

Customer:	Department for Work and Pensions
Procurement Name:	Life Services Systems Maintenance
Date:	
Document Version No:	

Work Package	Required? Yes/No
Work Package A - Contract Management	Yes
Work Package B - Contract Mobilisation	Yes
Work Package C - Maintenance Services	Yes
Work Package D - Horticultural Services	No
Work Package E - Statutory Obligations	Yes
Work Package F - Catering Services	No
Work Package G - Cleaning Services	No
Work Package H - Workplace FM Services	No
Work Package I - Reception Services	No
Work Package J - Security Services	No
Work Package K - Waste Services	No
Work Package L - Miscellaneous FM Services	No
Work Package M - CAFM	No
Work Package N - Helpdesk Services	No
Work Package O - Management of Billable Works	Yes

PROPERTY INFORMATION

			Portfolio requiring Statutory PPM (see Tab "PPM Requirements" for details of PPM's)
Building Information	Building Reference	Approximately	Full Portfolio
	Standard/Non-Standard Building?		Standard
	Building Type		General office areas and customer facing areas, Call Centre Operations, Warehouses
	Security Clearance Level		
	GIA (square metres)		1,400,000
	External areas (square meters)		Not Applicable
	Parent Department/Organisation		DWP
	On-site management presence required?		Not Required
	Address		Building Geographical Location
Street		Refer toTab "Portfolio Characteristics"	
Town/City		Refer toTab "Portfolio Characteristics"	
Postcode		Refer toTab "Portfolio Characteristics"	
Overview	Year Built	Information not provided / required for this tender	
	Construction Type	Information not provided / required for this tender	
	Security	Information not provided / required for this tender	
	Building opening days	Refer toTab "Portfolio Characteristics"	
	Operational Working Hours	Refer toTab "Portfolio Characteristics"	
	Tenure: Freehold/Leasehold	Refer toTab "Portfolio Characteristics"	
	Tenure: Landlord (if applicable)	Information not provided / required for this tender	
	Tenure: Length of Lease (if applicable)	Information not provided / required for this tender	
	Property Legal Entity	Information not provided / required for this tender	
	Number of FTE Building Users	Refer toTab "Portfolio Characteristics"	
	Number of Building Visitors per annum	Information not provided / required for this tender	
	Site Status	Information not provided / required for this tender	
	Service Specifics	Number of Lifts	See Asset Collection
Number of Floors		Information not provided / required for this tender	
Number of Serviceable Areas		Information not provided / required for this tender	
Portable Appliances (no of units)		Information not provided / required for this tender	
Number of utility invoices generated over the past year		Information not provided / required for this tender	
Value of invoices processed		Information not provided / required for this tender	

PROPERTY CLASSIFICATIONS

Table 1 – Properties categorised as Standard (Priced at Framework):

Building Category	Business & Occupational Profile	Description
1	General office - Customer Facing	General office areas and customer facing areas.
2	General office - Non Customer Facing	General office areas and non-customer facing areas.
3	Call Centre Operations	Call centre operations.
4	Warehouses	Large storage facility with limited office space and low density occupation by Supplier Personnel.
5	Restaurant and Catering Facilities	Areas including restaurants, deli-bars and coffee lounges areas used exclusively for consuming food and beverages.
6	Pre-School	Pre-school, including crèche, nursery and after-school facilities.
7	Primary School	Primary school facilities.
8	Secondary School	Secondary school facilities.

9	Special Schools	Special school facilities.
10	Universities and Colleges	University and college, including on and off site campus facilities but excluding student residential accommodation facilities.
11	Doctors, Dentists and Health Clinics	Community led facilities including doctors, dentists and health clinics.
12	Nursery and Care Homes	Nursery and care home facilities.

Table 2 – Properties categorised as Non-Standard / Other (Priced at Call Off):

Building Category	Business & Occupational Profile	Description
1	Data Centre Operations	Data centre operation.
2	External parks, grounds and car parks	External car parks and grounds including externally fixed Assets - such as fences, gates, fountains etc.
3	Laboratory	Includes all Government facilities where the standard of cleanliness is high, access is restricted and is not public facing.
4	Heritage Buildings	Buildings of historical or cultural significance.
5	Nuclear Facilities	Areas associated with Nuclear activities.
6	Animal Facilities	Areas associated with the housing of animals such as dog kennels and stables.
7	Custodial Facilities	Facilities relating to the detention of personnel such as prisons and detention centres.
8	Fire and Police Stations	Areas associated with emergency services.
9	Production Facilities	An environment centred around a fabrication or production facility, typically with restricted access.
10	Workshops	Areas where works are undertaken such as joinery or metal working facilities
11	Garages	Areas where motor vehicles are cleaned, serviced, repaired and maintained.
12	Shopping Centres	Areas where retail services are delivered to the Public.
13	Museums /Galleries	Areas are generally open to the public with some restrictions in place from time to time. Some facilities have no public access.
14	Fitness / Training Establishments	Areas associated with fitness and leisure such as swimming pools, gymnasias, fitness centres and internal / external sports facilities.
15	Residential Buildings	Residential accommodation / areas.
16	Port and Airport buildings	Areas associated with air and sea transportation and supporting facilities, such as airports, aerodromes and dock areas.

17	List X Property	A commercial site (i.e. non-Government) on UK soil that is approved to hold UK government protectively marked information marked as 'confidential' and above. It is applied to a company's specific site and not a company as a whole.
18	Hospitals	Areas including mainstream medical, healthcare facilities such as hospitals and medical centres.
19	Mothballed / Vacant / Disposal	Areas which are vacant or awaiting disposal where no services are being undertaken.

Building Reference	Full Portfolio
Building Reference	Portfolio requiring Statutory PPM (see Tab "PPM Requirements" for details of PPM's)
Building Geographical Location	Refer toTab "Portfolio Characteristics"
Building Type	General office areas and customer facing areas, Call Centre Operations, Warehouses
On-site management presence required?	Not Required
GIA (square metres)	1,400,000

Work Package	Service Reference	Service Name	
Work Package A - Contract Management	A.1 - A.17	Contract Management	Yes - Non-Std
	A.18	Social Value	
Work Package B - Contract Mobilisation	B.1	Contract Mobilisation	Yes - Non-Std
Work Package C - Maintenance Services	C.1	Mechanical and Electrical Engineering Maintenance - Standard A	
	C.1	Mechanical and Electrical Engineering Maintenance - Standard B	Yes - Non-Std
	C.1	Mechanical and Electrical Engineering Maintenance - Standard C	
	C.2	Ventilation and Air Conditioning System Maintenance - Standard A	
	C.2	Ventilation and Air Conditioning System Maintenance - Standard B	Yes - Non-Std
	C.2	Ventilation and Air Conditioning System Maintenance - Standard C	
	C.3	Environmental Cleaning Service - Standard A	
	C.3	Environmental Cleaning Service - Standard B	
	C.3	Environmental Cleaning Service - Standard C	
	C.4	Fire Detection and Firefighting Systems Maintenance - Standard A	
	C.4	Fire Detection and Firefighting Systems Maintenance - Standard B	Yes - Non-Std
	C.4	Fire Detection and Firefighting Systems Maintenance - Standard C	
	C.6	Security, Access and Intruder Systems Maintenance - Standard A	
	C.6	Security, Access and Intruder Systems Maintenance - Standard B	
	C.6	Security, Access and Intruder Systems Maintenance - Standard C	
	C.7	Internal & External Building Fabric Maintenance - Standard A	
	C.7	Internal & External Building Fabric Maintenance - Standard B	Yes - Non-Std
	C.7	Internal & External Building Fabric Maintenance - Standard C	
	C.11	Building Management System (BMS) Maintenance - Standard A	
	C.11	Building Management System (BMS) Maintenance - Standard B	
	C.11	Building Management System (BMS) Maintenance - Standard C	
	C.12	Standby Power System Maintenance - Standard A	
	C.12	Standby Power System Maintenance - Standard B	
	C.12	Standby Power System Maintenance - Standard C	
	C.13	High Voltage (HV) and Switchgear Maintenance - Standard A	
	C.13	High Voltage (HV) and Switchgear Maintenance - Standard B	Yes - Non-Std
	C.13	High Voltage (HV) and Switchgear Maintenance - Standard C	
	C.5	Lifts, Hoists & Conveyance Systems Maintenance - Standard A	
	C.5	Lifts, Hoists & Conveyance Systems Maintenance - Standard B	Yes - Non-Std
	C.5	Lifts, Hoists & Conveyance Systems Maintenance - Standard C	
	C.14	Catering Equipment Maintenance - Standard A	
	C.14	Catering Equipment Maintenance - Standard B	Yes - Non-Std
	C.14	Catering Equipment Maintenance - Standard C	
	C.9	Planned / Group Re-Lamping Service	
	C.10	Automated Barrier Control System Maintenance	Yes - Non-Std
	C.15	Audio Visual (AV) Equipment Maintenance	
	C.16	Television Cabling Maintenance	
	C.17	Mail Room Equipment Maintenance	
	C.18	Office Machinery Servicing and Maintenance	
	C.19	Voice Announcement System Maintenance	
	C.20	Locksmith Services	
Work Package C - Maintenance Services			

Work Package D - Horticultural Services	C.21	Airport and Aerodrome Maintenance Services	
	C.22	Specialist Maintenance Services	
	D.1	Grounds Maintenance Services	
	D.2	Tree Surgery (Arboriculture)	
	D.3	Professional Snow & Ice Clearance	
	D.4	Reservoirs, Ponds, River Walls and Water Features Maintenance	
Work Package E - Statutory Obligations	D.5	Internal Planting	
	D.6	Cut Flowers and Christmas Trees	
	E.1	Asbestos Management	
	E.2	Water Hygiene Maintenance	Yes - Non-Std
	E.3	Statutory Inspections	Yes - Non-Std
	E.5	Compliance Plans, Specialist Surveys and Audits	
	E.6	Conditions Survey	
	E.7	Electrical Testing	Yes - Non-Std
	E.8	Fire Risk Assessments	Yes - Non-Std
	E.4	Portable Appliance Testing	
Work Package F - Catering Services	E.9	Building Information Modelling and Government Soft Landings	
	F.1	Chilled Potable Water	
	F.2	Retail Services / Convenience Store	
	F.3	Deli/Coffee Bar	
	F.4	Events and Functions	
	F.5	Full Service Restaurant	
	F.6	Hospitality and Meetings	
	F.7	Outside Catering	
	F.8	Trolley Service	
	F.9	Vending Services (Food & Beverage)	
Work Package G - Cleaning Services	F.10	Residential Catering Services	
	G.1	Routine Cleaning - Standard A	
	G.1	Routine Cleaning - Standard B	
	G.1	Routine Cleaning - Standard C	
		Cleaning Consumables (Routine Cleaning) - Building Occupants	
		Cleaning Consumables (Routine Cleaning) - Building Visitors	
	G.2	Cleaning of Integral Barrier Mats	
	G.3	Mobile Cleaning Services - Standard A	
	G.3	Mobile Cleaning Services - Standard B	
	G.3	Mobile Cleaning Services - Standard C	
		Cleaning Consumables (Mobile Cleaning) - Building Occupants	
		Cleaning Consumables (Mobile Cleaning) - Building Visitors	
	G.4	Deep (Periodic) Cleaning - Standard A	
	G.4	Deep (Periodic) Cleaning - Standard B	
	G.4	Deep (Periodic) Cleaning - Standard C	
	G.6	Window Cleaning (Internal)	
	G.7	Window Cleaning (External)	
	G.15	Pest Control Services	
	G.5	Cleaning of External Areas - Standard A	
	G.5	Cleaning of External Areas - Standard B	
	G.5	Cleaning of External Areas - Standard C	
	G.9	Reactive Cleaning (outside cleaning operational hours)	
	G.8	Cleaning of Communications and Equipment Rooms	
	G.10	Housekeeping	
	G.11	IT Equipment Cleaning	
	G.12	Specialist Cleaning	
	G.13	Cleaning of Curtains and Window Blinds	
	G.14	Medical and Clinical Cleaning	
	G.16	Linen and Laundry Services	
Work Package H - Workplace FM Services	H.4	Handyman Services	
	H.5	Move and Space Management - Internal Moves	
	H.7	Clocks	
	H.1	Mail Services	
	H.2	Internal Messenger Service	
	H.3	Courier Booking and External Distribution	
	H.6	Porterage	
	H.8	Signage	
	H.9	Archiving (on-site)	
	H.10	Furniture Management	
	H.11	Space Management	
	H.12	Cable Management	
	H.13	Reprographics Service	
	H.14	Stores Management	
	H.15	Portable Washroom Solutions	
	H.16	Administrative Support Services	

Work Package I - Reception Services	I.1	Reception Service	
	I.2	Taxi Booking Service	
	I.3	Car Park Management and Booking	
	I.4	Voice Announcement System Operation	
Work Package J - Security Services	J.1	Manned Guarding Service	
	J.2	CCTV / Alarm Monitoring	
	J.3	Control of Access and Security Passes	
	J.4	Emergency Response	
	J.5	Patrols (Fixed or Static Guarding)	
	J.6	Management of Visitors and Passes	
	J.7	Reactive Guarding	
	J.8	Additional Security Services	
	J.9	Enhanced Security Requirements	
	J.10	Key Holding	
	J.11	Lock Up / Open Up of Buyer Premises	
	J.12	Patrols (Mobile via a Specific Visiting Vehicle)	
Work Package K - Waste Services	K.2	General Waste	
	K.3	Recycled Waste	
	K.1	Classified Waste	
	K.7	Feminine Hygiene Waste	
	K.4	Hazardous Waste	
	K.5	Clinical Waste	
Work Package L - Miscellaneous FM Services	K.6	Medical Waste	
	L.1	Childcare Facility	
	L.2	Sports and Leisure	
	L.3	Driver and Vehicle Service	
	L.4	First Aid and Medical Service	
	L.5	Flag Flying Service	
	L.6	Journal, Magazine and Newspaper Supply	
	L.7	Hairdressing Services	
	L.8	Footwear Cobbling Services	
	L.9	Provision of Chaplaincy Support Services	
	L.10	Housing and Residential Accommodation Management	
	L.11	Training Establishment Management and Booking Service	
Work Package M - CAFM	M.1	CAFM System	
Work Package N - Helpdesk Services	N.1	Helpdesk Services	
Work Package O - Management of Billable Works	O.1	Management of Billable Works	Yes - Non-Std

Work Package	If non-standard service please comment below
24.4.9. Lift evacuation systems; and	To the extent that this is required as part of delivering the PPM tasks shown in the "PPM Requirements" Tab and
25. Service C:5 - Lifts, hoists and conveyance systems maintenance	25.3 To the extent that this is required as part of delivering the PPM tasks shown in the "PPM Requirements" Tab and associated remedials. (See also Annex F – Remedial Specification)
25.3.The Supplier shall provide a fully comprehensive maintenance regime to the lifts, hoists and conveyance systems within the Buyer Premises. The Supplier shall be responsible for meeting minimum response times contained within the performance regime if there are problems with the system's components, items and panels.	
25.4.The Supplier shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM System. The Supplier shall:	SFG20 not applicable for lifts: Use
25.4.1. Manage the thorough examination of lifts by an independent competent person and forward reports to the Buyer;	BS13015 For traction and Hydraulic lifts and
25.4.2. Keep lift records;	BS6440 for Inclined Platform Lifts, Platform Lifts and Stair Risers
25.4.5. Inform the Buyer of any lift that is out of service, the reason why and the time the lift will be back in service;	
25.4.6. Ensure that lift cars are taken out of service in the case of dangerous situations;	GREY Items not required
25.4.10. Include fireman lifts and lift evacuation systems.	ORANGE items clarified compared with Framework
107.3.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Buyer;	
107.3.19. Manage / assist with the release of trapped staff in lifts;	
107.14. The Supplier shall ensure that Supplier 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 Buyer Premises possesses a current training qualification / certification. Where the passenger lift at the Buyer Premises prevent this provision the alternative arrangements will be defined by the Buyer at Call Off.	
108.14. The Supplier shall monitor and regularly test all remote alarm systems including lift alarms. The Buyer shall be responsible for all telephony costs associated with remote alarms.	
110.3. For each Buyer Premises with an on-Site guarding Service, the Supplier 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.	
115.7. The Buyer may require the Supplier 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 Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, at least three (3) Working Days' notice of such a requirement shall be provided. The Supplier shall provide the additional resources and shall be paid in accordance with Appendix 3 – Billable Works and Approval Process.	
116.5. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Buyer Premises 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 Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.	
136.8.5. Statutory inspections, to include PAT testing, radiation testing, seaworthiness tests and lifting equipment testing;	
136.8.15. Statutory inspections, to include PAT testing, radiation testing, seaworthiness tests and lifting equipment testing;	