ensure financial data is available for ad-hoc reporting and scheduled reporting as required;
 - 232.1.14. identify the management of health and safety equipment and related Service requests;
 - 232.1.15. [the recording of current Net Book Value (NBV) of assets, and the calculation, adjustment and reporting of depreciation of relevant assets;]
 - 232.1.16. allow cost allocation;
 - 232.1.17. approval of works over the Inclusive Repair Threshold, implementing the Service Manager delegation of authority rules via multiple levels of approval where required;
 - 232.1.18. monitor building lifecycle costs;
 - 232.1.19. estimates and quotes management and approvals; and
 - 232.1.20. capital projects cost control.
- 232.2. The Service Provider shall support the Client in relation to automating financial processes wherever possible.

233. Strategic Planning Functionality

- 233.1. The Service Provider's systems solution shall include the following Strategic Planning functional requirements:
- 233.1.1. Strategic estate planning, including against current and forecasted Headcount Planning.

234. Property Management Functionality

- 234.1. The Service Provider's systems solution shall meet the following Property Management functional requirements:
- 234.1.1. Store all Affected Property related documents including contracts and lease agreements; and
 - 234.1.2. Property financial data (rental and insurances).
 - 234.1.3. The Service Provider's systems shall facilitate the easy transfer of data to e-PIMS/Horizon.

235. Reporting Functionality

- 235.1. The Service Provider's systems solution shall meet typical Reporting requirements, including:
- 235.1.1. Provide reports in a variety of formats, including written reports, dashboards, graphical analysis and raw data;
 - 235.1.2. Helpdesk performance management;
 - 235.1.3. Allow all KPIs, performance indicators and other operational metrics required by the Client to be clearly and easily monitored and reported by the Service Provider, which are to be calculated using data in the Service Provider's CAFM/IWMS system;
 - 235.1.4. Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all Affected Property (e.g. compliance dashboard);

- 235.1.5. Managerial quality reporting;
- 235.1.6. Management information reporting;
- 235.1.7. Provide clear and proactive management of KPI agreements;
- 235.1.8. Provide accurate reporting management information and KPI performance data to meet the requirements of the Client and Authority;
- 235.1.9. automatically generate reports, either scheduled or triggered by a specific event;
- 235.1.10. ad-hoc reporting requests;
- 235.1.11. direct email distribution to stakeholders;
- 235.1.12. Enable appropriate Client Staff to self-serve their own ad hoc reporting and scheduled reporting requirements;
- 235.1.13. Enable the analysis of all operational data relating to the delivery of the Services;
- 235.1.14. Health and Safety related statistics, including:
 - 235.1.14.1. Number of First Aid cases;
 - 235.1.14.2. Number of Medical Treatment cases;
 - 235.1.14.3. Number of restricted works cases;
 - 235.1.14.4. Number of lost days cases;
 - 235.1.14.5. Number of Fatalities;
 - 235.1.14.6. Recordable Incident Rates;
 - 235.1.14.7. Number of environmental incidents reported to local/national authorities;
 - 235.1.14.8. Number of enforcement actions.
 - 235.1.14.9. Cost control and monitoring; and
 - 235.1.14.10. Building Occupancy and utilisation rates, including business days lost and space unavailable for use.

236. Capital Projects Functionality;

- 236.1. The Service Provider's systems solution shall meet the following Capital Projects functional requirements:
 - 236.1.1. Construction/renovation planning and management; and
 - 236.1.2. Large scale move management.

237. Training Functionality

- 237.1. The Service Provider's systems solution shall meet typical Training functional requirements, including:
 - 237.1.1. [System Training];
 - 237.1.2. [H&S training];
 - 237.1.3. [On-boarding training, for example site specific training of Service Provider staff and Service Provider subcontractors]; and
 - 237.1.4. [Display Screen Equipment (DSE) Assessments].
- 237.2. The Service Provider shall maintain a record of training courses assigned and completed by Service Provider and Client staff.

238. Information Security Requirements

- 238.1. The Service Provider shall complete assessments as required to enable the Client to assess information security risks inherent in the Service Provider's proposed operating model. Following the completion of any assessment, the Client or its nominated adviser, with regard to Good Industry Practice, may identify remedial actions or recommended changes for the Service Provider to implement. The parties shall agree in good faith the implementation of any such remedial actions or recommendations to the Client's reasonable satisfaction. These assessments may include, but not limited to:
- 238.1.1. DOTS Information Security Non-Functional Requirements Assessment;
 - 238.1.2. Defra Group Security assurance process;
 - 238.1.3. NCSC IT Health Check;
 - 238.1.4. It is not prohibited for the following activities to be located outside of the United Kingdom:
 - 238.1.5. Service Provider systems support or development teams;
 - 238.1.6. Service Provider Subcontractors;
 - 238.1.7. System hosting;
 - 238.1.8. Data at rest;
 - 238.1.9. Data in transit; and
 - 238.1.10. Service Provider system OEM residency or ownership.
- 238.2. However, where the Service Provider proposes that any of these activities are undertaken outside of the United Kingdom, this will be assessed on a case-by-case basis. Whilst the Client will not unreasonably refuse permission, the Client retains the right to provide or withhold consent in its absolute discretion.
- 238.3. The Service Provider agrees to sign a Security Aspects Letter, which shall be materially in the same form as Attachment 7 (Security Protocol), 'Security Aspects Letter v1.5'.

239. **CAFM/IWMS Requirements**

- 239.1. The Service Provider shall ensure that all Planned & Reactive Works are managed, tracked, executed and monitored through the CAFM/IWMS system.
- 239.2. The CAFM System shall have the capability to produce automated alerts as KPIs, Service Response Times (SRT) or other performance indicators approach their performance/KPI agreement, and as they breach their performance/KPI agreement.
- 239.3. The CAFM/IWMS system shall have the capability to:
- 239.3.1. log Service requests via intranet and internet;
 - 239.3.2. enable all feedback information associated with its activities and information relating to the completion of Service requests to be promptly and accurately entered into the CAFM/IWMS system;
 - 239.3.3. store photographs against relevant work orders (including reactive and planned works) and against asset information;
 - 239.3.4. link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion;
 - 239.3.5. codify all parent and child relationships within any data or information exchange from the CAFM/IWMS and other systems;
 - 239.3.6. record and report by each Affected Property, location or region;
 - 239.3.7. review work assignment to Service Provider Staff and Subcontractors;
 - 239.3.8. record and track the history of work on specific Assets;

- 239.3.9. track progress on logged activities, issue status updates and the provision of on-screen alerts;
- 239.3.10. provide automated email notifications of updates and progress in relation to planned and reactive works, including the notification of assets being planned to be taken out of service, and when assets are taken out of service;
- 239.3.11. provide automatic status updates to the Client's Representatives;
- 239.3.12. provides automatic associated hazard warnings, for example asbestos alerts;
- 239.3.13. allocate and schedule appointment dates and times where required;
- 239.3.14. automatically prioritise work and job escalation when appropriate;
- 239.3.15. individually reference all Assets and allocate work orders against a specific Asset where appropriate;
- 239.3.16. record data in a way such that it is aligned with the Client's Asset information requirements and the service level and duties required under an SFG20 regime and/or other requirements specified by the Client in Annex D - Policy, Documents and Standards;
- 239.3.17. "stop the clock" functionality to suspend any work order where appropriate, for example where a reactive work order requires a repair which cannot be completed due to lead times of replacement parts (which are outside the reasonable control of the Service Provider) or the need for the Service Manager's sanction of Costs (e.g. authorisation process). The Service Provider shall agree with the Client the exact criteria for suspension;
- 239.3.18. Re-prioritise and escalation of service requests;
- 239.3.19. Allocation of service requests to third party resolver groups or subcontractors where appropriate.
- 239.3.20. Re-allocation of service requests between resolver groups and/or organisations;
- 239.3.21. Re-call or re-open previously closed service requests; and
- 239.3.22. Log, triage and manage complaints and feedback.
- 239.4. The CAFM/IWMS system shall include self-service functionality which:
 - 239.4.1. enables the Client's Staff and other permitted users of the services to log work order requests themselves, either via direct web access to the CAFM/IWMS or via an alternative self-service web interface/portal/app;
 - 239.4.2. provides search and visibility of calls and activities which have been requested by that member of the Client's staff.
 - 239.4.3. Service Provider staff shall have remote access to the CAFM/IWMS system, which shall be used to receive work orders, provide updates on progress and indicate completion of work orders. This functionality shall be used to report progress in real time as works are completed.
- 239.5. The Client's intentions are that the CAFM/IWMS system becomes the single repository for all operational data. As a result, the Client may request that third parties who are providing comparable services to the Services have access to the CAFM/IWMS to manage and report the completion of works, either via portal or access via an app. The Parties shall negotiate in good faith to implement such a solution at the Client's request.

240. Additional Systems Requirements

- 240.1. The Service Provider shall provide systems with the following Additional Systems functionality where required to do so by the Client:
 - 240.1.1. Point cloud surveys;
 - 240.1.2. Building information models (BIM); and
 - 240.1.3. Photogrammetry;
- 240.2. The Service Provider shall maintain Client systems as required, including patching and upgrading the operating systems of Client Building Management Systems (BMS). Currently these systems do not have internet connectivity.

241. Systems Interface Requirements

- 241.1. The Service Provider shall design and operate its systems such that, where required, it:
 - 241.1.1. facilitates the integration of data from Service Provider systems to the Client's systems, the CAFM System of an independent helpdesk and/or any Others; and
 - 241.1.2. enables the capture of third party data;
- 241.2. In such a situation, the Service Provider shall be required to use the Client's defined master data to report activities against. This will be defined by the Client where appropriate.
- 241.3. The Service Provider shall be responsible for implementing all necessary interfaces between Service Provider systems.
- 241.4. Following a request from the Client, the Service Provider shall implement an interface between the Service Provider's CAFM/IWMS and other relevant systems, to the Client's 'User Experience' (UX) platform. This UX platform will be used by Client staff as a single platform to log a variety of service requests, across a variety of service providers, including the Service Provider. The UX platform will pass service requests to the Service Provider's CAFM/IWMS. The Service Provider shall be entitled to submit a Compensation Event related to the interfacing to the UX platform.
- 241.5. Where an interface is required between any Service Provider system and a Client system, the Service Provider shall be responsible for the provision of the interface.
- 241.6. The Service Provider and the Client shall agree the processes by which master data is maintained between the various systems which use it.
- 241.7. All Service Provider systems shall have an (application programming interface (API) or export function available for all data stored within the system to enable the Client to have access to its data at all times.
- 241.8. Where required, all Service Provider systems shall have an API or import function to enable two-way communication from Client or third-party systems, including financial systems.
- 241.9. The Service Provider shall support the Client with integrating Service Provider Systems with the following Client systems:
 - 241.9.1. Client finance Systems:
 - 241.9.2. SOP;
 - 241.9.3. Hyperion;
 - 241.9.4. Business Objects;
 - 241.9.5. e-Catalogues
 - 241.9.6. e-Catalogues provided by Others;
 - 241.9.7. Client property management systems:
 - 241.9.8. BMS systems;

- 241.9.9. Security Systems;
- 241.9.10. Client Health & safety Systems interfaces; and
- 241.9.11. Health & Safety reporting, including RIDDOR incident logging and reporting, operated by Defra Arms Length Bodies (ALBs);

242. Systems Exit Arrangements

- 242.1. As part of planning for transition to a successor service provider or the Client, the Service Provider shall provide all reasonable support to the Client to enable the Client to plan effectively for procurement activity and potential subsequent transition to a successor service provider. This will include providing details regarding Service Provider systems, and the provision of data sets as required.
- 242.2. As part of Exit planning activities, the Service Provider shall ensure that all information is quality checked to ensure full compliance with the Standards of a Construction Operations Building Information Exchange (COBie). Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy;
- 242.3. All data provided as part of exit planning and following the end of the contract shall be in a standard machine-readable format and support the Client's transition to any successor service provider.
- 242.4. At the end of the Service Period, or in the event of termination of the contract or for any reason, ownership of the Client's data contained within the Service Provider's systems shall remain with the Client.

243. Client System Obligations

- 243.1. Where agreed, the Client shall provide access to its network to Service Provider devices at no charge.
- 243.2. The Client shall provide the Service Provider with access to Client networks and systems where required by the Service Provider, provided that the Service Provider meets all of the Client's reasonable requirements in this regard. The Client retains the absolute right to decide whether access to its networks and systems is granted. This shall include:
 - 243.2.1. MyWorkspace – Room/space reservation.
- 243.3. The Client will provide a contract management system which the Client and Service Provider will jointly use to administer the Contract. The Client will provide the Service Provider will access to this system at no cost.

244. Work Package Q: Helpdesk Services.

- 244.1. The following Standards Ref apply to this Service - SQ1.
- 244.2. The Service Provider shall provide a fully staffed, supervised helpdesk Service linked to the CAFM System for all FM related Service requests and fault reporting, twenty four (24) hours per day 365 days per year. The Client and the Service Provider shall agree a reporting function in relation to the helpdesk requirements during mobilisation.
- 244.3. The Service Provider shall:
 - 244.3.1. Collaborate with the Client to create, maintain and develop Services which Deliver a common user experience for all users of the Service;

- 244.3.2. Ensure that the helpdesk operates as both a strategic management and the focus for all day-to-day operational activities across all aspects of the FM Services;
- 244.3.3. Ensure that the helpdesk provides a telephone single point of contact, web portal and chatbot (free of charge at point of use for Client Staff, Affected Property Occupants, occupants residing in Client's residential properties and stakeholders from UK landlines); and
- 244.3.4. Ensure continued Service Delivery for all Services under its control during the core service hours as detailed in the Service Catalogue.
- 244.4. The Service Provider helpdesk shall accept Service requests from all Client's Staff, Affected Property Users, occupants residing in Client's residential properties and stakeholders who are reporting faults or requesting provision of any in scope service.
- 244.5. Where the Service Provider helpdesk receives Service requests for out-of-scope Services, the Service Provider shall accept and forward the calls as appropriate and record details on the CAFM System. Further details will be agreed with the Client during Mobilisation.
- 244.6. The Service Provider shall ensure that all Service requests are logged on to the CAFM System without unnecessary delay, allocated a unique reference number and responded to as follows:
 - 244.6.1. Telephone call requests within twenty (20) seconds;
 - 244.6.2. Email requests within fifteen (15) minutes; and
 - 244.6.3. The Service Provider shall be responsible for the issue of an acknowledgment within five (5) minutes of receipt. The Service Provider shall issue an update to the requestor as appropriate to the work order SLA in Annex C – Service Response Times or as agreed with the Client during mobilisation.
- 244.7. If for any reason the helpdesk response to a telephone request exceeds twenty (20) seconds before being answered by a helpdesk operator, then the caller shall be made aware of where they are in the queue, approximately how long they will be required to wait and be given an option to leave a message and be called back within one (1) hour. In the event of an emergency the caller will be provided an option to prioritise answering of the call, such as dial option 1 for emergency, in accordance with the helpdesk process in Annex D - Policy, Documents and Standards.
- 244.8. The Service Provider helpdesk shall record details of the Service request on the CAFM System, to include:
 - 244.8.1. Name;
 - 244.8.2. Contact details, to include telephone number, email address and work location;
 - 244.8.3. Location of the Affected Property to which the request is related;
 - 244.8.4. Nature of the request;
 - 244.8.5. Date and time;
 - 244.8.6. The response time as specified within the agreed SLA table;
 - 244.8.7. The actual response time as agreed with the Client if applicable;
 - 244.8.8. A 'Unique Service Request' reference number;
 - 244.8.9. Action taken; and
 - 244.8.10. Details of progress throughout the Service request management lifecycle.
- 244.9. The Service Provider shall ensure that the person who raised the task is updated regarding the status and progress of any open Service requests through each stage of the Process, including notifications of delays, closure or completion.

- 244.10. The Service Provider shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed SLA they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the Client. The Service Provider shall ensure that all revisions to timeframes as agreed and authorised with the Client are recorded on the CAFM System.
- 244.11. To mitigate the risk of the creation of a backlog of work, the Service Provider shall record all instances where a Service request failed to be completed within the agreed KPI or SLA on the CAFM System.
- 244.12. The Service Provider shall:
- 244.12.1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System;
 - 244.12.2. Make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The Service Provider shall retain such recordings for twelve (12) Months on a rolling programme;
 - 244.12.3. Provide appropriate staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the Client and the Service Provider;
 - 244.12.4. Ensure that all staff appointed to operate on the helpdesk are capable of handling all faults and in scope Service requests, irrespective of the time of the day;
 - 244.12.5. Ensure that all staff appointed to operate on the helpdesk can access and report the status of all Service requests at any such time as requested by the Client;
 - 244.12.6. Provide all staff appointed to operate on the helpdesk with documented training, including:
 - 244.12.6.1. Training on the CAFM System package;
 - 244.12.6.2. Customer Service skills;
 - 244.12.6.3. Service call management;
 - 244.12.6.4. Listening skills;
 - 244.12.6.5. Escalation procedures;
 - 244.12.6.6. Client emergency and BCDR procedures; and
 - 244.12.6.7. Training in respect of all operational areas of the Affected Property.
 - 244.12.7. Ensure that all staff appointed to operate on the helpdesk have the appropriate security clearance to work on a Client account;
- 244.13. The helpdesk will be required to alter the response time for Service requests if requested to do so by the Service Manager or Delegated Service Manager. The Service Provider will be required to report on all instances where the response time required altering for the purposes of continuous improvement.

245. Work Package R: Management of Billable Works, Project Orders and Service Orders Installation Works and Payment.

246. General Requirements

- 246.1. The Service Provider shall comply with the requirements contained Standard SR1 when delivering all new works on behalf of the Client.

- 246.2. The Service Provider shall be aware that the Client has the option to deliver any services or works similar in nature to those specified in the Scope outside of the contract via Others, procured either directly by the Client or via alternative CCS procurement solutions.
- 246.3. The Service Provider shall be responsible for ensuring the resources required to successfully deliver and manage Service Orders and Project Orders are provided in accordance with the requirements of the Client as set out within the Client's Billable Works data contained within Attachment 2 - Service Deliverables Matrix. These shall include but not be limited to:
- 246.3.1. Billable Works Quantity Surveyor ("QS") personnel;
 - 246.3.2. Billable Works Management personnel; and
 - 246.3.3. Billable Works Administrative support personnel.
- 246.4. All billable works for reasons set out in this specification will be treated as a Service Order unless specifically instructed as X27 Project Order.
- 246.5. The Service Provider shall recognise the Client's option to introduce specific Projects Order related KPI's as part of their performance management solution. The Service Provider shall be responsible for ensuring these are managed via the CAFM system.
- 246.6. Where the Service Manager instructs a Project Order, the Service Provider shall manage the Projects in accordance with the RIBA Plan 2013 (or subsequent updates) unless otherwise stated in the Project Order. The costs for the management services shall be as defined within the rates specified at Framework.
- 246.7. The Service Manager shall be final arbiter on whether new works are classified as a project requiring the RIBA management approach. For the avoidance of doubt only the Service Manager can instruct X27 Project Orders.
- 246.8. The Service Provider shall carry out Installation Works in accordance with any installation programme agreed by the Service Manager and the Service Provider.
- 246.9. The Installation Works shall be executed in the manner set out in the contract or, where not so set out, to the reasonable satisfaction of the Client, and all work on any Affected Property shall be carried out in accordance with such reasonable directions as the Client may give.
- 246.10. The Service Provider shall carry out the testing and commissioning of the Installation Works in accordance with recognised industry best practise and all applicable Laws or guidance.
- 246.11. No rights of estoppel or waiver shall arise as a result of the acceptance by the Client of the Installation Works.
- 246.12. Throughout the Service Period, the Service Provider shall be responsible for procuring and maintaining (at its own cost) at all times all licences, approvals and consents necessary to enable the Service Provider and the Service Provider Staff to carry out the Installation Works
- 246.13. The Service Provider shall ensure when delivering Projects on behalf of the Client, all new buildings meet the BREEAM or equivalent schemes Outstanding standard, and that retrofits meet the Excellent standard.
- 246.14. The Service Provider shall provide a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Affected Property. This Service when required will be issued via Service Order.
- 246.15. The Service Provider shall notify the Client in writing of any risks to achieving BREEAM certification as soon as they are known.

247. Billable works

- 247.1. Billable Work means work that is billable due to:
 - 247.1.1. Instruction of a Service Order for services/works which are an exclusion from the IRT;
 - 247.1.2. Instruction of a Service Order for services/works exceeding the threshold agreed during tender;
 - 247.1.3. Being instructed as an X27 Project Order or by the Service Manager as a change to Scope or Affected Property pursuant to clause 14.3 (but only where such instruction constitutes a compensation event and only where assessment of that compensation in accordance with the contract results in such change being billable),;
 - 247.1.4. Business Critical Events as defined in [paragraph 250] of the Scope;
 - 247.1.5. Service Order Requirements
 - 247.1.6. All Service Orders shall be instructed by the Service Manager
- 247.2. The Service Manager will issue a Service Order form in accordance with Annex 1 of this Work Package to the Service Provider prior to a Service Order being instructed.
- 247.3. The Service Provider may be required to assist the Service Manager or Client in obtaining all relevant information to enable instruction of a Service Order
- 247.4. A Service Order is not considered instructed until all criteria has been agreed and a quotation approved by the Service Manager if applicable.
- 247.5. Service Orders will only be instructed via the CAFM system.
- 247.6. Business Critical Events will follow the business critical procedures for completion and retrospectively be treated as Service Orders managed via the CAFM system. Business Critical Events to be uploaded to the CAFM system by the Service Provider for review and instruction by the Service Manager as soon as reasonably practicable and no later than the next working day.
- 247.7. The Service Manager may require each Service Order to be:
 - 247.7.1. managed and executed by the Service Provider;
 - 247.7.2. managed by Others nominated by the Client and executed by the Service Provider;
 - 247.7.3. managed by the Service Provider and executed by Others nominated by the Client.
- 247.8. All Service Orders require quotations. Quotations shall breakdown the costs in the categories below:
 - 247.8.1. labour;
 - 247.8.2. parts;
 - 247.8.3. replacement Assets;
 - 247.8.4. materials;
 - 247.8.5. such other applicable cost categories as the Service Manager may notify to the Service Provider from time to time.
 - 247.8.6. the Fee
 - 247.8.7. Deductions of applicable thresholds
 - 247.8.8. Price list reference used for calculation of the Service Provider's direct costs;
 - and
 - 247.8.9. Subcontractor defined costs (including subcontractor profit and overhead)
- 247.9. Service Orders at the request of the Client or Service Manager will be required to provide applicable completion criteria which may include, but is not limited to:
 - 247.9.1. Photographic Evidence
 - 247.9.2. Installation/commissioning Certificate

- 247.9.3. Specialist Report
- 247.9.4. Record of service/timesheet
- 247.9.5. Waste transfer note
- 247.9.6. Delivery note (including number of items delivered and date of delivery)
- 247.9.7. Updated CAFM system records including asset register updates if applicable
- 247.10. The Service Manager will advise the Service Provider in advance of issuing a Service Order where completion criteria is required for actual Service Order completion. The Service Provider will not consider a Service Order complete until the Service Manager has approved the completion criteria.
- 247.11. Where the Service Manager fails to accept the completion criteria from the Service Provider within the period for reply the Service Provider may notify the Service Manager of this failing. If the Service Manager fails to respond within two (2) weeks of this notification the Service Provider's notification will be treated as accepted.
- 247.12. The Service Manager may instruct the Service Provider to provide reasonable completion criteria for any Service Orders or Project Orders, at any time. If the Service Manager is not satisfied with the evidence provided for any Service Order or Project Order, at any time, they may correct a payment certificate in accordance with clause 50.6 of this contract.
- 247.13. Service Orders will be instructed by the Service Manager in accordance with the Service Managers Delegations Matrix dependant on value.
- 247.14. Where Service Orders are not priced in accordance with rates in the Price List quotations shall be valid for a minimum of 30 days.
- 247.15. Clause 60.1(16) and clause 65.1 of this contract do not apply to Service Order quotations.
- 247.16. Service Orders may be changed or amended by Service Manager instruction.

248. Quotations for Billable Works, Service Orders and Project Orders

- 248.1. The Service Provider is required to provide quotations for all Billable Works where the Client gives instructions to the Service Provider to manage and/or execute Billable Works according to the estimated value ranges, unless otherwise stated:
 - 248.1.1. Tier One Billable Works shall be managed and executed by the Service Provider below the value of ten thousand pounds (£10,000). Where the Billable Works are to be delivered directly by the Service Provider, the Service Provider shall provide an estimate of costs in accordance with the Price List. For tier one billable works the Service Provider shall provide at least one (1) written quotation. The Service Provider shall not commence any Tier One Billable Works until approval has been granted by the Client to proceed to completion.
 - 248.1.2. Tier Two Billable Works shall be managed and/or executed by the Service Provider between the values of ten thousand pounds (£10,000) and below one hundred thousand pounds (£100,000). The Service Provider shall obtain at least three (3) written quotations. The Service Provider shall not commence any Tier Two Billable Works until approval has been granted by the Client to proceed to completion.
 - 248.1.3. Tier Three Billable Works shall be managed and/or executed by the Service Provider for values expected to be one hundred thousand pounds (£100,000) or more and shall be instructed by the Service Manager via a X27 Project Order. The Service Provider shall obtain at least three (3) formal tenders if required to do so in the Scope of the Project Order. The Service Manager may instruct the tender evaluation methodology in the Scope of the Project Order. Approvals and payments for all stages

of works in tier three shall be managed via the X27 Project Order and Application For Payment process.

- 248.2. Where the Service Provider is both managing the tender process and tendering for billable or project works, the Service Provider shall ensure appropriate Ethical Wall arrangements are in place to prevent conflicts of interest and that the Public Contract Regulations (2015) are adhered to.
- 248.3. The Service Provider is required to obtain formal approval from the Service Manager or Delegated Service Managers prior to proceeding with any billable or projects works with the exception of Business Critical works or agreed passthrough costs.
- 248.4. The Service Manager may audit or benchmark costs for any billable works to ensure value for money. The Service Manager will present its findings of any audit or benchmark to the Service Provider.
- 248.5. The Service Manager, in agreement with the Parties, may allow the Service Provider to proceed with Service Orders without generating a formal quotation. In these circumstances no formal quotation will be required up to a maximum value of £1000.
- 248.6. Where the Service Manager and the Parties agree no formal quotation is required, the Service Provider is to treat instruction of the Service Order from the Service Manager as approval.

249. Project Orders

- 249.1. All X27 Project Orders will be issued by the Service Manager and in accordance with the process set out in the contract.
- 249.2. X27 Project Orders shall follow RIBA "Plan of Work" principles unless specifically advised otherwise by the Service Manager or the Project Scope.
- 249.3. Service Provider rates for RIBA stages will be applied in accordance with the rates in the Price List.
- 249.4. Applicable fees and costs will be chargeable to the Client for all complete RIBA stages regardless of total project completion and will be managed via the X27 Project Order Compensation Event clauses.
- 249.5. The Service Provider will provide evidence of resource allocation in justification of any hourly rate fees in connection to X27 Project Orders.
- 249.6. The Service Manager may include timeframes to complete tender stage returns in advance of project completion times listed in the Project Order. Where this is applicable they will be listed in the Project Order Scope.
- 249.7. The Service Manager may include additional terms and conditions specific to each Project. Where these apply, they will be discussed with the Service Provider and issued with the Project Order.
- 249.8. X27 Project Orders shall be recorded in the CAFM system for the purposes of work tracking and financial.
- 249.9. Prices for X27 Project Orders will be in accordance with the Price List or defined costs assessed as if it were a compensation event.
- 249.10. The Service Provider will include a sustainability impact assessment with proposals to improve sustainability at design stage of each project.

250. Inclusive Repair Threshold (IRT)

- 250.1. The Service Provider shall note that with the exception of SLA A - Critical or Business Critical Events as detailed in Annex D, no activity with a value in excess of the agreed Inclusive Repair Threshold shall be undertaken without a Service Order instruction from the Service Manager.
- 250.2. All works within the Inclusive Repair Threshold shall be recorded in the CAFM and be priced for the purposes of benchmarking and audit.
- 250.3. Where the costs of Reactive Maintenance Works exceed the Inclusive Repair Threshold, only the cost above this value shall be billed to the Client via the Service Order process and in accordance with prices in the Price List.
- 250.4. The Service Provider shall supply and install all parts associated with Reactive Maintenance Works at its own cost. The Service Provider shall note that, for the avoidance of doubt, this requirement includes the replacement of entire Assets as well as component part of Assets where replacement is deemed appropriate.
- 250.5. The Service Provider shall maximise the benefits of its own buying power by being granted access to and exploring other CCS frameworks and benchmarking against these before looking to their own supply agreements to offer the most advantageous commercial position to the Client to ensure value for money. Any negotiated discounts applied against current trade price levels shall be shared with the Client in accordance with the Continuous Improvement requirements detailed in clause X21 of the contract.
- 250.6. The Service Provider shall source parts at the most cost effective terms having regard to quality and delivery time requirements. The Service Provider and the Client shall agree in advance the use of refurbished parts where they are deemed to be cost beneficial without any loss of service or as required in order to achieve required return to full operational service. Conversely the Service Provider will detail any environmental impact to the Client above the impact of buying refurbished parts, when buying new.
- 250.7. In the event of SLA A - Critical or Business Critical Events falling within the IRT, the Service Provider may proceed with remedial action without prior instruction from the Service Manager but must notify the Service Manager as soon as operationally possible.
- 250.8. Where works fall into the following categories, they are exclusions to Inclusive Repair Threshold:
- 250.8.1. equipment Beyond Economic Repair, where costs, excluding management overhead and profit, exceed the as new value of the asset (or equivalent if no longer available) at current market rates;
 - 250.8.2. misuse of an Asset and/or abuse of an Asset where this can be proven by the Service Provider;
 - 250.8.3. vandalism;
 - 250.8.4. damage or failure if due to continued use by the Client or building user after fault has been diagnosed and the Service Provider has advised the Client not to use the Asset;
 - 250.8.5. the building user not following the Client or manufacturer's operating procedural standards;
 - 250.8.6. damages caused by Others working on assets;
 - 250.8.7. water or cleaning fluid damage due to incorrect cleaning procedures by Client staff or Others;
 - 250.8.8. damage or failure due to electrical supplies being interrupted or altered by Others;
 - 250.8.9. fire, leaks, act of god, storm damage, floods or similar force majeure; unless caused by an act or failure of the Service Provider;

- 250.8.10. New Works;
 - 250.8.11. that part of the cost of the Reactive Maintenance Works or remedial works following planned maintenance for an event which exceeds the Inclusive Repair Threshold; and
 - 250.8.12. operator error by a building user, where this can be proven by the Service Provider.
- 250.9. The above listed works include works arising from Planned Maintenance.

251. Business Critical Events

- 251.1. The Service Provider is to respond to all Business Critical events without receiving prior authorisation from the Client or Service Manager.
- 251.2. Where Business Critical events fall outside of the inclusive repair threshold the Service Provider is to provide costs for responding to and making safe all Business Critical events to the Service Manager as soon as possible.
- 251.3. Business Critical Events can be defined as:
 - 251.3.1. Any works falling with SLA A – Critical in accordance with Annex C – Service Response Times
 - 251.3.2. Any works that may affect the Client performing a statutory or regulatory duty
 - 251.3.3. Any event which may impact the Client conducting it's normal business that also impacts the wider community or public
 - 251.3.4. Any works advised to the Service Provider by the Service Manager as Business Critical
 - 251.3.5. fire, leaks, act of god, storm damage, floods or similar force majeure
- 251.4. The Service Provider is to provide a report on all Business Critical activity undertaken each month and where requested by the Service Manager provide a detailed report of its response.
- 251.5. A list of currently identified Business Critical Events is included in Annex 3 but is not limited and subject to change.

252. Pass Through

- 252.1. Cost for items listed as Passthrough shall be recharged to the Client with no additional mark up from the Service Provider.
- 252.2. Pass through items are:
 - 252.2.1. Cleaning: Absorbent granules and spill kits (with the exception of laboratories' spill kits)
 - 252.2.2. Consumables for reprographic units
 - 252.2.3. First aid consumables
 - 252.2.4. Fuels: Biomass fuel / oil / gasses / gas cylinders
 - 252.2.5. Generator hire costs
 - 252.2.6. Cold storage rental costs
 - 252.2.7. Incinerator ash testing
 - 252.2.8. Laundry charges
 - 252.2.9. Liquid nitrogen / liquid argon gas
 - 252.2.10. Mail: Consumables
 - 252.2.11. Mail: Courier

- 252.2.12. Mail: PO Box annual fee
- 252.2.13. Postage costs (including postage, franking, special courier, diplomatic bag, and mistrial pouch services) – pass through for NE and Core Defra only, other agencies to retain budget;
- 252.2.14. Meeting/conference room consumables
- 252.2.15. Waste: Animal waste, including bedding and carcasses
- 252.2.16. Waste: Chemical waste
- 252.2.17. Waste: Clinical waste (including sharps)
- 252.2.18. Waste: Effluents, leachate, and sludge from contaminated sites
- 252.2.19. Waste: Hazardous waste (including WEEE waste)

253. Payment

- 253.1. The Service Provider will provide all information, data and assurances and follow all Client payment processes as required to enable timely and correct payment.

254. Application for Payment

- 254.1. In accordance with the contract, the Service Provider is to provide an application for payment detailing all agreed costs to the Client, including:
 - 254.1.1. Prices for Services Provided to Date (PSPD) by service, Affected Property and Client department listed in Annex B – Service Catalogue inc. Constraints
 - 254.1.2. Service Order costs not included in the Scope, by Affected Property
 - 254.1.3. Passthrough costs by Affected Property if applicable
 - 254.1.4. Agreed X27 Project Order costs
 - 254.1.5. ongoing fixed compensation events
 - 254.1.6. one off or non-permanent compensation events
 - 254.1.7. Other amounts to be paid to the Service Provider
 - 254.1.8. KPI deductions for the preceding period
 - 254.1.9. Service Credits by Affected Property
 - 254.1.10. Other amounts to be retained by the Service Manager
 - 254.1.11. A cumulative total of all charges since contract start for the above criteria
- 254.2. All Service Order costs not included in the Scope must include detail regarding:
 - 254.2.1. Affected Property
 - 254.2.2. Work Type
 - 254.2.3. Work Sub Category
 - 254.2.4. Short description
 - 254.2.5. Long Description
 - 254.2.6. Billable work type (exceeding IRT, Remedial work exceeding IRT, new works, IRT exclusion)
 - 254.2.7. Where threshold has been applied
 - 254.2.8. Asset identifier (if applicable)
 - 254.2.9. CAFM system reference number
- 254.3. The AFP will be provided by the Service Provider on the template in Annex 2 of this Scope.

255. Invoicing

- 255.1. The Client may reasonably request additional evidence before an invoice can be raised. Where this occurs the Service Manager will not include these elements in their payment certificate unless they decide the Client is acting unreasonably.
- 255.2. Invoices shall be sent via email to: APinvoices-DEF-U@gov.sscl.com;
- 255.3. Postal Address:
Shared Services Connected Limited
DEF Procure to Pay
PO Box 790
Newport
NP10 8FZ
- 255.4. The Service Provider will provide all financial reports to the Client as requested and in support of payment. Additional financial reports will be required to assess ongoing commitments, aged debtors, work in progress, etcetera and will be provided by the Service Provider monthly.
- 255.5. The Parties will work collaboratively to explore and implement best practice and efficiencies including but not limited to:
- 255.5.1. electronic invoicing
- 255.5.2. electronic billing including an electronic feed or interface file
- 255.5.3. MIS integration
- 255.6. Copies of all invoices and backing information or evidence will be stored on the Service Provider's systems and allow immediate and ongoing access to the Client.
- 255.7. The Service Provider must quote the supplied purchase order number on each invoice. The Client operates a no purchase order no payment policy.
- 255.8. The Service Provider will provide a unique reference number on each submitted invoice.
- 255.9. VAT shall be applied at the current standard rate as applicable. If the Service Provider submits an invoice that is invalid for VAT purposes or contains any inaccuracies in relation to VAT, the Client shall be entitled to reject such invoice on notice to the Service Provider.
- 255.10. The Service Provider's invoice will breakdown all charges by Client department as indicated on the Service Catalogue

256. Fixed Fee

- 256.1. The Service Provider will provide a monthly and twelve (12) monthly estimate of service costs within the fixed fee.
- 256.2. The fixed fee will be subject to benchmarking in accordance with Schedule [9] of this contract.
- 256.3. Indexation will be applied to the fixed fee and the price list from 1st February 2025 and every twelve (12) months thereafter.
- 256.4. The indexation rate applied will be an average of the Consumer Price Index over the preceding twelve (12) months.

257. Work Package S - Demobilisation

- 257.1. The Service Provider must be able to implement the requirements in Work Package S within 10 working days of instruction by the Service Manager.

- 257.2. The Service Provider shall within 30 days from the Contract Date provide to the Client a copy of its depreciation policy to be used for the purposes of calculating Net Book Value.
- 257.3. During the Service Period, the Service Provider shall create, compile and maintain:
- 257.3.1. a detailed register of all Service Provider Assets (including description, condition, location and details of ownership and status as either Exclusive Assets or Non-Exclusive Assets and Net Book Value) and Sub-contracts and other relevant agreements required in connection with the services; and
- 257.3.2. a configuration database detailing the technical infrastructure and operating procedures through which the Service Provider provides the services.
- 257.4. The Service Provider will add the above registers and databases to the SPP
- 257.5. The Service Provider will ensure that all assets listed in the registers are clearly physically identified as such
- 257.6. The Service Provider shall ensure that all licences for Third Party Software and all Sub-Contracts shall be assignable and/or capable of novation (at no cost or restriction to the Client) upon request to the Client (and/or its nominee) and/or any Replacement Service Provider upon the Service Provider ceasing to provide the Services (or part of them), and if the Service Provider is unable to do so then the Service Provider shall promptly notify the Client and the Client may require the Service Provider to procure an alternative Subcontractor or provider of Services.
- 257.7. The Service Provider shall appoint an Exit Manager within three (3) Months of the Contract Date.

258. Assisting re-competition for Services

- 258.1. The Service Provider shall within [30] days of request provide to the Client and/or its potential Replacement Service Providers (subject to the potential Replacement Service Providers entering into reasonable written confidentiality undertakings), Exit Information in the format that the Client requests for any reason including facilitating the preparation by the Client of any invitation to tender and/or to facilitate any potential Replacement Service Providers undertaking due diligence.
- 258.2. The Service Provider acknowledges that the Client may disclose the Service Provider's Confidential Information (excluding the Service Provider's or its Subcontractors' prices or costs) to an actual or prospective Replacement Service Provider to the extent that such disclosure is necessary in connection with such engagement.
- 258.3. The Service Provider shall provide complete updates of all required exit information on an as-requested basis as soon as reasonably practicable and notify the Client within five (5) Working Days of any material change to any exit information which may adversely impact upon the provision of any Services (and shall consult the Client in relation to any such changes).
- 258.4. The Service Provider will ensure the required exit information shall be accurate and complete in all material respects and shall be sufficient to enable a third party to prepare an informed offer for those Services; and not be disadvantaged in any procurement process compared to the Service Provider.
- 258.5. The Service Provider will not change, replace, or otherwise remove any software packages or licenses in connection with the Services

259. Demobilisation Plan

- 259.1. The Service Provider shall, within three (3) Months after the Contract Date, deliver to the Service Manager a Demobilisation Plan in accordance with the Scope.
- 259.2. The Demobilisation Plan shall set out, as a minimum:
- 259.2.1. a detailed description of both the transfer and cessation processes, including a timetable;
 - 259.2.2. how the Services will transfer to the Replacement Service Provider and/or the Client;
 - 259.2.3. details of any contracts which will be available for transfer to the Client and/or the Replacement Service Provider upon contract termination or the end of the Service Period together with any reasonable costs required to effect such transfer;
 - 259.2.4. proposals for the training of key members of the Replacement Service Provider's staff in connection with the continuation of the provision of the Services following contract termination or the end of the Service Period;
 - 259.2.5. proposals for providing the Client or a Replacement Service Provider copies of all documentation relating to the use and operation of the Services and required for their continued use;
 - 259.2.6. proposals for the assignment or novation of all services utilised by the Service Provider in connection with the supply of the Services;
 - 259.2.7. proposals for the identification and return of all Client Property in the possession of and/or control of the Service Provider or any Others;
 - 259.2.8. proposals for the disposal of any redundant Services and materials;
 - 259.2.9. how the Service Provider will ensure that there is no disruption to or degradation of the Services once the demobilisation plan has been enacted; and
 - 259.2.10. any other information or assistance reasonably required by the Client or a Replacement Service Provider to aid in transfer or future delivery of the Service
- 259.3. The Service Provider will maintain and update the Demobilisation Plan (and risk management plan) no less frequently than every six (6) months and when requested by the Service Manager in accordance with core clause 34.4.

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Annex B – Service Catalogue inc. Constraints

Appended to Annex 1 titled – Annex B – Service Catalogue inc. Constraints.

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Annex C – Service Delivery Response Times

ANNEX C: SERVICE DELIVERY RESPONSE AND RECTIFICATION TIMES **(Tables A & B)**

1. Over-arching response requirements

a. It is required when sending a person/engineer to attend a reactive event, at the time of despatch, the person/engineer despatched is suitably qualified and has the appropriate spares and materials required to ensure a first-time fix of the repair is achieved.

b. For activities detailed in Tables 1 and 2 below, the activity is defined to be closed or concluded when the helpdesk/CAFM System receives confirmation from the person/engineer that the event is completed, thereby creating an electronic record of the completion.

c. When the activity in 5.1.2 above is closed or concluded, within fifteen (15) minutes, an email/text/electronic communication is sent to the originator of the event advising that the job be closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

2. On-site FM service delivery response times

a. The following Table A describes the reactive response time(s) for Service calls raised or made to the helpdesk where the Service required is supported and Delivered by the Supplier from an on-site facility at the Buyer Premises.

b. The Supplier shall meet these reactive response times in relation to the Buyer requirements.

3. Off-site FM service delivery response times

a. The following Table B describes the response time(s) for Service calls raised or made to the helpdesk where the Service required is supported and Delivered by the Supplier via an off-site facility.

b. The Supplier shall meet these reactive response times in relation to the Buyer requirements.

Table A – Response and Rectification Times – On-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[15] minutes	[1] Hour	Permanent solutions to health and safety issues to be achieved within [12] hours of notification. Security measures must be permanently rectified within [6] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[30] minutes	[2] hours	[1] Working Day
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[2] hours	[Next Working Day]	[2] Working Days
D	Routine	Matters of a routine nature.	[5] Working Days	n/a	[10] Working Days
E	Billable Works	New Work, change or cosmetic requests. Excluding X27 project orders	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)

F	Consumables	Requests for restocking of toilet or other consumables.	[30] minutes	n/a	Toilet to be restocked within [30] minutes of notification to the Help Desk.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Help Desk.
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call.
I	Messengers	Requests for Messengers or Couriers to provide a Service.	n/a	n/a	[10] minutes of booking.
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgment [2 hrs]	Update [24 hrs]	Written Report (findings & recommendations [3 working days])
K	Ad hoc	Matters of an Ad hoc or unplanned nature; by the virtue of its category DO NOT require an enhanced response above that of Routine.	[5] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[5] Working Days
M	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task satisfactorily.	[2] hours	n/a	[4] hours
N	Reprographics request	A request for Service; allocated a Call Category dependent on the	[2] / [72] hours	n/a	[2] / [72] hours

		time frame requested (between [2] & [72] hours).			
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Table B – Response and Rectification Times – Off-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[45] minutes	[2] Hour	Permanent solutions to health and safety issues to be achieved within [24] hours of notification. Security measures must be permanently rectified within [18] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[2] hours	[4] hours	[Next Working Day]
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[4] hours	[Next Working Day]	[5] Working Days
D	Routine	Matters of a routine nature.	[10] Working Days	n/a	[15] Working Days
E	Billable Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)
F	Consumables	Requests for restocking of toilet or other consumables.	[2] hours	n/a	Toilet to be restocked within [2] hours of notification to the Helpdesk.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Helpdesk.

		conferences, meetings etc.			
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call
I	Messengers	Requests for Messengers or Couriers to provide a Service.	n/a	n/a	[30] Minutes of booking
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgement [2 hours]	Update [24 hrs]	Written Report (findings & recommendations) [3 working days]
K	Ad hoc	Matters of an Ad hoc or unplanned nature by the virtue of its category DO NOT require an enhanced response above that of Routine.	[10] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[10] Working Days
M	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task.	[4] hours	n/a	[1] Working Day
N	Reprographics request	A request for Service, allocated a Call Category depend on the time frame requested – between [2] & [72] hours.	[2] / [72] hours	n/a	[2] / [72] hours

Please note – For the purposes of this procurement, potential providers should review both Table A and Table B Response Times. The buyer may amend figures in square brackets [] to suit their individual requirements at Call-Off stage.

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Annex D – Policy, Documents and Standards

Reference	Name
PDS001	Affected Property Access Arrangements-OFFICIAL-Sensitive V1.0.docx
PDS002	Annex 1 - Service Order Form Requirement-OFFICIAL-Sensitive V1.0.docx
PDS003	Annex 2 - Application for Payment Template_ OFFICIAL-Sensitive V1.0.docx
PDS004	Annex 3 - Business Critical Events-OFFICIAL-Sensitive V1.0.docx
PDS005	Changes to security Response Level High risk sites - 09.06.22-OFFICIAL-Sensitive V1.0.docx
PDS006	Defra group Property water hygiene strategy v1.4 10.11.20-OFFICIAL-Sensitive.docx
PDS007	Framework Schedule 1 - Specification v1.0 - Annex B - Standard and Processes v2.0 - Copy-OFFICIAL-Sensitive.docx
PDS008	Government Property Function_Facilities Management Standard FMS 002 Asset Data OFFICIAL-Sensitive.pdf
PDS009	Health and Safety Documents - OFFICIAL-Sensitive
PDS010	Health Surveillance
PDS011	IT System Standards-OFFICIAL-Sensitive V1.0.docx
PDS012	Sustainability
PDS013	2022.12.02 Weybridge Science Estate Site Incident Response Plan Guidance Doc.pdf
PDS014	Animals in the Workplace.pdf
PDS015	apha-policy-biological-agents (002).pdf
PDS016	Appendix A-F Gas Logbook example.docx
PDS017	Contractors Management of contractors delivering construction work.pdf
PDS018	Contractors Management of contractors delivering non construction.docx

PDS019	Duty of care standard Defra.pdf
PDS020	First aid standard.pdf
PDS021	Group FM Standard Control of F Gas.docx
PDS022	Health and Safety children in the workplace - Risk assessment.pdf
PDS023	Health and Safety children in the workplace policy.pdf
PDS024	Health and Safety office risk assessment register.pdf
PDS025	Health and Safety smoking policy.pdf
PDS026	Internal Environmental Management - Compliance Checklist.doc
PDS027	Internal Environmental Management - Consignment Note Checklist.docx
PDS028	Internal Environmental Management - Contractor Environmental Induction form.docx
PDS029	Internal Environmental Management - Facilities Hierarchy of waste Checklist.docx
PDS030	Internal Environmental Management - Fuel deliveries procedure.pdf
PDS031	Internal Environmental Management - Pollution prevention standard.doc
PDS032	Internal Environmental Management - Record of fuel deliveries.docx
PDS033	Internal Environmental Management - Record of scrap metal dealers.docx
PDS034	Internal Environmental Management - Site aspects inventory.doc
PDS035	Internal Environmental Management - Transfer note checklist.docx
PDS036	Lifting Operations Lifting Equipment Regulations LOLER.pdf
PDS037	Portable appliance testing - Guidance note.pdf
PDS038	Premises inspection checklist.htm
PDS039	Provision use workplace equipment regulations.pdf
PDS040	Public safety assessment and tree management standard.docx
PDS041	Quick guide to cash handling.pdf
PDS042	SHEWCoP V1.0 March 2022.pdf
PDS043	Standard asbestos management.pdf
PDS044	Standard control of legionella.pdf
PDS045	Standard traffic management.docx
PDS046	Using Defra premises for non work activities.pdf
PDS047	Waste management - Managing internal waste activity.doc
PDS048	Waste Management - Measuring and reporting office waste.doc
PDS049	Work at height - Safely managing work at height.pdf
PDS050	Containment Passport Edit March 2022-Final draft.pdf
PDS051	SHW-G-092 Health Surveillance Protocol Brucella.pdf
PDS052	SHW-G-095 Health Surveillance Protocol Glanders and Melioidosis.pdf
PDS053	SHW-G-099 Health Surveillance Protocol Avian Influenza Viruses.pdf
PDS054	SHW-G-100 Health Surveillance Protocol Q Fever (Coxiella Burnetii).pdf
PDS055	SHW-G-101 Health Surveillance Protocol Rabies.pdf
PDS056	SHW-G-102 Health Surveillance Protocol - Respiratory and Skin Sensitisers.pdf
PDS057	SHW-G-103 Health Surveillance Protocol Tetanus.pdf
PDS058	SHW-G-104 Health Surveillance Protocol Tick-Borne and Japanese Encephalitis.pdf
PDS059	SHW-G-105 Health Surveillance - Tuberculosis Protocol.pdf
PDS060	SHW-S-014 Occupational Health Clearance, Screening and Surveillance.pdf
PDS061	16_01_19_Spr (BPR Chemicals - updated 2021) v5.2_OFFICIAL-Sensitive.xlsx
PDS062	Biodiversity Catalogue_OFFICIAL-Sensitive V1.0.docx
PDS063	Defra EMS Documentation_OFFICIAL-Sensitive
PDS064	Defra Energy Policy_OFFICIAL-Sensitive V1.0.pdf

PDS065	Defra Environmental Policy 2022_OFFICIAL-Sensitive V1.0.pdf
PDS066	Defra WPFM24 EP2 13 Months Rolling Report to Mar 22 V2 OFFICIAL-Sensitive.xlsx
PDS067	EA EMS Documents_OFFICIAL-Sensitive - UPDATED documents 20-12-22
PDS068	EA-net-zero-2030_OFFICIAL-Sensitive V1.0.pdf
PDS069	Heating code of Practice draft_OFFICIAL-Sensitive V1.0.docx
PDS070	Interactive_emission_OFFICIAL-Sensitive V1.0.ppsx
PDS071	WP-FM 24 Sustainability Strategy Project Board 09-02-2022_OFFICIAL-Sensitive V1.0.pptx
PDS072	Defra EMS 22 Procedures and Documentation_OFFICIAL-Sensitive V3.pdf
PDS073	LIT 11052 - TIMBER Contracting and purchasing requirements_OFFICIAL-Sensitive V1.0.docx
PDS074	LIT 12250 - Identifying environmental aspects and impacts ISO 14001-2015.docx
PDS075	LIT 12275 - Managing environmental compliance within the Environment Agency.docx
PDS076	LIT 12278 - Calendar for legal compliance and assurance.docx
PDS077	LIT 13395 - Summary of EA Timber Purchasing Requirements_OFFICIAL-Sensitive V1.0.docx
PDS078	LIT 15505 - Managing our internal waste management activities.docx
PDS079	LIT 15612 - Developing and maintaining pollution prevention emergency plans for EA sites.docx
PDS080	LIT 15616 - Assessing environmental performance _ legal compliance at EA sites.docx
PDS081	LIT 15617 - Site Environmental Management Audit (SEMA).docx
PDS082	LIT 15618 - Compliance checklist.docx
PDS083	LIT 15619 - IEM site environmental aspects inventory.docx
PDS084	LIT 15638 - Duty of care responsibilities.docx
PDS085	LIT 16697 - Managing contractor's health, safety and environmental performance.docx
PDS086	LIT 55252 - Fuel deliveries procedure.docx
PDS087	LIT 55556 - Pollinator guidance_OFFICIAL-Sensitive V1.0.docx
PDS088	LIT 56275 - Weighing and Reporting office waste Standard.docx