



Bid Pack

Attachment 3 – Specification

Department for Transport

Further Competition under Lot 1c of Facilities Management & Workplace Services RM6232

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Part A – Requirements Overview

1. Purpose

- 1.1 The purpose of this document is to provide the *Service Provider* with full details of the *Client's* requirements by detailing goods and services deliverable as part of the *service*, Standards and supplementary information.
- 1.2 This document is set up in four parts:
 - Part A provides an overview of the requirements including background information relating to the *Client* and the requirements.
 - Part B contains the required Work Packages including any *Client* specific requirements.
 - Part C has a change log table in order for the *Client* to make it clear to the *Service Provider* what has been changed and what they need to review.
 - Part D provides the DVSA specific requirement for Site Access Management (SAM).

2. Background to the Requirement

- 2.1 These specifications detail the *service* requirements for the Department for Transport and therefore show what is required in terms of delivery and quality standards.
- 2.2 *Service* specific KPIs associated with the general management of the *service* will provide the basis on which the *Service Provider's* performance will be measured.
- 2.3 The *Client* is looking for a service that can provide its Business Units and other stakeholders with a high quality and dependable service with attributes including, but not limited to the following:
 - **A high-quality facilities management service** that helps to enable people and Business Units to deliver what they need to achieve their goals;
 - **A safe and comfortable place to work** which people are pleased to be in and go to;
 - **Every location feels valued and receives suitable levels of service** no matter where they are located;
 - **Staff feel valued** whether working for the *Client*, the *Service Provider* or within the *Service Provider's* supply chain;
 - **A collaborative service** that allows the *Client*, end users and the *Service Provider* to feel respected as the service is conducted in a professional manner; and

- **Sustainability and social value driven** as the *Service Provider* delivers the service in a way that considers the environmental and social impact in everything they do.
- **Innovation and forward thinking** that brings new ideas to the *Client*, improving the overall facilities management experience and or minimising its cost
- **Increases value for money** through considering cost in service delivery

2.4 As part of the service delivery approach, delivery should consider social value including, but not limited to:

- **Creating opportunities for a wide range of people** including, but not limited to, those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors and people with protected characteristics, of all categories as per the Equality Act 2010;
- **Enabling opportunities to a wide range of organisations** including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals as appropriate; and
- **Support apprenticeships** with a minimum of 3% of the dedicated workforce being apprentices.

3. Specification Structure

3.1 The Specification is made up of the requirements set out in this document (both part A and Part B) in addition to the following annexes:

- 3.1.1 Attachment 3 - Annex A – Standards and Processes
- 3.1.2 Attachment 3 - Annex B – Deliverables Matrix
- 3.1.3 Attachment 3 - Annex C – KPIs & Payment Mechanism
- 3.1.4 Attachment 3 - Annex D – Cyber Essentials Plus
- 3.1.5 Attachment 3 - Annex E – Mobilisation Plan and Testing
- 3.1.6 Attachment 3 - Annex F – Shared Savings and Continuous Improvement
- 3.1.7 Attachment 3 - Annex G – Not Used
- 3.1.8 Attachment 3 - Annex H – Transparency Reports
- 3.1.9 Attachment 3 – Annex I – Service Orders and Project Orders
- 3.1.10 Attachment 3 – Annex J – Business Continuity and Disaster Recovery
- 3.1.11 Attachment 3 – Annex K – Exit Management

4. Definitions

4.1 Terms used in the Specification and annexes that require further definition are capitalised and / or italicised. For definitions of these terms, you should refer to Clause 11 of the *conditions of contract*, relevant Call Off and Joint Schedules in addition to the table below which can be used if definitions relate solely to the Specification.

Expression or Acronym	Definition
Approval	means the prior written consent of the <i>Client</i> and/or <i>Service Manager</i> " Approve " and " Approved " shall be construed accordingly;
Asset Verification	means the process that the <i>Service Provider</i> undertakes to verify the Assets as detailed in the Specification;
Asset Verification Audit	means an audit on the due diligence data provided by the <i>Client</i> to ensure potential errors, inaccuracies or omissions in the Asset data are identified and included in the Asset Verification Report;
Asset Verification Non-Compliance Report	means the report produced that shall include written evidence of findings, photographs, recommendations and associated costs to the <i>Client</i> to rectify the risks of non-compliance;
Asset Verification Rectification Plan	means a plan produced by the <i>Service Provider</i> once the content of the Asset Verification Report has been agreed by the <i>Service Manager</i> , that will include rectifications and the costs associated with the delivery of the PPM and reactive maintenance works;
Asset Verification Report	means the report that the <i>Service Provider</i> will produce to detail the findings and remedial action required to address any errors, inaccuracies or omissions identified in the "Asset Verification Audit" where revisions to the "Asset" information may, where agreed with the <i>Service Manager</i> , necessitate revisions to the <i>service</i> and/or the Price to ensure compliance with the <i>Client's</i> statutory and/or insurance obligations;
Assets	means any item or equipment owned by the <i>Client</i> which is maintained by the <i>Service Provider</i> as part of the <i>service</i> ;
Backlog Maintenance	Backlog maintenance is where it is confirmed that maintenance is required as assets are typically not in a safe, legal or operational condition at the Full Service Commencement Date but have also been defined as backlog by the Service Manager;

	<p>All costs for items confirmed as backlog by the Service Manager are excluded from the Inclusive Repair Threshold. All costs are recoverable through a service or project order.</p> <p>Timescales for backlog tasks will be as agreed with the Service Manager and will therefore be reasonable but no further relief will be granted</p>
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Expression or Acronym	Definition
Building Pack	means the document containing information regarding each Affected Property in the estate including but not limited to a building description, health and safety information, hard services information, cleaning and soft services information, grounds maintenance information and security information;
Business Critical Event	means any event which is an immediate health and safety or security risk, or an event which presents an imminent risk of injury to persons or damage to any Affected Property, or a situation which requires immediate action to ensure operational business continuity
Business Unit	means the Department for Transport, Executive Agencies, Executive non-departmental public bodies or Other as listed in Contract Data part one and will be a recipient of the <i>services</i> for this contract;
Compliance Management Plan	means the process by which the <i>Service Provider</i> shall plan, organise, control, and lead activities that ensure compliance with all legal requirements and the <i>service</i> ;
Compliance Management System	means an integrated system of documents, processes, tools, controls, and functions designed to ensure compliance with all legal requirements and the <i>service</i> ;
Compliance Report	is the report produced to highlight whether the Client Premises in its current condition and in the way it is currently used is fully compliant with all legislation and statutory requirements;
Condition Survey	means a formal periodic survey carried out by the <i>Service Provider</i> on the <i>Client's</i> systems, Assets and building fabric, performed annually (or as otherwise notified by the <i>Service Manager</i>);
Continuous Improvement	means an ongoing effort to improve products, services or processes;
Data Validation Review	means a review of the due diligence data provided by the <i>Client</i> to ensure that potential errors, inaccuracies or omissions in the service data issued by the incumbent service provider are identified;

Expression or Acronym	Definition
Financial Reports	<p>means a report by the <i>Service Provider</i> to the <i>Service Manager</i> that:</p> <ul style="list-style-type: none"> a) provides a true and fair reflection of the Defined Cost and Supplier Profit Margin forecast by the <i>Service Provider</i>; b) provides a true and fair reflection of the costs and expenses to be incurred by Key Subcontractors (as requested by the <i>Client</i>); c) is in the same software package (Microsoft Excel or Microsoft Word), layout and format as the blank templates which have been issued by the <i>Client</i> to the <i>Service Provider</i> on or before the contract Date for the purposes of the contract; and d) is certified by the Service Provider’s Chief Financial Officer or Director of Finance;
Forward Maintenance Register	<p>means a schedule of equipment showing its life expectancy, repair and replacement costs based on location, environmental conditions, level of maintenance and operational hours to inform a phased replacement programme. It is sometimes known as a PPM survey and is a register identifying and prioritising short, medium and long term maintenance requirements and renewal works activities over the course of the maintenance contract, including any hand back obligations where necessary;</p>
Framework Initial Period	<p>means the initial term of the Framework contract as specified in the Framework Award Form;</p>
Greening Government Commitments	<p>means the UK policy commitments to greening operations and procurement set by the Department for the Environment, Food and Rural Affairs (DEFRA);</p>
Inclusive Repair Threshold	<p>means the financial threshold (excluding the Fee) as specified in the Price List (£3,500 at the Contract Date) under which the costs of individual Reactive Maintenance Works and any reactive hard landscaping are included in the Baseline Monthly Payment and which shall apply per event and not, for example, per trade;</p>

Incumbent Service Provider	is the service provider already engaged by the <i>Client</i> to provide the services which are to be provided by the <i>Service Provider</i> on the commencement of the contract;
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Expression or Acronym	Definition
Operational Working Hours	means standard hours of Business Unit Affected Property as defined in the Building Packs;
Permit to Work	means a system that is in place where strict controls are required due to the proposed work being identified as having a high risk. The work shall be carried out against previously agreed safety procedures, a 'permit-to-work' system. "Permits to Work" shall be construed accordingly;
Planned Preventative Maintenance or PPM	means a maintenance strategy where maintenance tasks are scheduled ahead of time, to take place on a regular basis (e.g., in accordance with SFG20) irrespective of whether an asset is functioning normally or not;
Pricing Matrix	means the Pricing Matrix used as part of the contract schedule 2 (Pricing Details);
Progress Meeting	a meeting between the <i>Service Manager</i> and the <i>Service Provider</i> ;
Recall	means a request by the <i>Service Provider</i> to return goods to the <i>Service Provider</i> or the manufacturer after the discovery of safety issues or defects (including defects in the right IPR rights) that might endanger health or hinder performance;
Service Delivery Plan	means the plan to be provided by the <i>Service Provider</i> which details how the <i>Service Provider</i> will deliver all elements of the <i>service</i> required under the contract;
Service Provider Profit	means in relation to a period, the difference between the total of the Prices (in nominal cash flow terms but excluding any deductions and total Defined Cost (in nominal cash flow terms) in respect of the contract for the relevant period;
Service Provider Profit Margin	means in relation to a period or a Milestone (as the context requires), the Service Provider Profit for the relevant period or in relation to the relevant Milestone divided by the total of the Prices over the same period or in relation to the relevant Milestone and expressed as a percentage;
Service Request	means any request for works received through the helpdesk using an approved means;

Expression or Acronym	Definition
Standards	<p>means any:</p> <ul style="list-style-type: none"> a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the <i>Service Provider</i> would reasonably and ordinarily be expected to comply with; b) standards detailed in the Scope; c) standards agreed between the Parties from time to time; d) relevant Government codes of practice and guidance applicable from time to time;

5. Standards

5.1 All the FM Standards and processes that the *Service Provider* had to comply with during the procurement of the Facilities Management & Workplace Services Framework Agreement (RM6232) are required throughout the duration of this contract, unless otherwise notified by the *Service Manager*. Please refer to Annex A – Standards and Processes. This includes their successors as appropriate.

6. Shared Savings and Continuous Improvement

6.1 Information can be found at Annex F – Shared Savings and Continuous Improvement, for example requirements in relation to gainshare.

7. Award

7.1 Upon contract award all relevant sections of this Attachment 3 – Specification will be inserted into the Order Form (Attachment 5 of this bid pack).

8. Pricing

8.1 Unless otherwise stated all the requirements are included in the Prices. Where requirements are chargeable these will be stated and managed via the Service Order or Project Order process and will be instructed by the *Service Manager*.

Part B – Required work packages

The following work packages are required. Please note that not all work packages are required by all Business Units and the *Service Provider* should reference the Building Packs and Deliverables Matrix. Where there is any ambiguity between the Building Packs and the Deliverables Matrix, the Deliverables Matrix takes precedence:

- Work Package A - Contract Management
- Work Package B - Mobilisation Services
- Work Package C - Social Value
- Work Package D - Carbon Net Zero
- Work Package E - Maintenance Services
- Work Package F - Statutory Obligations
- Work Package G - Landscaping Services
- Work Package H - Catering Services
- Work Package I - Cleaning Services
- Work Package J - Workplace FM Services
- Work Package K - Visitor Support Services
- Work Package L - Security Services
- Work Package M - Waste Services
- Work Package N - Miscellaneous FM Services
- Work Package O - Occupancy and Property Management Services
- Work Package P - CAFM Services
- Work Package Q - Helpdesk Services
- Work Package R - Service Orders and Project Orders

Work Package A: Contract Management.

1. Service A1 - Integration

- 1.1. The following Standards apply to this Service - SA1.
- 1.2. The *Service Provider* shall provide an integrated, UK wide, service ensuring a seamless and coordinated delivery and effective synergies with the *Client's* other third-party service providers (where these are relevant) are delivered at all times. The *Service Provider* shall take advantage of synergies between the different services and the benefits that integration will bring.
- 1.3. The *Service Provider* shall be aware that services shall be delivered to consistent service standards across each Affected Property as highlighted within Annex B – Deliverables Matrix and the Building Pack for each individual Affected Property.
- 1.4. The *Service Provider* will work collaboratively with the *Client* and the *Service Manager* to promote excellence, innovation and compliance and enhance the reputation of the *Client* amongst key stakeholders across Government and within local communities.
- 1.5. The *Service Provider* shall:
 - 1.5.1. Focus on cross / multi-skilling of Service Provider Staff to allow for efficiencies when delivering the *service*;
 - 1.5.2. Share more efficient ways of working with the *Client* and the *Service Manager* that will ensure better working practices in delivering the *service*;
 - 1.5.3. Work collaboratively with the *Client* and the *Service Manager* to identify opportunities in relation to delivering the *service*;
 - 1.5.4. Procure the Service Order and Project Order services only with the approval of the *Service Manager* and shall use pan-Government frameworks 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 and improved service delivery for the *Client*; and
 - 1.5.5. The *Service Provider* shall also provide the most mutually advantageous options in relation to the deployment of Service Provider Staff in order to deliver the *service* in the most efficient, cost effective and sensible manner.
- 1.6. The *Service Provider* shall work collaboratively with the *Service Manager* when establishing their operational delivery plan and shall focus on the use of technology, data and analytics to develop, maintain and maximise the workplace experience and value-for-money for the *Client*. These Continuous Improvement initiatives may include:
 - 1.6.1. Use of intelligent software to monitor working conditions (e.g., lighting levels, office temperatures);

- 1.6.2. Use of intelligent systems and technology to aid with the delivery of smarter cleaning, energy usage and maintenance solutions;
 - 1.6.3. More effective use of existing software and systems (e.g., BMS, sensor technology and computer aided facility management (“**CAFM**”) systems);
 - 1.6.4. Use of new technology, to include, but not be limited to, closed circuit television (“**CCTV**”), movement sensors, access control systems, drones and robotic solutions, to support the delivery of services where appropriate; and
 - 1.6.5. Use of automated room booking systems and usage technology to maximise efficient use of facilities at the Affected Property and to monitor space utilisation.
 - 1.6.6. Use remote monitoring of systems to improve maintenance and compliance with statutory regulations to enhance system life and reduce carbon emissions.
- 1.7. The *Service Provider* shall ensure that all opportunities identified that have the potential to deliver financial, performance, economic, sustainability and social value improvements are fully costed prior to being presented to the *Service Manager* for approval.
 - 1.8. The *Service Provider* shall ensure that the initiatives agreed with the *Service Manager* are:
 - 1.8.1. Captured within the Service Provider’s Plan, as defined within Annex A – Standards and Processes;
 - 1.8.2. Recorded within the *Service Provider’s* CAFM system; and
 - 1.8.3. Reported upon as part of the agreed contract-reporting regime.
 - 1.9. All data held in connection within the delivery of facilities management services is to be held and managed in a way that is compliant with the U.K. General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. As such the *Service Provider* will make available to the *Client* data controller when requested all information necessary to demonstrate compliance with the obligations laid down in Article 28 of the GDPR.

2. Service A2 - Health and Safety

- 2.1. The following Standards apply to this Service - SA2.
- 2.2. 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. This policy statement shall be stored in the document library, and reviewed annually or whenever there is reason to believe it is no longer suitable and sufficient.

- 2.3. The *Service Provider* shall ensure:
- 2.3.1. Their safety policy statement aligns with the requirements of the *Client*;
 - 2.3.2. They have suitable management system including organisation and arrangements in place to implement their safety policy throughout the *Service Period* which align with both HSG65 and ISO-45001; and
 - 2.3.3. They have appropriate number of first aid and cardiopulmonary resuscitation (CPR) trained Personnel deployed to successfully meet their own and the *Client's* health and safety requirements in accordance with the Health and Safety (First-Aid) Regulations 1981, Health and Safety Executive guidance and industry good practice as agreed with the *Service Manager*.
- 2.4. 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 or supporting regulations. They shall be aware of the appropriate *Client* contact point(s) for the onward transmission of queries relating to health and safety matters and shall ensure that these are directed to the appropriate contact point. The *Service Provider* shall ensure the availability of health and safety advice 24 hours per day, 365 days per year.
- 2.5. The *Service Provider* shall provide a professional advice service on all matters relating to infection control, including health surveillance, reporting and welfare measures.
- 2.6. The health and safety services provided shall be limited to the Affected Property and any FM issues impacting the contract or providing the *service*.
- 2.7. The *Service Provider* shall notify the *Service Manager* in writing of any potential implications on the provision of the services by not implementing the recommendations of any advice given in relation to health and safety including infection control policies.
- 2.8. The *Service Provider* shall provide a single point of contact for professional advice pertaining to health and safety including infection control matters as they relate to the delivery of the services and management at each Affected Property.
- 2.9. The *Service Provider* is required to provide a health and safety expert who is either a chartered member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation and have excellent knowledge of health and safety legislation, ISO standards, certification, and auditing.
- 2.10. The *Service Provider* shall be responsible for recording and investigating all incidents, dangerous occurrences and near misses involving their staff, services and activities to include subcontracted third-party staff delivering facilities management (“**FM**”) services on their behalf, and shall issue a written report, which shall include recommendations to prevent any repeat to the *Service Manager*.

- 2.11. The *Service Provider* shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation and the *Client's* internal incident reporting procedure. The *Service Provider* shall be responsible for ensuring that the *Service Manager* is notified immediately in writing.
- 2.12 The *Service Provider* shall cooperate fully with the *Service Manager* when investigating any of the above and shall ensure that all incidents are recorded through the appropriate *Client* and Other's reporting systems.
- 2.13 It is the *Service Provider's* responsibility to guarantee the professional expertise of all staff employed for this service, or associated services providing additional training as necessary. The *Service Provider* shall demonstrate, at the request of the *Service Manager*, this capability throughout the duration of the contract.

3. Service A3 - Management Services

- 3.1. The following Standards apply to this Service - SA3.
- 3.2. The *Service Provider* shall:
 - 3.2.1. Be responsible for ensuring a change management system and plan is in place which shall be developed and agreed with the *Service Manager* during the Mobilisation Period;
 - 3.2.2. Ensure that they have processes in place to attract, recruit and retain appropriately skilled, competent and experienced *Service Provider* Staff for the duration of the contract. The *Service Provider* Staff shall be security cleared to SC level unless otherwise notified by the *Service Manager*;
 - 3.2.3. Develop and maintain appropriate management and staffing levels for the supply of the *service* as documented in the *Service Provider's* Plan within the service Standards. Management and staffing levels including organisational structures and staffing changes are to be reported to the *Service Manager* in line with agreed transparency reporting processes;
 - 3.2.4. Develop and maintain appropriate working practices, policies, procedures and methods to ensure that the services are supplied in accordance with Annex A – Standards and Processes. The *Service Provider* shall follow such FM Standards at all times;
 - 3.2.5. Review all method statements and risk assessments from Subcontractors prior to the start of any FM related activities to ensure:
 - 3.2.5.1. The works processes and control measures are compliant with all health and safety and *Client* requirements; and
 - 3.2.5.2. All *Service Provider* appointed Subcontractor staff engaged in the work are competent and possess the relevant skills, training, qualifications and accreditations to undertake the works.

- 3.2.6. Comply with all of the *Client's* procedures and Security Policy as contained within the Building Packs for each Affected Property and / or the document library and act upon the instructions of the *Service Manager* should there be a change in the threat assessment and response level (response level has the meaning given to it at SL10 of Annex A –Standards and Processes of this Specification associated with the Affected Property. Further details of the security requirements for the Affected Property are provided in the Building Packs;
 - 3.2.7. Ensure that all staff adopt and follow all security contingency plans as directed by the *Service Manager* in the event of a security alert or incident;
 - 3.2.8. Be responsible for ensuring all Service Provider Staff are provided with the necessary training in relation to their responsibilities and activities when changes in security status occur;
 - 3.2.9. Be aware that enhanced measures may require all *Service Provider*, Subcontractor and supply chain staff to vacate Affected Property as notified by the *Service Manager*;
 - 3.2.10. Ensure that 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 the level of clearance will be sufficient for access;
 - 3.2.11. Unless prior notification has been received from the *Service Manager*, the *Service Provider* shall be responsible for meeting the costs associated with security clearances for Service Provider Staff and Subcontractors;
 - 3.2.12. Unless prior notification has been received from the *Service Manager* 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* on in-scope service; and
 - 3.2.13. Recognise that some of the *Client's* data is protectively marked and may contain potentially sensitive information and shall ensure that management systems are in place to maintain the security of the *Client's* data.
- 3.3. The *Service Provider* staff, to include all sub-contracted and supply chain staff, shall cooperate with and assist the *Service Manager* with the implementation of all enhanced security related measures required in the event that enhanced security measures are required in response to increased threat assessment and / or level of alert.
 - 3.4. 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 consumables necessary to Provide the Service including but not limited to stationery. The *Service Provider* should not assume any provision from the *Client*.

3.5. The *Service Provider* shall provide expert technical and professional advice to the *Service Manager* upon request on issues related to the *service* detailed within this Specification. These shall include, where requested, advice on hybrid working and use of smart technology.

3.6. The *service* shall be delivered in a way that optimises quality and standards so that the *Client* and the end users of the *service* is delivered in a way that helps to provide an environment in which they can excel. This includes the following:

3.6.1. The *Service Provider* shall take pro-active steps to minimise noise including but not limited to the following:

3.6.1.1 The *Service Provider* shall ensure that no operatives play radios, media players or any other form of recorded or broadcast media including the use of mobile phones for non-*Client* contract related circumstances, except where agreed;

3.6.1.2. Generally, works will be carried out with the minimum possible noise to minimise the risk of complaints from occupiers, visitors and staff; and

3.6.1.3 The *Service Manager* may suspend works pursuant to clause 36.1 of the conditions should they be considered too noisy. This is not a compensation event. Arrangements will be made for resumption of the works at a mutually acceptable date and time.

3.6.2. The *Service Provider* shall take pro-active steps to ensure that Service Provider Staff act in an appropriate manner whenever attending a Affected Property including but not limited to nor doing the following:

3.6.2.1. Smoke (including the use of e-cigarettes) except in permitted areas such as smoking shelters during approved breaks;

3.6.2.2. Eat or drink whilst on duty except in permitted areas during approved breaks;

3.6.2.3. Bring alcoholic beverages or illegal drugs onto Affected Property or consume any alcohol, or be under the influence of alcohol or drugs whilst on duty;

3.6.2.4. Indulge in illegal activities; and

3.6.2.5. Act in an improper manner to any *Client* staff, visitors, customers or indeed to any persons.

3.7. The *Service Provider* shall provide positive and proactive communication where works are being carried out that could affect building users. This will be carried out using the following media:

- 3.7.1. E-mails to all staff in affected buildings; and
 - 3.7.2. Signage informing staff and visitors that works are to be / are being carried out.
- 3.8. All communication is to be clear and concise and reflect the *Client's* branding requirements. Arrangements are to be made to reflect the main language(s) used within the Affected Property. Examples of these communications include, but are not limited to:
 - 3.8.1. Fire alarm tests;
 - 3.8.2. Power outages;
 - 3.8.3. Project works where parts of the building are to be disrupted;
 - 3.8.4. Works which are delayed and with detail of estimated completion date, and
 - 3.8.5. Lift / access works.
- 3.9. The *Service Provider* shall be responsible for the provision of all access equipment required in connection with the delivery of the *service*. All equipment used by the *Service Provider* shall be suitable for the task, shall be examined and / or tested in line with statutory and health and safety requirements, and shall only be used by suitably trained and skilled operatives.

Full testing information and certificates for access equipment shall be made available for inspection by the *Service Manager* as required together with any training certificates required by staff for the safe use of such access equipment.
- 3.10. Except in an emergency event the *Service Provider* shall not close down any plant, systems or supplies that effect the *Client's* operations at the Affected Property without the prior consent of the *Service Manager*. Such consent shall not be unreasonably withheld, but every effort must be considered by the *Service Provider* to ensure operational hours are unaffected by any shutdowns. Once consent is granted the plant shutdown will be carried out in accordance with agreed processes and procedures.
- 3.11. The *Service Provider* shall be aware that the Affected Property contain limited storage space for materials, equipment, consumables and critical spares storage cannot be assumed.

Under no circumstances shall materials, equipment, consumables or critical spares be stored in any unauthorised space including any form of riser cupboard.

Plant rooms may only be used for spares with agreement from the *Service Manager*. Where plant rooms are used, the storage must not impact their safety, maintenance and operation.

The *Service Manager* will finalise storage space available to support delivery of the *service* with the *Service Provider* during the Mobilisation Period, however the availability of storage cannot be assumed.
- 3.12. The branding requirements in this Specification are subject to the provisions of clauses Z12 (Confidentiality and Information Sharing) and Z16 (Publicity and

Branding). A branding strategy will be developed in accordance with the *Client's* corporate requirements during the Mobilisation Period. Branding will be applied to the following areas but may be extended into other areas:

- 3.12.1. ID Cards;
- 3.12.2. Transport used on the contract; and
- 3.12.3. Service delivery signage.

The *Service Provider's* vans and other dedicated vehicles should be liveried to denote the *Service Provider* and present a professional image. All transport used to Provide the Service must be clean and presentable.

The *Service Provider* cannot assume either access to or availability of parking on any part of any Affected Property. No permanent parking will be provided for the *Service Provider* Staff at any location.

- 3.13. The *Service Provider* shall provide within the Price the following signage:
 - 3.13.1. All health and safety signage as required by legislation;
 - 3.13.2. A suite of facilities signage e.g., 'out of order' and 'sorry for any inconvenience' signage;
 - 3.13.3. Information signage explaining what is happening with project works; and
 - 3.13.4. Performance signage showing key information about the facilities service and its achievements.

All designs are to be agreed with the *Service Manager* and conform to the *Client's* branding requirements.

- 3.14. Where applicable the *Service Provider* shall keep public roads and pavements free from obstruction by vehicles or waste and must move any obstruction and / or clear up any waste / rubbish immediately after they occur to the satisfaction of the relevant authorities, and the *Service Manager*.
- 3.15. Where applicable the *Service Provider* shall avoid working in public areas during busy times.

Where works have to be carried out within public areas, they must be kept free from obstruction by staff, vehicles or waste and the *Service Provider* must move any obstruction and / or clear up any waste immediately after they occur to the satisfaction of the *Service Manager*.

- 3.16. Access to allow the delivery of larger items and items that may disrupt the operations on any part of the estate are strictly limited and will be delivered at a time which is mutually convenient to both the *Service Manager* and the *Service Provider*.
- 3.17. The *Service Provider* is obliged to comply with the Welsh Language Act, 1993, when instructed to do so by the *Service Manager* in accordance with each Business Unit's Welsh language scheme.

- 3.18 The *Service Provider* must Provide the Service in a way that minimises the risk of modern slavery within their supply chain and all aspects of service delivery. This will include, but not be limited to:
- The carrying out of risk assessments using the Modern Slavery Assessment Tool (MSAT) not less than annually, or when instructed to do so by the *Service Manager*;
 - The training of relevant personnel so that risks can be identified and acted upon; and
 - It is considered in the selection of all suppliers and Subcontractors.
- 3.19 The *Service Provider* is responsible for developing a process for site inductions for all sites so that staff have received them before they commence work.

4. Service A4 - Service Delivery Plans

- 4.1. The following Standards apply to this Service - SA4.
- 4.2. The *Service Provider* shall prepare a Service Provider's Plan in accordance with clause 31 of the contract. As a minimum, the buildings and Asset maintenance management Service Provider's Plan shall contain:
- 4.2.1. Scope and *service* objectives;
 - 4.2.2. Approach and methodology: Asset management method statement for meeting the *Client's* requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;
 - 4.2.3. *Service Manager* instructions and additional work requests;
 - 4.2.4. Operational structure including key roles, Personnel and resource proposals;
 - 4.2.5. Carbon net zero strategy, to include but not be limited to initial assessment of the Affected Property, development of action plan to reduce greenhouse emissions, performance measurement and reporting regimes and investment plans / opportunities;
 - 4.2.6. Planned Preventative Maintenance and Asset lifecycle replacement schedule and delivery methodology;
 - 4.2.7. Quality policy / quality statement;
 - 4.2.8. Third party service providers / partners;
 - 4.2.9. Balanced scorecard;
 - 4.2.10. Procurement of the *service*;
 - 4.2.11. Procurement of materials taking account of sustainability including but not limited to decarbonisation and the minimisation of waste;
 - 4.2.12. Management of energy use and its minimisation where possible;

- 4.2.13. Planned Preventative Maintenance methodology / SFG20 methodology / schedules; including Uniclass and NRM classifications for interoperability;
- 4.2.14. Computerised Asset management system;
- 4.2.15. A single common data environment area for hosting building information models and any associated current state and achieved geometry in line with PAS1192:3;
- 4.2.16. Building management system;
- 4.2.17. Routine maintenance;
- 4.2.18. Formulation of the PPM programme;
- 4.2.19. Maintenance management, recording and reporting;
- 4.2.20. Critical spares management;
- 4.2.21. Inspections;
- 4.2.22. Conservation
- 4.2.23. Sustainability;
- 4.2.24. Maintenance and renewal;
- 4.2.25. Management arrangements;
- 4.2.26. Compliance management arrangements;
- 4.2.27. Performance management arrangements;
- 4.2.28. Social value performance and reporting plan;
- 4.2.29. Quality management;
- 4.2.30. Complaints management processes;
- 4.2.31. Operational liaison;
- 4.2.32. Reactive maintenance service; and
- 4.2.33. Reactive vandalism response service.

5. Service A5 - Fire Safety

- 5.1. The following Standards apply to this Service - SA5.
- 5.2. The *Service Provider* shall provide a professional advice service on all matters relating to the Regulatory Reform (Fire Safety) Order 2005 as amended by the Fire Safety Act 2021 for each Affected Property. The cost of this service shall be included in the Prices.
- 5.3. The *Service Manager* may require additional fire precautions over and above the recommendations made in the Affected Property fire risk assessment. This will be at an additional cost to the *Client* and will be instructed by the *Service Manager* and be managed via the Service Order process.

6. Service A6 - Accessibility Services

- 6.1. The following Standards apply to this Service - SA6.
- 6.2. The *Service Provider* shall:
 - 6.2.1. Provide advice relating to the Equality Act 2010 including related health and safety matters;
 - 6.2.2. Where instructed by the *Service Manager*, manage the procurement and installation of specialist furniture and equipment (not IT equipment);
 - 6.2.3. Ensure continuous interactions with the *Client's* staff and stakeholders, including any disability advisor and the occupational health and safety official as instructed by the *Service Manager*;
 - 6.2.4. Where instructed by the *Service Manager*, provide advice on further special needs issues including technical problem-solving regarding access and signage;
 - 6.2.5. Where instructed by the *Service Manager*,
 - 6.2.5.1 Provide advice on health and safety matters as they relate to those with accessibility needs. The *Service Provider* shall also take a pro-active approach and advise the *Service Manager* of any investment that shall be made to improve the Affected Property. This includes access and egress for use of those with disabilities and to comply with the Equality Act 2010; and
 - 6.5.2.2 Manage the supply of furniture for those with accessibility needs, including but not limited to orthopaedic chairs. Where the *Service Manager* requires the *Service Provider* to supply these furniture items, they will be managed via the Service Order process and will be instructed by the *Service Manager*.

7. Service A7 - Risk Management

- 7.1. The following Standards apply to this Service - SA7.
- 7.2. The *Service Provider* shall be responsible for the development of a contract specific risk register, which shall be reviewed, updated and issued to the *Service Manager* monthly.

The risks to be included, but not limited to, any matters that impact the ability of the *Service Provider* to Provide the Service.

The risk register should identify any risks that are unique to Business Units where these are appropriate. 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 updating their risk register and informing the *Service Manager* of these risks within 24 hours of their discovery.

- 7.3. Where an individual Affected Property has a raised risk profile, and when instructed by the *Service Manager* the *Service Provider* shall construct a site

specific risk register in a format to be agreed with the *Service Manager*. The *Service Provider* shall have sole responsibility for the drafting and updating of the risk register. The *Service Provider* shall retain a copy of the current risk register at each Affected Property as well as providing electronic copies in line with the requirements outlined in 7.2.

- 7.4. The *Service Provider* shall be required to use Business Unit specific risk management systems including the drafting and updating of such systems upon request however, there is no requirement for this at present. Should this be required, it will be subject to the Service Orders process and will be instructed by the *Service Manager*.

8. Service A8 – Customer Satisfaction

- 8.1. The following Standards apply to this Service - SA8.

- 8.2. The *Service Provider* shall ensure that:

8.2.1. They provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels within Annex A – Standards and Processes and Annex C – KPI Paymech Model throughout the duration of the Service Period. Management Information (MI) reports are to be provided to the *Service Manager* including but not limited to those agreed in the transparency reporting process as per Annex H – Transparency Reports;

8.2.2. They manage customer satisfaction to all occupants of Affected Property, all stakeholders and customers at all times;

8.2.3. Their customer satisfaction processes align with the *Client's* quality management system (QMS) where appropriate. Further information will be provided in the Mobilisation Period; and

8.2.4. They administer the formal process for handling service failures, complaints and works Recall as set out in Appendix 2 – Complaints, Failure and Recall Process.

- 8.3. The *Service Provider* shall conduct customer satisfaction surveys (frequency to be agreed during the Mobilisation Period) as part of their ongoing commitment to Continuous Improvement and performance management (in addition to ensuring value for money). Survey results, together with recommendations for improving the service, will be presented to the *Service Manager* monthly as part of the scheduled service performance review process.

- 8.4. The Service Provider's Plan shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including:

8.4.1. Survey method / medium (online, email etc.);

8.4.2. Approach to maximising synergies with *Client's* in-house or external performance measurement / customer experience processes, systems and service providers;

8.4.3. Approach to maximising survey responses;

- 8.4.4. Distribution plan to enable responses from a wide range of Business Units and personnel;
 - 8.4.4. Sample / draft questionnaire for agreement with the *Client*; and
 - 8.4.5. Approach to the analysis of results.
- 8.5. Where the customer satisfaction survey results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the *Service Manager* in the Mobilisation Period the *Service Provider* shall:
- 8.5.1. Investigate the root cause(s) of the dissatisfaction;
 - 8.5.2. Produce an action plan to address the root cause(s) of customer dissatisfaction; and
 - 8.5.3. Where appropriate, carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.
- 8.6. The *Service Provider* will ensure a collaborative approach is maintained with the *Service Manager* and any *Client* appointed third-party service provider (e.g., IT provider) to ensure employee satisfaction scores are maintained at the required satisfaction levels.

9. Service A9 – Reporting

- 9.1. The following Standards apply to this Service - SA9.
- 9.2. The *Service Provider* shall ensure that:
 - 9.2.1. Reporting systems and templates are developed as per the milestones within Annex E – Mobilisation Plan and Testing;
 - 9.2.2. All data used to generate reports is held within or is accessible by the CAFM system and any associated *Service Provider* portal in a “real time” manner with update protocols in operation for data refresh;
 - 9.2.3. They deliver a dynamic reporting capability via electronic interface accessible directly by the *Service Manager* via portal and web browser facility;
 - 9.2.4. The format, standard and frequency of reporting is developed and agreed with the *Service Manager* in the Mobilisation Period and delivered in accordance with their requirements;
 - 9.2.5. Information required to report against its agreed KPIs is contained within the CAFM system;
 - 9.2.6. All data within the CAFM system is maintained accurately at all times; and
 - 9.2.7. All reports will be able to be broken down by individual Business Units and Affected Property.
- 9.3. The *Service Provider* shall provide a broad and comprehensive reporting solution under the following categories:
 - 9.3.1. Industry-standard FM reports;
 - 9.3.2. Performance measurement and statistical reporting; and
 - 9.3.3. *Service Manager* specific reports where requested.
- 9.4. The *Service Provider* shall provide reports relating to the performance of the *Service Provider* and statistical information relating to Providing the Service which shall be included in the Price. These shall include but not be limited to:
 - 9.4.1. Reportable incidents, near misses and hazards;
 - 9.4.2. Real time reporting;
 - 9.4.3. Expert analysis reports;
 - 9.4.4. Ad hoc reporting requirements;
 - 9.4.5. Self-service reporting capability;
 - 9.4.6. Performance measurement and reporting;
 - 9.4.7. Risk management;
 - 9.4.8. Affected Property related drawings; and
 - 9.4.9. Framework MI reporting.

- 9.4.10. Service Orders Requirements and Project Orders including installation works, remedial repairs, quoted asset replacements and Projects as per Annex I – Service Orders and Project Orders.
- 9.4.11. All other transparency reports identified in Annex H – Transparency Reports.
- 9.4.12. Performance against statutory compliance.

Reportable incidents

- 9.5. The *Service Provider* shall inform the *Service Manager* on each and every reportable incident not later than 09:00 the following working day of any incident occurring. These shall be recorded on the CAFM system and shall include:
 - 9.5.1. Health and safety incidents and near misses, to include HSE RIDDOR reports as appropriate;
 - 9.5.1.1 Where *Service Provider* staff are working at an Affected Property any reportable incident will need to be recorded both via the helpdesk and through the *Client's* own reporting system as identified within the Building Pack.
 - 9.5.2. Any Business Critical Event.
 - 9.5.3. Pollution and contamination incidents;
 - 9.5.4. Statutory compliance failures;
 - 9.5.5. Asset and system failures, which may affect business continuity;
 - 9.5.6. Physical and document security breaches;
 - 9.5.7. Service failures;
 - 9.5.8. Instances of wilful and accidental damage or vandalism;
 - 9.5.9. Issues with the potential to disrupt energy and utility provision;
 - 9.5.10. Staff behavioural and disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the *Client*; and
 - 9.5.11. Complaints.
 - 9.5.12. Further information on the reporting requirements will be provided in the Annex H – Transparency Reports.

Real Time Reporting

- 9.6. The *Service Provider* shall inform the *Service Manager* directly and log details via the CAFM system each time reportable incidents occur and within 24 hours of any incident occurring. These shall include but not be limited to:
 - 9.6.1. Complaints;
 - 9.6.2. Health and safety accident reporting / RIDDOR reports;
 - 9.6.3. Environmental incidents;
 - 9.6.4. Health and safety hazards (e.g., asbestos risks, legionella risks);

- 9.6.5. Security breaches; and
- 9.6.6. Instances of accidental damage caused by the Service Provider Staff.
- 9.6.7. Further information on the reporting requirements will be agreed in the Mobilisation Period.
- 9.6.8 All other transparency reports identified in Annex H – Transparency Reports.

Expert Analysis Reports

- 9.7. The *Service Provider* shall compile and analyse a suite of specific reports, which is to be agreed with the *Service Manager* during the Mobilisation Period. These reports shall include but not be limited to:
- 9.7.1. The performance measurement and management of the *service*;
 - 9.7.2. The performance measurement and management of the Carbon Net Zero achievement;
 - 9.7.3. The performance measurement regarding waste, to include statistics on waste diversion and waste recycling rates;
 - 9.7.4. The performance measurement regarding tenants, if instructed by the *Service Manager*, (to include accommodation quality status, vacant accommodation availability and occupation levels);
 - 9.7.5. The performance measurement and management of the employee customer satisfaction survey;
 - 9.7.6. The statutory compliance performance reporting processes and reporting regimes;
 - 9.7.7. The *Service Provider* shall interpret the reports and provide a written commentary of its expert analysis; and
 - 9.7.8 All other transparency reports identified in Annex H – Transparency Reports.

Ad Hoc Reporting Requirements

- 9.8. The *Service Manager* may request the *Service Provider* to create and generate ad hoc reports on its behalf.
- 9.9. Where instructed by the *Service Manager* the *Service Provider* shall provide ad hoc reports with expert commentary. Any associated costs for these ad hoc reports will be managed via Service Orders and Project Orders. For guidance, the number of these reports is not expected to exceed 10 per month.
- 9.10. The *Client* is answerable to Parliament and, on occasion, is required to respond to parliamentary questions and freedom of information (FOI) requests regarding the Affected Property or the contract on an urgent basis. The *Service Provider* shall comply with any such reasonable request in the event information is required under these circumstances.

Self-Service Reporting Capability

9.11. The *Service Provider* shall provide the *Service Manager* with the ability to develop additional custom versions of existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the *Service Manager*.

Service Provider contractual Performance Measurement and Reporting

9.12. The *Service Provider* shall report on its own performance monthly (at a date to be agreed during the Mobilisation Period), against the agreed KPIs and other measures reasonably requested by the *Service Manager*. These reports shall include, but not be limited to, performance reporting nationally regionally, by Business Unit, by Affected Property and by *service* level, as appropriate, and include as a minimum:

- 9.12.1. Achievement against KPI agreements;
- 9.12.4. Reasons for failure to meet any KPI agreements;
- 9.12.2. Achievement against social value initiatives;
- 9.12.3. Achievement against carbon net zero initiatives;
- 9.12.5. Performance failures accruing because of failure to meet KPI agreements;
- 9.12.6. Levels of statutory compliance;
- 9.12.7. Performance against sustainability plan;
- 9.12.8. Details of performance against Planned Preventative Maintenance activities, including reactive works generated from Planned Preventative Maintenance activities;
- 9.12.9. Details of Assets or systems taken out-of-service for health and safety or operational reasons;
- 9.12.10. Details of recommendations generated from Planned Preventative Maintenance works;
- 9.12.11. Reasons for failure to complete planned statutory and mandatory inspections / tasks;
- 9.12.12. Progress / status of Service Orders;
- 9.12.13. Waste volumes, including waste diversion reports and recycling volumes;
- 9.12.14. Achievement against the service of statutory testing and inspections;
- 9.12.15. SME contractual performance (i.e., number of SMEs engagement sessions held, number appointed and value of cost of deliverables undertaken by appointed SMEs); and
- 9.12.16. Details of progress against *Client* agreed action plans. These will be reviewed to check progress and track actions carried out through to completion. The *Client* shall not unreasonably withhold

or delay agreement of these action plans with the *Service Provider*.

- 9.12.17 All other transparency reports identified in Annex H – Transparency Reports.
- 9.2.18 The calculation of *Service Provider* performance results against Annex E - Service Delivery Response Times, and the KPI agreements in Annex C - KPI Pay Mech Model;
- 9.13. For performance measurement and reporting, the *Service Provider* shall report against its performance by undertaking the following actions:
 - 9.13.1. Inputting performance data relating to its operational KPIs into the CAFM system.
 - 9.13.2. Collating the data required to calculate its performance against the obligations in the *Service Provider* performance mechanism; and
 - 9.13.3. Measuring its performance each month against each of the KPIs and calculate payment mechanism scores in accordance with its *Service Provider* performance mechanism.

Reporting *Service Provider* Performance Data and Associated Information

- 9.14. During the Mobilisation Period, the *Service Provider* shall provide reporting as per Annex H – Transparency Reports. The format will be specified by the *Service Manager* and agreed with the *Service Provider*;
- 9.15. The *Service Provider* shall provide a monthly report to the *Service Manager* detailing the performance scores and associated deductions calculated; and
- 9.16. 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:
 - 9.16.1. Inbound volume, by type (including calls, emails and face to face) and region;
 - 9.16.2. Completed service requests, by inbound channel;
 - 9.16.3. Average and maximum call waiting times;
 - 9.16.4. Average inbound call duration;
 - 9.16.5. Volume of duplicate *service* and cancelled *Service Requests*;
 - 9.16.6. Benchmarking; and
 - 9.16.7. Volume of requests originated by the *Service Provider*.
- 9.17. The *Service Provider* shall provide the *Service Manager* with any required reports, written information or statistical information in relation to the *service* against all data held within the CAFM system. This will be in response to reasonable ad hoc requests from the *Service Manager* and costs are to be included in the Price. Any associated costs for ad hoc reports instructed by the *Service Manager* will be managed via the Service Orders process however,

data clarifications will be included in the core price. For guidance, the number of these reports is not expected to exceed 10 per month.

Risk Management

9.18. The *Service Provider* shall provide comprehensive monthly updates in relation to their contractual risk register. These shall include but not be limited to:

9.18.1. Progress against known and existing risks;

9.18.2. Risk mitigation activities; and

9.18.3. Newly identified risks.

Framework MI Reporting

9.19. The *Service Provider* shall report on its own performance and shall ensure the Management Information (MI) required by the *Client* is produced in the required formats and is submitted by the agreed deadlines. The MI reporting shall include the following:

9.19.1. Modern slavery;

9.19.2. Carbon net zero;

9.19.3. Social value - apprenticeships;

9.19.4. Social value – progress against agreed action plans;

9.19.5. Social value - workforce EDI;

9.19.6. Social value - SMEs and VCSEs; and

9.19.7. Prompt payment compliance and performance.

9.20. 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 lifetime of this contract.

Drawings

9.21. The *Service Provider* shall:

9.21.1. Review existing *Client* drawings within the Mobilisation Period; and

9.21.2. Produce a report containing recommendations and budget costs for the update and reconciliation of all Affected Property drawings with the aim of bringing them up to date where practicable and to enable them to be issued to the *Service Manager*.

9.22. Further details of this requirement will be provided by the *Service Manager* in the Mobilisation Period.

9.23. The costs for this service will be managed via Service Orders and Project Orders and will be instructed by the *Service Manager* if required.

10. Service A10 – Performance Self-Monitoring

10.1. The following Standards apply to this Service - SA10.

- 10.2. The *Service Provider* is required to undertake a performance self-monitoring regime as defined in Attachment 3 - Specification.
 - 10.3. Within the performance self-monitoring regime, the *Service Provider* is required to:
 - 10.3.1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust and accurate performance reporting;
 - 10.3.2. Monitor the performance of the *service* via a programme of internal and external reviews and inspections and trend analysis of recorded data in the CAFM system and produce monthly performance reports for the *Service Manager*; and
 - 10.3.3. 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.
 - 10.4. The MIS system, utilised by the *Service Provider* must be capable of monitoring performance of the *service*, notwithstanding any changes in work practices, technology and agreed performance Standards at all times.
 - 10.5. 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.
 - 10.6. The *Service Provider* shall work with the *Service Manager* and support their internal management processes. The *Service Provider’s* self-monitoring regime shall recognise these processes and capture feedback from *Client* reviews and inspections, to include independent audits scheduled by the *Client*. The *Service Provider* shall be responsible for taking appropriate action to deliver agreed outcomes to identified issues and failures.
- 11. Service A11 - Business Continuity and Disaster Recovery (BCDR) Plan**
- 11.1. The following Standards apply to this Service - SA11.
 - 11.2. In accordance with Annex J - Business Continuity and Disaster Recovery, the *Service Provider* shall have BCDR Plans in order to ensure it can continue to Provide the Service at each Affected Property throughout the duration of the contract. This shall be initially developed during the Mobilisation Period as per Annex E – Mobilisation Plan and Testing.
 - 11.3. The *Service Provider* shall:
 - 11.3.1. Notify the *Service Manager* as soon as it becomes aware of a Business Critical Event or a likely Business Critical Event. The *Service Provider* shall collaborate with the *Service Manager* to ensure that the BCDR Plan interfaces seamlessly to support the *Client’s* business. A Business Critical Event is any event which is an immediate health and safety or security risk, or an event which presents an imminent risk of injury to persons or damage to any

Affected Property, or a situation which requires immediate action to ensure operational business continuity;

- 11.3.2. Liaise with the *Service Manager* to ensure that appropriate communication lines are maintained;
 - 11.3.3. Ensure that its BCDR Plans address the loss of or disruption to all utilities supplies and shall ensure that these have been reviewed and tested to a programme agreed with the *Service Manager*. The *Service Provider* shall coordinate the BCDR Plans with the *Service Manager* and utilities providers;
 - 11.3.4. Ensure its BCDR Plans are executed as planned with due expediency following the loss of one or more utility supplies. The *Service Provider* shall inform the *Service Manager* of all scheduled interruptions to any utility supply if it may affect the *Client's* operations; and
 - 11.3.5. Provide its BCDR Plans during the Mobilisation Period as specified in the Annex E – Mobilisation Plan and Testing. The BCDR Plans shall be reviewed on a regular basis and as a minimum once every six (6) months.
- 11.4. At the request of the *Service Manager*, the *Service Provider* shall assist in testing the *Client's* BCDR Plans at intervals to be agreed by both parties.
 - 11.5. The *Service Manager* may require the provision of professional advice in relation to its own BCDR Plans, including the safe evacuation of Affected Property 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 *service* at each Affected Property. The *Service Provider* shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service SA11.
 - 11.6. The *Client's* BCDR Plans are confidential and the *Service Manager* will decide which information will be divulged to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the *Service Manager*.

12. Service A12 – Quality Management Systems

- 12.1. The following Standards apply to this Service - SA12.
- 12.2. The *Service Provider* shall have in place ISO 9001, ISO 14001, ISO 27001, ISO 45001 and Cyber Essentials Plus accreditation as per Annex D – Cyber Essentials Plus
- 12.3. The *Service Provider* shall maintain such accreditation throughout the Framework Initial Period.
- 12.4. The *Service Provider* shall provide the *Service Manager* with evidence of its ISO and Cyber Essentials Plus accreditations upon request at any time during the Framework Initial Period (including the Mobilisation Period).

- 12.5. The *Service Provider* shall implement the required management plans in accordance with the ISO and Cyber Essentials Plus Accreditation, which shall include a proposed methodology to align with and support the *Client's* existing ISO accreditations and its related systems and for delivering Continuous Improvement.
- 12.6. The *Service Provider* shall be responsible for undertaking an annual review of their management systems with the *Service Manager* to ensure compliance with all relevant ISO accreditations to ensure the management systems continue to be suitable, adequate and effective.
- 12.7. The *Service Provider* shall develop and agree their ISO quality audit programme with the *Service Manager* during the Mobilisation Period, in accordance with Annex E – Mobilisation Plan and Testing. The programme shall show registration body inspection visits, *Client* audits, internal *Service Provider* assessor visits and audits delivered by independent bodies.
- 12.8. Where instructed by the *Service Manager* the *Service Provider's* quality management systems shall be accredited by the UK Accreditation Service (UKAS).
- 12.9 If at any point during the contract the *Service Provider* is at risk of losing the required ISO accreditation, or major non-conformities are discovered this must be notified immediately to the *Service Manager*.

13. Service A13 – Staff Management, Recruitment and Training

- 13.1. The following Standards apply to this Service – SA13.
- 13.2. The *Service Provider* shall attract, recruit and retain staff in order to Provide the Service and any future expansion of the Scope as instructed by the *Service Manager*. Recruitment planning should initially follow the requirements as set out in Annex E – Mobilisation Plan and Testing.
- 13.3. The *Service Provider* shall recognise that the public sector in the UK is committed to the delivery of high quality, ethically delivered 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.
- 13.4. The *Service Provider* shall recognise that public bodies in the UK have in place, are developing and / or adopting fair work practices, which include:
 - 13.4.1. A fair and equal 'pay policy' that includes a commitment to supporting the real living wage as defined by the Living Wage Foundation;
 - 13.4.2. 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;

- 13.4.3. 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;
 - 13.4.4. 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;
 - 13.4.5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance;
 - 13.4.6. Support workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice; and
 - 13.4.7. Effective equality, inclusion and diversity policies and procedures.
- 13.5. 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. This will include the making of reasonable adjustments where required.
- 13.6. 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 provision of the *service*. These shall include but not be limited to:
- 13.6.1. Health and safety (Safe System of Work) awareness;
 - 13.6.2. First aid and accident reporting;
 - 13.6.3. Customer care;
 - 13.6.4. Service Provider's Plan awareness;
 - 13.6.5. Quality management plan awareness;
 - 13.6.6. Fraud and bribery awareness;
 - 13.6.7. Waste management (e.g., waste hierarchies);
 - 13.6.8. Environmental and sustainability awareness;
 - 13.6.9. Equality, diversity and inclusion policies; and
 - 13.6.10. Mental health awareness.
- 13.7. Additional training should be provided to allow staff employed on the contract to realise their potential through suitable training programs tailored to individual need.
- 13.8. The *Service Provider* shall develop and maintain a training register for all staff employed on the contract, including key Subcontractors, and be responsible for maintaining appropriate staff records and training records for all Service Provider Staff.

- 13.9. The *Service Provider* shall be responsible for the provision of training and refresher training to *Client* staff including:
- 13.9.1. Use of CAFM and associated IT systems;
 - 13.9.2. Business processes;
 - 13.9.3. Health and safety;
 - 13.9.4. Use of fire-alarm testing and emergency systems; and
 - 13.9.5. Site induction training.
- 13.10. The *Client* may require the *Service Provider* to deliver bespoke training services to *Client* staff. Further details of any bespoke training requirements will be provided in the Mobilisation Period and costs will be managed via Service Orders and Project Orders.
- 13.11. The *Service Provider* shall be responsible for maintaining records of any training provided to the *Client's* staff.
- 13.12. The *Service Provider* shall ensure that all Service Provider Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006. The cost of obtaining any such evidence shall be the responsibility of the *Service Provider*.
- 13.13. 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.
- 13.14. 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.
- 13.15. The *Service Provider* shall provide an induction programme for all Service Provider Staff and for any relevant *Client* staff, and participate in any relevant *Client* induction programme.
- 13.16. The *Service Provider* shall investigate where more than one (1) substantiated complaint is made against any individual member of the Service Provider Staff within any month. The *Service Provider* shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the monthly performance reports.
- 13.17. Service Provider Staff shall be suitably presented 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.
- 13.18. All personnel shall be uniformed in the *Service Provider's* standard uniform appropriate to their role, to be agreed with the *Service Manager* during the Mobilisation Period. All uniforms are to be compliant with the Personal Protective Equipment at Work (Amendment) Regulations 2022 (PPER 2022).

No badges denoting professional qualifications or memberships may be worn without express agreement of the *Service Manager*.

Where high visibility clothing is required, it must conform to the requirements of the *Client* in terms of type, reflective characteristics and colour. Where it is to be used on railway premises it must be orange and conform to Railway Group Standard RIS-3279-TOM.

13.19. All dedicated staff are to wear photo ID badges at all times on site, irrespective of the length of their visit. The *Service Provider* is to produce a design and agree this with the *Service Manager* during the Mobilisation Period and at least two (2) weeks before the Full Service Commencement Date. These name badges are to be worn in addition to any access cards required by the *Client*. These are to include the following information in an agreed format:

13.19.1 Name by which the employee wishes to be known (this may not be their actual name at the employee's discretion but must allow them to be clearly identified in the event of compliment or complaint);

13.19.2 A clear and recent photograph (not less than 12 months old);

13.19.3 The name and logo of the *Service Provider* (and with a statement that the *Client* is "Working in partnership with the relevant Business Unit");

13.19.4 Flags to indicate languages spoken by the employee; and

13.19.5 Job title (a simplified form will be acceptable).

14. Service A14 – Selection and Management of Subcontractors

14.1. The following Standards apply to this Service – SA14.

14.2. The *Service Provider* is required to actively manage all aspects of Subcontractor involvement in the contract to ensure that all services received reflect that required under the contract, and specifically that which is paid for. Key aspects of the role include the services set out below:

14.2.1. 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 contract;

14.2.2. Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the Affected Property are delivered in compliance with the *Service Provider's* health and safety policy statement and management plan;

14.2.3. Performance monitoring against agreed KPIs;

14.2.4. Benchmarking and market testing of Services against the provision from other service providers;

14.2.5. Problem solving and dispute (prevention and) resolution where issues exist;

- 14.2.6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, health and safety, environmental and legislative requirements;
 - 14.2.7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Subcontractors;
 - 14.2.8. Receiving, checking and authorising invoices for payment for additional Services; and
 - 14.2.9. Monitoring Subcontractors' approach to rectifying defects.
- 14.3. The *Service Provider* shall take all reasonable steps to engage SMEs and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Services on the environment.
- 14.4. The *Service Provider* shall report to the *Service Manager* on the number of contracts / engagements held with SMEs and the number of any appointed as Subcontractors within its normal reporting procedures.

15. Service A15 – Compliance

- 15.1. The following Standards apply to this Service – SA15.
- 15.2. 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.
- 15.3. 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 for all in-scope services. The Compliance Management System shall incorporate the delivery of a contract specific Compliance Management Plan across all Affected Property. The Compliance Management System will be operated in a collaborative manner with full engagement with the *Service Manager*. Details of this system must be included in the Service Provider's Plan.
- 15.4. Areas of compliance include but are not limited to:
- 15.4.1. Statutory laws;
 - 15.4.2. Regulatory laws;
 - 15.4.3. National and International Standards;
 - 15.4.4. Approved Codes of Practice (ACOPs);
 - 15.4.5. HSE guidance notes;
 - 15.4.6. Manufacturer's Instructions;
 - 15.4.7. Government policies (including devolved administrations);
 - 15.4.8. Sector specific requirements (e.g., Health Technical Memorandums);
 - 15.4.9. Lease requirements;

- 15.4.10. Warranty requirements; and
 - 15.4.11. *Client* specific requirements.
- 15.5. The *Service Provider* shall ensure that a planned programme of compliance activities is undertaken throughout the Service Period to ensure full compliance is achieved. These shall include but not be limited to:
- 15.5.1. *Service* provision audits;
 - 15.5.2. Management audits;
 - 15.5.3. Subcontractor audits; and
 - 15.5.4. Independent / external audits.
- 15.6. The *Service Provider* shall ensure that all compliance related activities are recorded within the Service Provider's Plan and are scheduled and recorded within the *Service Provider's* CAFM system. The compliance activities and results will be included as part of the service performance review meeting agenda. The Service Provider's Plan will be agreed with the *Service Manager* during the Mobilisation Period.
- 15.7. The *Service Provider* shall ensure the *Service Manager* has full access to all compliance related documentation through the "real time" data management system operated by the *Service Provider* and as/when required for the *Client's* internal or external audit processes.
- 15.8. The *Service Provider* shall ensure that the *Client* approves the appointment of any independent auditors and inspection bodies prior to the commencement of any work.
- 15.9. The *Service Provider* shall allow the *Service Manager* to attend third party surveillance visits throughout the period of the contract.
- 15.10. The *Service Provider* shall ensure that the results of any audit and/or inspection are made available to the *Service Manager* within five (5) working days of completion of the audit and shall be recorded on the *Service Provider's* CAFM system.
- 15.11. The *Service Provider* shall always and immediately upon discovery notify the *Service Manager* when any Affected Property becomes non-compliant at any time and/or for any reason.
- 15.12. The *Client* has the right to appoint an independent third-party service provider as appointed by the *Service Manager* to deliver an independent assessment of statutory compliance levels at Affected Property. The *Service Provider* shall work with the *Service Manager* and/or the independent third-party service provider to discuss any findings and any subsequent recommendations upon completion of the assessment, including, where applicable, providing a rectification plan as agreed with the *Service Manager*.
- 15.13. 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.

- 15.14. Where re-enacted / new legislation has the potential to impact on the *Service Provider's* ability to Provide the Service, the *Service Provider* shall give early warning to the *Service Manager* immediately in writing, outlining their justification and impacts on the *Services* and attend an early warning meeting.
- 15.15. The *Service Provider* shall provide assistance and information to the *Service Manager* and be responsible for arranging access to any *Service Provider* held documentation as required for any independent audits organised by the *Service Manager*. These may include:
- 15.15.1. National Audit Office;
 - 15.15.2. Specialist staff inspections including medical or logistics;
 - 15.15.3. Defence Internal Audit Office;
 - 15.15.4. Environmental Health inspection;
 - 15.15.5. Trading Standards inspection;
 - 15.15.6. All statutory legislative inspections;
 - 15.15.7. Site inspections and compliance inspections and audits;
 - 15.15.8. Parliamentary enquiries and questions; and
 - 15.15.9. Freedom of information requests.
- 15.16. The *Client* may require Building Research Establishment Environmental Assessment Method (BREEAM) in-use or similar assessment of the building's performance to be carried out at agreed intervals. If instructed by the *Service Manager* costs will be managed via the Service Order or Project Order process.
- 15.17. The *Service Provider* shall maintain up-to-date, accurate metrics including cost and performance data within the Electronic Property Information Mapping Service (e-PIMS) (or any replacement system) on its behalf where required by the *Client*. If instructed by the *Service Manager* costs will be managed via the Service Order process.
- 15.18. In Providing the Service the *Service Provider* shall comply with the requirements of the Office of Government Property (OGP) FM Standard, and especially FMS 002: Asset data together with Government Functional Standards, and especially GovS 004. Where the *Service Provider* believes there is a conflict or ambiguity between compliance with the contract and a Government Function Standard this should be notified to the *Service Manager* in accordance with clause 17.1 of the contract. Details of all the Government Functional Standards can be found at www.gov.uk/government/collections/functional-standards
- 15.19. The *Service Provider* shall maintain, update and develop building information modelling ("**BIM**") data where required by the *Client*. If instructed by the *Service Manager* costs will be managed via the Service Order or Project Order process.

16. Service A16 – Sustainability

- 16.1. The following Standards apply to this Service – SA16.
- 16.2. The *Service Provider* shall have in place ISO 14001 accreditation and shall ensure:
 - 16.2.1. That they maintain such accreditation throughout the Service Period;
 - 16.2.2. That they provide the *Service Manager* with evidence of its ISO 14001 accreditation upon request at any time during the Service Period;
 - 16.2.3. 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;
 - 16.2.4. That they undertake an annual review of their environmental management system with the *Service Manager* to ensure compliance with ISO 14001 (or current edition) to ensure the management systems continue to be suitable, adequate and effective.
 - 16.2.5. That they develop and agree their environmental management plan with the *Service Manager* during the Mobilisation Period, in accordance with Annex E – Mobilisation Plan and Testing. The programme shall show registration body inspection visits, *Client* audits, internal *Service Provider* assessor visits and audits delivered by independent bodies.
 - 16.2.6. That where requested by the *Service Manager*, their environmental management system shall be accredited by the UK Accreditation Service (UKAS).

Sustainability Management Plan

- 16.3. The *Service Provider* shall develop, maintain and implement a sustainability management plan in line with the *Client's* sustainability requirements.
- 16.4. The content, structure and format of the sustainability management plan shall be agreed between the *Service Manager* and the *Service Provider*.
- 16.5. The *Service Provider* shall submit the sustainability plan for the *Service Manager's* Approval within three (3) months of the contract Date.
- 16.6. The *Service Provider* shall ensure that the sustainability management plan complies with GBS and all *Client* requirements to be defined in the Mobilisation Period.
- 16.7. The sustainability management plan shall include the *Service Provider's* approach to:
 - 16.7.1. Energy management;

- 16.7.2. Water, to include system infrastructure maintenance and wastewater management;
 - 16.7.3. Waste prevention and management including Waste Hierarchy and segregation;
 - 16.7.4. Recycling of waste paper;
 - 16.7.5. Reducing single use plastics in accordance with the Greening Government Commitments, 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
 - 16.7.6. Minimising transport use and the impacts of transport.
 - 16.7.7 Minimising the impact of the tools used (low carbon) to Provide the Service.
- 16.8. The *Service Provider* shall ensure that the sustainability management plan includes the *Client's* specialist management requirements, including:
- 16.8.1. Natural Environment;
 - 16.8.2. Nature Conservation Sites;
 - 16.8.3. Forestry Sites;
 - 16.8.4. Public access requirements;
 - 16.8.5. Environmental protection, including management of pollution spills, land contamination and groundwater levels;
 - 16.8.6. Historic environment; and
 - 16.8.7. Government historic estate.
- 16.9. Where required further details of the *Client's* specialist management requirements will be provided in the Mobilisation Period.

Carbon Net Zero Plan

- 16.10. 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.
- 16.11. The *Service Provider* shall collaborate with the *Service Manager* and develop, maintain and implement a carbon net zero strategy in line with the *Client's* carbon net zero requirements.
- 16.12. The content, structure and format of the carbon net zero management plan shall be agreed between the *Service Manager* and the *Service Provider* during the Mobilisation Period.
- 16.13. The *Service Provider* shall submit the carbon net zero plan for the *Service Manager's* Approval within three (3) months of the contract Date.

Buildings

16.14. The *Service Provider* shall ensure that where they have a responsibility to design and deliver project works on behalf of the *Service Provider*, all new buildings meet the BREEAM or equivalent schemes excellent standard, and that retrofits meet the very good standard.

16.15. 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*. If instructed by the *Service Manager* costs will be managed via the Service Order or Project Order process.

The scope of any advice provided shall include:

- 16.15.1. Reduction in running costs;
- 16.15.2. Measurement and improvement of the performance of Affected Property;
- 16.15.3. Empowerment of staff;
- 16.15.4. Development of action plans; and
- 16.15.5. Reporting of performance.

16.16. The *Service Provider* shall notify the *Service Manager* in writing of the potential implications of not implementing the recommendations of any advice given.

Energy Management

16.17. The *Service Provider* shall:

- 16.17.1. Take account of and comply with the *Client's* energy strategy and action plan and its targets under the Greening Government Commitments and any subsequent Government policy;
- 16.17.2. Work collaboratively with the *Service Manager* to meet external and internal targets for reducing energy consumption;
- 16.17.3. Ensure that all energy-consuming plant under its jurisdiction or control is maintained to operate at optimum efficiency and all fuels, gas, electricity is used economically, in accordance with any operational policies issued by the *Service Manager*.
- 16.17.4. Support the *Client's* initiatives for energy-saving strategies including separate heating, lighting and ventilation strategies and co-operate with the *Service Manager* in achieving agreed objectives; and
- 16.17.5. Monitor and record readings of liquid petroleum gas (LPG) and heating oil where present at an Affected Property and be responsible for reporting consumption figures [monthly] via the CAFM system. The *Service Provider* shall be responsible for advising the *Service Manager* when additional supplies of LPG and / or heating oil are required to prevent any loss of service at an Affected Property.

Energy Efficiency Plans

- 16.18. 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*.
- 16.19. The format and structure of the energy efficiency plan must be agreed with the *Service Manager* during the Mobilisation Period and shall include:
- 16.19.1. Design stage energy end use analysis;
 - 16.19.2. 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;
 - 16.19.3. Initial baseline energy model;
 - 16.19.4. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
 - 16.19.5. Initial baseline energy model;
 - 16.19.6. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
 - 16.19.7. Final baseline energy model (produced at financial close of each year);
 - 16.19.8. 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); and
 - 16.19.10. A process for the identification of potential projects and initiatives to reduce energy consumption in the future.
- 16.20. The *Service Provider* shall develop the energy efficiency plan over the Service Period to utilise industry good practice tools for continuous benchmarking, measurement and verification, and reporting protocols including TM22 2012, Carbon Buzz and iSERVcmb.
- 16.21. 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*.
- 16.22. The format and structure of the energy efficiency plan must be agreed with the *Service Manager* during the Mobilisation Period.

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

- 16.23. The *Service Provider* shall ensure and agree with the *Service Manager* 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:

- 16.23.1. Cost-effective over the lifecycle of those products;
- 16.23.2. Economically feasible to buy the product because of substantial additional upfront costs. This is a strict test and small additional upfront costs are not sufficient to allow a deviation from the default;
- 16.23.3. Technically suitable;
- 16.23.4. Consistent with wider sustainability objectives; and/or
- 16.23.5. Viable within the constraints of effective competition of purchasing equipment.

Water Management

- 16.24. The *Service Provider* shall take account of and comply with the *Client's* water strategy and action plan and its targets and commitments under the Greening Government Commitments policy.
- 16.25. 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 the management of building water consumption and efficiency and to work with the *Service Manager* to strive to meet external and internal targets for reducing water consumption.
- 16.26. The *Service Provider* shall manage the *Client's* water management software if required by the *Service Manager* in order to provide all reports and volumetric data relating to water. The *Service Provider* shall:
 - 16.26.1. Analyse building water consumption and make recommendations to the *Service Manager* 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
 - 16.26.2. 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.

Waste Prevention and Management

- 16.27. The *Service Provider* shall take responsibility for waste management and work with the *Service Manager* to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and Continuous Improvements as advances in technology arise.
- 16.28. The *Service Provider* shall provide information to the *Service Manager* on the methods of disposal of waste, showing clear evidence of using disposal

methods which are environmentally preferable (if required by the *Service Manager*). The *Service Provider* shall assure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill. All landfill should be in accordance with or exceed *Client* targets.

Waste Minimisation Plan

- 16.29. If instructed by the *Service Manager*, the *Service Provider* shall develop a waste minimisation plan to reduce product consumption by rethinking the need, redeploying, repairing, refurbishing, leasing and/or hiring Assets as appropriate using a formal mobile Asset management plan. This will include the installation and maintenance of WRAP compliant signage to a design agreed with the *Service Manager* whenever waste signage is replaced or newly installed.
- 16.30. Where a catering service is provided, the *Service Provider* shall develop a food waste minimisation plan if instructed by the *Service Manager*, in accordance with the industry good practice Standard of the food and catering GBS and with the Waste and Resources Action Programme's (WRAP) Hospitality and Food Service Agreement.

Waste Hierarchy and Waste Segregation

- 16.31. The *Service Provider* shall collect and dispose of all of the waste in line with the Waste Hierarchy and industry good practice with zero waste going direct to landfill.
- 16.32. The following Waste Hierarchy shall apply:
- 16.32.1. Eliminate;
 - 16.32.2. Reduce;
 - 16.32.3. Re-use and repair;
 - 16.32.4. Recycle or compost;
 - 16.32.5. Recover (energy recovery); and
 - 16.32.6. Dispose.
- 16.33. The *Service Provider* shall provide a waste diversion report and waste recycling report for each month and cumulatively year-to-date.

Waste Transfer Notes / Certificates of Destruction

- 16.34. A full audit trail of waste management shall be maintained by the *Service Provider* and waste handling must be compliant with the Environmental Agency guidelines. Waste carrier licence details to be provided to the *Service Manager* to ensure ISO accreditation as well as duty of care documentation.
- 16.35. The *Service Provider* shall agree with the *Service Manager* the process relating to the retention of certificates of destruction.

Waste Collection

- 16.36. The *Service Provider* shall:
- 16.36.1. Ensure that waste carriers at the Affected Property remain authorised at all times and will ensure they renew their licences promptly. If at any time the waste carrier's licence or an environmental permit is withdrawn or revoked, the *Service Provider* must inform the *Service Manager* immediately and cease any further movement of waste until they become authorised again;
 - 16.36.2. Ensure that transport carbon emissions are minimised by optimising collections and ensuring that transportation schedules are planned to reduce carbon emissions and / or through the use of well maintained, low emission vehicles and e.g., electric vehicles;
 - 16.36.3. Ensure that all Service Provider Staff responsible for collecting waste are trained and adhere to the *Client's* health and safety and environmental policies; and
 - 16.36.4. 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.

16.37. If the products are to be disposed of, this shall be done through an authorised treatment operator with a focus on re-use, component recovery or material recovery in preference to recycling with zero waste going direct to landfill.

Recycling

16.38. The *Service Provider* shall comply with the *service* Standards in relation to recycling requirements unless otherwise notified by the *Service Manager*.

Food and Catering Services

16.39. The *Service Provider* is required to comply with the mandatory requirements of the Government Buying Service (GBS) for Food and Catering Services and to meet the industry good practice criteria of the GBS for food and catering services.

16.40. The *Service Provider* is required to comply with the aims of the Public Services (Social Value) Act 2012.

16.41. The *Service Provider* may be required to report back to the *Service Manager* on compliance and the provenance of food and food ingredients.

Duty of Care Documentation

16.42. Prior to any waste removals from the Affected Property a signed waste transfer note, season ticket or a hazardous waste consignment note must be prepared. The *Service Provider* shall ensure that this Documentation is completed correctly and submit consignee's returns to the producer as required by the legislation.

16.43. It is recommended that the *Service Provider* use the eDoc system.

Environmental Management:

Materials

16.44. The *Service Provider* shall ensure packaging waste is in line with Government initiatives by:

- 16.45.1. Influencing packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and
- 16.45.2. Influencing the amount of packaging actually used in the supply chain.

Timber

16.45. The *Service Provider* shall procure all timber and timber products from responsible sources in accordance with the 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).

- 16.45. All timber and wood derived products must be compliant with all relevant UK legislation e.g., the Europe Union Timber Regulation (EUTR) and with the requirements of the CITES.
- 16.47. 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. CPET can provide templates for gathering this information. This information shall be held by the *Service Provider* until requested by the *Service Manager* (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). This shall be held by the *Service Provider* until requested by the *Service Manager*.
- 16.48. The *Service Provider* shall ensure all timber is treated in accordance with the relevant British Standard.
- 16.49. The *Service Provider* shall wherever possible reduce paper usage through behavioural change and the use of dedicated technologies. This shall include the *Service Provider* and Subcontractors setting up their systems to default to double-sided printing when using the *Client's* systems.

Recycled Materials

- 16.50. The *Service Provider* shall ensure that products purchased contain a high proportion of recycled content where available and practical.

Hazardous Materials.

- 16.51. 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. This includes their production, installation and use.
- 16.52. 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 2002 and all relevant legislation.
- 16.53. The *Service Provider* shall ensure that all internal finishes, including solvents and paints are inert and meet industry good practice Standards for using low levels of volatile organic compounds (VOCs) during their manufacture.
- 16.54. 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.
- 16.55. The *Service Provider* shall prohibit the use of lead-based paints and primers.

- 16.56. All materials procured for the Affected Property shall contain or have been produced using no ozone depleting potential or global warming potential compounds.
- 16.57. All refrigerants used within the Affected Property shall have a GWP of less than five (5).
- 16.58. 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.
- 16.59. No Chlorofluorocarbons (CFCs) shall be used upon the Affected Property in line with the Montreal Protocol on Substances that Deplete the Ozone Layer. 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.
- 16.60. The *Service Provider* shall ensure that the *Service Manager* is notified of all accidental emissions of ozone depleting substances and fluorinated greenhouse gases in equipment for which it is responsible.

Transport

- 16.61. The *Service Provider* shall work to minimise the amount of travel undertaken by Service Provider Staff and third-party service providers by taking reasonable steps such as combining deliveries of goods to each Affected Property and combining maintenance visits.
- 16.62. The *Service Provider* shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions. The *Service Provider* should use zero emissions vehicles on the contract where practical.
- 16.63. 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.
- 16.64. The *Service Provider* may be requested to collect and provide the appropriate data to the *Service Manager* on a monthly basis.
- 16.65. The *Service Provider* shall maintain records of actions taken to reduce the impact of transport.
- 16.66. The *Service Provider* shall ensure that any vehicle purchases used (or predominantly used) by the *Service Provider* for the purpose of Providing the Service are in compliance with the GBS for transport.

New and Replacement Parts, Components and Assets

- 16.67. Where any new or replacement items, to include Assets and component parts which contribute to the *Client's* carbon net zero 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 *Service Manager*. The *Service Provider* shall ensure *Service Manager* approval has been received in advance of the commencement of any works at the Affected Property. Further details of the *Client's* Whole Life Costing requirements will be provided in the Mobilisation Period.

- 16.68. All replacement parts, components and / or Assets delivered must be new, or (with the *Service Manager's* written agreement at its sole discretion) as new if recycled, reconstructed, unused and of recent origin.
- 16.69. All manufacturer warranties covering the replacement parts, components and / or Assets must be assignable to the *Client* on request and at no cost.
- 16.70. Unless otherwise required in the contract title of the replacement parts, components and / or Assets shall transfer to the *Client* on completion of the Installation Works requiring the replacement items.
- 16.71. Unless otherwise agreed by the *Service Manager*, the risk in any replacement parts, components and / or Assets shall remain with the *Service Provider* during the Service Period.
- 16.72. The *Service Provider* warrants that title in any replacement parts, components and / or Assets is capable of transferring to the *Client*.
- 16.73. The *Service Provider* must recall replacement parts, components and / or Assets where the manufacturer has requested a recall and indemnify the *Client* against the costs of any recall of the parts, components and / or Assets and give notice of actual or anticipated action about the recall of the replacement parts, components and / or Assets.
- 16.74. The replacement parts, components and / or Assets must comply with legislation and industry standards contract and any additional requirements agreed between the *Service Provider* and the *Service Manager*.
- 16.75. The *Service Provider* must at its own cost repair, replace, refund or substitute any replacement parts, components and / or Assets that the *Service Manager* rejects. If the *Service Provider* does not do this, it will pay the *Client's* costs including repair, replacement or re-supply by a third party.

17. Service A17 – Social Value

- 17.1. The following Standards apply to this Service – SA17.
- 17.2. The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies, including devolved administrations, to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity.
- 17.3. This contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development.
- 17.4. The *Service Provider* shall:

- 17.4.1. Maintain and embed their corporate social value principles, policies and procedures as they apply to the *service*;
- 17.4.2. Develop, deploy and maintain appropriate management and staffing levels to ensure all social value policies, principles and practices as they apply to the *service* are in place;
- 17.4.3. Ensure compliance with all of Government and *Client's* social value policies, targets and procedures (including any re-enactments and changes to Government and/or *Client's* policies) and act upon the instructions of the *Service Manager* should there be a change in the social value requirements;
- 17.4.4. Ensure all *Service Provider* appointed sub-contracted and supply chain staff are fully aware of the agreed social value policies, initiatives and procedures;
- 17.4.5. Provide expert technical and professional advice to the *Service Manager* upon request on issues related to social value. These shall include, where requested, advice on Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry good practice; and
- 17.4.6. Ensure Service Provider Staff are security cleared to SC level unless the *Service Manager* notifies otherwise.

18. Service A18 – Carbon Net Zero

- 18.1. The following Standards apply to this Service – SA18.
- 18.2. The Climate Change Act as amended 2019, commits the UK to net zero by 2050.
- 18.3. This contract provides a means of embedding carbon net zero policies and processes to meet these targets through enabling improvements such as improved building conditions, use of smarter technology and reductions in greenhouse gas emissions.
- 18.4. The *Service Provider* shall:
 - 18.4.1. Maintain and embed their corporate carbon net zero principles, policies and procedures as they apply to the *service*;
 - 18.4.2. Develop, deploy and maintain appropriate management and staffing levels to ensure all carbon net zero policies, principles and practices as they apply to the *service* are in place;
 - 18.4.3. Ensure compliance with all of Government and *Client's* carbon net zero policies, targets and procedures (including any re-enactments and changes to Government and/or *Client's* policies) and act upon the instructions of the *Service Manager* should there be a change in the carbon net zero requirements;

- 18.4.4. Ensure all *Service Provider* appointed sub-contracted and supply chain staff are fully aware of the agreed carbon net zero policies, initiatives and procedures;
- 18.4.5. Provide expert technical and professional advice to the *Service Manager* upon request on issues related to carbon net zero. These shall include, where requested, advice on Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry good practice; and
- 18.4.6. Ensure Service Provider Staff are security cleared to SC level unless the *Service Manager* notifies otherwise.

Work Package B: Mobilisation Services.

19. Service B1 – contract Mobilisation

- 19.1. The following Standards apply to this Service – SB1.
- 19.2. The Mobilisation Period will be a nine (9) month period. The legal rights and obligations of the *Service Provider* during this period are those stipulated in the contract.
- 19.3. During the Mobilisation Period, the Incumbent Service Provider shall retain full responsibility for all extant services) until the Full Service Commencement Date or as otherwise formally agreed with the *Client*. The incoming *Service Provider's* full-service obligations shall be assumed on the Full Service Commencement Date.
- 19.4. The *Service Provider* shall work collaboratively and in partnership with the *Service Manager*, Incumbent Service Provider, and other FM service provider(s), where applicable, to understand the scope of the *service* to ensure a smooth and mutually beneficial handover of the *service*.
- 19.5. The *Service Provider* shall mobilise the service in line with Attachment 3 Annex E – Mobilisation Plan and Testing.

Mobilisation Plan

- 19.5. The *Service Provider* shall:
 - 19.5.1. Work with the Incumbent Service Provider and *Service Manager* to assess the scope of the *service* in order to fully develop their Mobilisation Plan;
 - 19.5.2. Mobilise all of the *service* specified in the Specification within the contract;
 - 19.5.3. Appoint an authorised representative who shall be responsible for the management of the Mobilisation Period. This is to ensure that the Mobilisation Period is planned and resourced adequately, and act as a point of contact for the *Service Manager*;
 - 19.5.4. Produce a Mobilisation Plan, to be agreed by the *Service Manager*, for carrying out the requirements within the Mobilisation Period including key Milestones and dependencies;
 - 19.5.5. Detail how they will work with the Incumbent Service Provider and the *Service Manager* to capture and load up information such as Asset data;
 - 19.5.6. Liaise with the Incumbent Service Provider to enable the full completion of the Mobilisation Period activities;
 - 19.5.7. Produce and implement a communications plan, to be agreed with the *Service Manager* including the frequency, responsibility for and nature of communication with the *Service Manager* and end users of the *service*;

- 19.5.8. Produce a mobilisation report for each Affected Property to encompass programmes that will fulfil all the Affected Property 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 *Service Manager*;
- 19.5.9. Manage and report progress against a Mobilisation Plan;
- 19.5.10. Construct and maintain a mobilisation risk and issue register in conjunction with the *Service Manager* detailing how risks and issues will be effectively communicated to the *Service Manager* in order to mitigate them;
- 19.5.11. Attend progress meetings (frequency of such meetings shall be determined with the *Service Manager* during the Mobilisation Period). Mobilisation meetings shall be chaired by the *Service Manager* and all meeting minutes shall be kept and published by the *Service Provider*; and
- 19.5.12. Ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless change of responsibility for delivery between Incumbent Service Provider and the *Service Provider*.

Interaction with stakeholders

- 19.6. The *Service Provider* shall conduct site visits they consider necessary or where weaknesses in Asset data have been identified, to reassess the accuracy of the data.
- 19.7. The *Service Provider* shall familiarise itself with the Affected Property and the needs of the building users.
- 19.8. The *Service Provider* should not underestimate the complexity of the *Client's* clustering model and the extent of interaction with a wide range of stakeholders across multiple Business Units. The *Service Provider* shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:
 - 19.8.1. Liaison;
 - 19.8.2. Reporting;
 - 19.8.3. Co-ordination and provision of the *service*;
 - 19.8.4. Attendance at meetings; and
 - 19.8.5. Management and resolution of stakeholder issues.
- 19.9. 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.

19.10. During the Mobilisation Period the *Service Provider* shall undertake all the examinations and inspections of the Affected Property and *service* necessary to assume its duties.

CAFM during the Mobilisation Period

19.12. The *Service Provider* shall:

- 19.12.1. Ensure that via Asset Verification all Assets held on Affected Property are uploaded into the CAFM system during the Mobilisation Period;
- 19.12.2. 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, issuing the *Service Manager* with;
 - 19.12.2.1. A summary of findings;
 - 19.12.2.2. A proposed project plan; and
 - 19.12.2.3. An approach 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 coding standard defined by the *Client*.
- 19.12.3. The *Client* is planning to introduce a new replacement contract management system. When this system is introduced, the *Service Provider* will be required to liaise with the *Service Manager* to ensure that its proposed system can be seamlessly introduced prior to the Mobilisation Period.
- 19.12.4. 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, shall provide all *Client* data contained within the CAFM to the *Client* in a transfer format prescribed by the *Service Manager*.
- 19.12.5. 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 as set out in Attachment 3 Annex E – Mobilisation Plan and Testing, during the Mobilisation Period;
- 19.12.6. Ensure that during the Mobilisation Period 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 *Service Manager* where there are business critical Assets or Assets requiring maintenance;

- 19.12.7. Ensure that full CAFM system training is provided to all staff, Subcontractors, service managers and other FM service provider(s) where applicable prior to the Full Service Commencement Date;
- 19.12.8. Ensure that all *Service Provider* helpdesk staff are fully trained and ready to mobilise the helpdesk at the Full Service Commencement Date;
- 19.12.9. Provide a sufficient quantity of user licences for the *Client* (no less than 80), which shall be transferable, where the CAFM system is provided by the *Service Provider*;
- 19.12.10. Ensure that all appropriate information required for a successful mobilisation and transition of Providing the Service is obtained from the Incumbent Service Provider before the Full Service Commencement Date;
- 19.12.11. Ensure a timely build of all IT platforms in their CAFM system to meet the requirements triggered by the Full Service Commencement Date of the contract;
- 19.12.12. Ensure the CAFM system can produce all reports required under Annex H – Transparency Reports from the Full Service Commencement Date;
- 19.12.13. Ensure the format, standard and frequency of reporting is developed and agreed with the *Service Manager* and delivered in accordance with their requirements;
- 19.12.14. 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;
- 19.12.15. Ensure that at Full Service Commencement Date it has the ability to report on *Service Provider* performance at the frequencies and timescales required (including real time reporting where applicable);
- 19.12.16. Ensure that the information required to report its KPIs is contained within the CAFM system;
- 19.12.17. Ensure that all Assets are referenced in two (2) hierarchical structures to include Service type and location; and
- 19.12.18. Ensure that at the required dates within the Mobilisation Period or on a date specified by the *Service Manager* that the CAFM system has the ability to perform all Services required 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 *Service Manager* during the Mobilisation Period. These tests shall include but not be limited to:

- 19.12.18.1. Ensuring synergies with *Client* IT systems are fully operational;
- 19.12.18.2. Ensuring task management capability, ensuring that all tasks are capable of being tracked throughout their full lifecycle;
- 19.12.18.3. Ensuring effective linkages across parent and child tasks;
- 19.12.18.4. Ensuring effective complaints management processes;
- 19.12.18.5. Ensuring financial reporting regimes are in place;
- 19.12.18.6. Automated performance reporting regimes are in place (e.g., statutory compliance status, the Service Orders and Project Orders performance status etc.);
- 19.12.18.7. Ensuring capability to issue automated updates and alerts to customers in relation to tasks logged on the CAFM system are fully operational;
- 19.12.18.8. Effective scheduling of all Planned Preventative Maintenance tasks in accordance with the defined PPM regime (e.g., SFG20);
- 19.12.18.9. Effective Asset tagging, including processes associated with the installation and removal of Assets;
- 19.12.18.10. Ensure KPI performance monitoring reporting; and
- 19.12.18.11. Capability to store all forms of the *Client's* analytical data and electronic media.

Security During the Mobilisation Period

19.13. The *Service Provider* shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Service Provider Staff have the necessary security clearance in place before the Full Service Commencement Date. The *Service Provider* must ensure this is reflected in their Mobilisation Plan.

19.14. 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.

19.15. The *Service Provider* shall be responsible for providing all necessary information to the *Service Manager* to facilitate security clearances for Service Provider Staff and Subcontractors in accordance with the *Client's* requirements.

- 19.16. The *Service Provider* shall provide the names of all Service Provider Staff and Subcontractors and inform the *Service Manager* of any alterations and additions as they take place throughout the contract.
- 19.17. 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. The *Service Provider* shall be responsible for meeting the costs associated with the provision of security cleared escort services.
- 19.18. If a property requires Service Provider Staff or Subcontractors to be accompanied by the *Service Manager*, the *Service Manager* must be given reasonable notice of such a requirement, except in the case of emergency access.

PPM During the Mobilisation Period

- 19.19. The *Service Provider* shall detail in a Service Provider's Plan any specific requirements of the *Client* during the Mobilisation Period including the creation of a PPM schedule. The plan shall be presented to the *Service Manager* and agreed with them.
- 19.20. 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 uploaded to the CAFM system.

Data Validation

- 19.21. The *Service Provider* shall be responsible for undertaking a Data Validation Review of the Due Diligence Information during the Mobilisation Period across all Affected Property to ensure that potential errors, inaccuracies or omissions in the Service data issued by the outgoing service provider are, where possible, identified. The activities shall include but not be limited to:
- 19.21.1. a review of the frequencies of PPM activities to ensure they align with the requirement of SFG20, or the requirements specified by the *Client*.
 - 19.21.2. a review of the accuracy of the levels of statutory compliance reported by the outgoing service provider;
 - 19.21.3. a review of the requirements associated with the *Client's* landlord lease requirements, memorandum of terms of occupancy (MOTO, agreements) and / or tenants of Affected Property requirements to ensure they are accurately reflected within the PPM schedules;
 - 19.21.4. a review of the PPM tasks not covered under / by SFG20 (e.g., bespoke SFG20 task schedules, tasks managed in accordance with industry good 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;

- 19.21.5. 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.
 - 19.21.6. a review of the *Client's* Forward Maintenance Register/s; and
 - 19.21.7. a review of the *Client's* Planned Preventative Maintenance, reactive work and projects backlog/s.
- 19.22. Upon completion of the Data Validation Review, the *Service Provider* shall produce and submit a data validation report to the *Service Manager* detailing findings and remedial action required to ensure compliance with the *Client's* statutory and/or insurance obligations. This shall include detailed proposals on the management of Backlog Maintenance requirements where they exist. The *Service Provider* shall include costs for the provision of this Data Validation Review within their mobilisation costs. Timescales and further details are as per Annex E – Mobilisation Plan and Testing.

Asset Verification

- 19.23. 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 Asset data provided by the *Client* are identified. The *Service Provider* shall liaise with the *Service Manager* and agree:
- 19.23.1. a programme of audits across Affected Property;
 - 19.23.2. how the *Service Provider* will deploy their allocated resources to deliver the audits;
 - 19.23.3. how priorities, including any set by the *Service Manager*, will be captured within the proposed audit programme; and
 - 19.23.4. the reporting formats to be applied.
- 19.24. 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* shall include costs for the provision of this Asset Verification Audit within their mobilisation costs.
- 19.25. Where the *Service Manager* agrees the content of the Asset Verification Report, the *Service Provider* shall produce an Asset Verification Rectification Plan and any associated pricing adjustments, to include costs associated with the delivery of PPM and associated reactive maintenance works, the work will be managed in accordance with the priorities and timeframes agreed with the *Service Manager*. All works shall be recorded within and managed via the CAFM system. Any associated adjustments to the Prices shall be managed as a change of Scope and is a compensation event.
- 19.26. 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 Affected Property that they are prioritised and that the *Service Manager* is immediately 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 *Service Manager* to rectify the risks of non-compliance. Where agreed with the *Service Manager*, the *Service Provider* shall produce an Asset Verification Rectification Plan for the *service* and ensure all works are managed in accordance with the priorities and timeframes agreed with the *Service Manager*.

All works shall be recorded within and managed via the CAFM system. The associated costs for these Services will be managed via Service Orders and Project Orders.

- 19.27. 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*. The Asset Verification Report shall ensure full statutory compliance is achieved in accordance with the timeframes agreed with the *Service Manager*.
- 19.28. Within the timescales specified within Attachment 3 Annex E – Mobilisation Plan and Testing, 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.

Work Package C: Social Value

20. Service C1 – Social Value

- 20.1. The following Standards apply to this Service – SC1 & SA17.
- 20.2. 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 the contract. This contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development.
- 20.3. The *Service Provider* shall work collaboratively with the *Service Manager* in adopting the Social Value Model outlined within Procurement Policy Note (PPN) 06/20, issued by the Cabinet Office and the Department for Digital, Culture, Media & Sport (DCMS). The *Service Provider* shall note the PPN applies to procurements covered by the Public contracts Regulations 2015, and applies to all Central Government Bodies, their Executive Agencies and Non-Departmental Public Bodies.
- 20.4. The *Service Provider* shall comply with and/or identify proposed social value initiatives. The requirements are set out by the *Client* and include (but not be limited to) the following priorities / themes outlined within the social value model;
 - 20.4.1. Tackling economic inequality, where the aim is to create new businesses, new jobs and new skills and increase supply chain resilience and capacity and Providing the Service that:
 - 20.4.1.1. Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation;
 - 20.4.1.2. Create employment opportunities, particularly for those who place barriers for employment and/or those who are located in deprived areas;
 - 20.4.1.3. Create employment and training opportunities, particularly for those in industries with known skill shortages or in high growth sectors;
 - 20.4.1.4. Support educational attainment relevant to the contract, including training schemes that address skill-gaps and result in recognised qualifications;
 - 20.4.1.5. Influence staff, service providers, customers and communities through Providing the Service to support employment and skills opportunities in high growth sectors;
 - 20.4.1.6. Create a diverse supply chain to deliver the contract including new businesses and

- entrepreneurs, start-ups, SMEs, VCSEs and mutuals;
 - 20.4.1.7. Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services;
 - 20.4.1.8. Support the development of scalable and future-proofed new methods to modernise provision of the *service* and increase productivity;
 - 20.4.1.9. Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners;
 - 20.4.1.10. Demonstrate action to identify and manage cyber security risks including in the supply chain; and
 - 20.4.1.11. Influence staff, service providers, customers and communities to support resilience and capacity in the supply chain.
- 20.4.2. Fighting climate change, where the aim is to create effective stewardship of the environment and Providing the Service that:
- 20.4.2.1. Delivers additional environmental benefits in the performance of the contract including working toward carbon net zero and reduced greenhouse gas emissions; and
 - 20.4.2.2. Influence staff, service providers, customers and communities by supporting environmental protection and improvement.
- 20.4.3. Equal opportunity, where the aim is to remove the disability employment gap and tackle workforce inequality and Providing the Service that:
- 20.4.3.1. Demonstrates action to increase the representation of disabled people in the contract workforce;
 - 20.4.3.2. Supports disabled people in developing new skills relevant to the contract, including through training schemes that result in recognised qualifications;
 - 20.4.3.3. Influence staff, service providers, customers and communities to support disabled people;
 - 20.4.3.4. Demonstrates action to identify and tackle inequality in employment, skills and pay in the contract workforce;
 - 20.4.3.5. Supports 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
- 20.4.3.6. Demonstrates action to identify and manage the risks of modern slavery including in the *Service Provider's* appointed supply chain.
- 20.4.4. Wellbeing, where the aim is to improve health and wellbeing and community integration and Providing the Service that:
- 20.4.4.1. Demonstrates action to support the health and wellbeing, including physical and mental health, in the contract workforce;
- 20.4.4.2. Influence staff, service providers, customers and communities to support health and wellbeing, including physical and mental health;
- 20.4.4.3. Demonstrates collaboration with users and communities in the codesign and provision of the *service* to support strong integrated communities; and
- 20.4.4.4. Influence staff, service providers, customers and communities to support strong, integrated communities.
- 20.5. The *Service Provider* should take into account Government guidance when developing their contractual social value plans with the *Service Manager*, which include but are not limited to:
- 20.5.1. The Procurement Policy Note (PPN) 06/20;
- 20.5.2. The 25 Year Environment Plan;
- 20.5.3. Greening Government Commitments;
- 20.5.4. Improving Lives: The future of work, health and disability;
- 20.5.5. The mental health at work commitment;
- 20.5.6. Becoming a disability confident employer;
- 20.5.7. Thriving at Work: The Stevenson / Farmer review of mental health and employers;
- 20.5.8. The Good Work Plan 2018; and
- 20.5.9. Guide for Line Managers: Recruiting, managing and developing people with a disability or health condition.
- 20.6. Where PPN 06/20 does not apply 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 *Service Manager* to assess the financial impact that any measure will make on the contract.

- 20.7. The *Service Provider* shall comply with and/or identify proposed social value initiatives, proportionate to the contract. The *Client's* requirement includes (but is not limited to) the following priorities/themes outlined within the national social value measurement (TOMs) framework:
- 20.7.1. Jobs; promote local skills and employment;
 - 20.7.2. Growth; supporting growth of responsible regional businesses;
 - 20.7.3. Social; healthier, safer and more resilient communities;
 - 20.7.4. Environment; protecting and improving our environment; and
 - 20.7.5. Innovation; promoting innovation.
- 20.8. The *Service Provider* should take into account Government guidance when developing their contractual social value plans with the *Service Manager*, which include but are not limited to:
- 20.8.1. The TOMs Social Value Portal;
 - 20.8.2. The National Themes Outcomes and Measures (TOMs) framework;
 - 20.8.3. The LGA publication: A social value toolkit for district councils.
 - 20.8.4. Utilisation of a social value procurement calculator, for example, the TOMs calculator;
 - 20.8.5. Utilisation of the KPI model performance process outlined in the Scope; and
 - 20.8.6. Utilisation of a social value measurement calculator.
- 20.9. The *Service Provider* shall deliver measurable benefits in respect of the social value priorities identified in the contract.
- 20.10. The *Service Provider* shall be responsible for recording and reporting performance against the social value requirements specified.
- 20.11. The *Service Provider* shall ensure the completion of social value outcomes are reported within the CAFM or other central system as agreed with the *Service Manager*. The *Service Provider* shall ensure that all social value performance reports are compiled and submitted to the *Service Manager* on a monthly basis.
- 20.12. The *Service Provider* shall be responsible for ensuring that social value priorities are cascaded throughout all Service Provider Staff and their appointed supply chain.

Work Package D: Carbon Net Zero

21. Service D1: Carbon Net Zero.

- 21.1. The following Standards apply to this Service – SD1 & SA18.
- 21.2. The *Service Provider* shall recognise the 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:
 - 21.2.1. to reduce greenhouse gas emissions by at least 68% by 2030 compared to 1990 levels;
 - 21.2.2. to reduce greenhouse gas emissions by at least 78% by 2035 compared to 1990 levels; and
 - 21.2.3. to achieve carbon net zero by 2050 compared to 1990 levels.
- 21.3. 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* in the Call-Off Procedure.
- 21.4. The *Service Provider* will have their own carbon net zero strategy and shall ensure they collaborate with the *Client* to support their transition to Net Zero. This shall include but not be limited to:
 - 21.4.1. Provide details of their own carbon performance on the *Client's* contract at contract commencement and provide (annual) updates thereafter;
 - 21.4.2. Development of carbon footprint appraisal for Affected Property (where not already in place);
 - 21.4.3. Development of a carbon net zero strategy which shall include but not be limited to the assessment of carbon net zero benefits associated with the introduction of smart FM solutions to reduce energy consumption, emissions and impacts from poorly performing Assets and / or building infrastructure;
 - 21.4.4. Development of a contract specific carbon net zero action plan for the Affected Property, at contract and Business Unit level;
 - 21.4.5. Development of contract specific carbon net zero measurement and reporting capability (quarterly); and
 - 21.4.6. Development of smart FM initiatives (e.g., reductions in energy consumption, impacts from poorly performing Assets, use of new technology, etc.
- 21.5. The *Service Provider* shall be compliant with all legal obligations outlined within The Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018 across all Scope 1, 2 & 3 reporting measures. In addition to the legal requirements, the *Service Provider* shall be

responsible for issuing details of the carbon reduction plan (CRP) to the *Client* on an annual basis.

- 21.5.1. Scope 1: direct emissions you produce as a business (e.g., use of company vehicles);
- 21.5.2. Scope 2: indirect emissions you produce (e.g., your buildings utility usage); and
- 21.5.3. 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).
- 21.5.4. Where the *Service Provider* is not required to complete the mandatory reporting, the *Client* will require 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 by the *Client* in the Call-Off Procedure.
- 21.5.5. The *Service Provider* shall ensure that the processes they adopt to measure and report greenhouse gas emissions comply with The Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018 and are fully aligned to guidance published by Government, to include but not be limited to:
 - 21.5.5.1. Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019);
 - 21.5.5.2. Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019);
 - 21.5.5.3. Ten Point Plan for a Green Industrial Revolution;
 - 21.5.5.4. The Industrial Decarbonisation Strategy;
 - 21.5.5.5. Greening Government Commitments (GGC) framework;
 - 21.5.5.6. The Energy White Paper; and
 - 21.5.5.7. The Together for Our Planet campaign.
- 21.6. The *Service Provider* shall ensure the reporting methodology follows the GHG protocol and is closely aligned with ISO 14064 / PAS 2050 & 2060 standards.
- 21.7. 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.
- 21.8. The *Service Provider* shall ensure that they cooperate fully and work collaboratively with the *Client* and any appointed third-party service providers where the *Client* requests that the carbon emissions calculation methodology being applied on the contract by the *Service Provider* be independently verified.

- 21.9. Where requested to do so, the *Service Provider* shall provide a professional advice service on all matters relating to greenhouse gas emissions and carbon net zero for each Affected Property. The cost of this service shall be included in the Prices.
- 21.10. The *Client* may require specific carbon net zero services to assist them on their journey to carbon net zero in line with the 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:
- 21.10.1. Delivery of carbon net zero site surveys and issue of reports;
 - 21.10.2. Delivery of carbon net zero 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:
 - 21.10.2.1. Clean energy solutions;
 - 21.10.2.2. Asset replacement / retrofit schemes (e.g., installation of electric heat pumps, BMS installation / upgrade, smart metering and smart lighting solutions);
 - 21.10.2.3. Use of intelligent software to monitor working conditions (e.g., lighting levels, office temperatures);
 - 21.10.2.4. Use of intelligent systems to aid with the delivery of smarter cleaning, energy usage and maintenance solutions;
 - 21.10.2.5. Use of intelligent systems to aid with the management of hybrid working;
 - 21.10.2.6. Use of new technology, to include CCTV, movement sensors, drones and robotic solutions, to support Providing the Service where appropriate; and
 - 21.10.2.7. Use of automated room booking systems and technology to maximise efficient use of facilities at the Affected Property and to monitor space utilisation.
 - 21.10.2.8. Identification of any available funding schemes/grants.
 - 21.10.2.9. Use of sustainable consumables in the execution of contract services.
 - 21.10.3. Where requested by the *Client*, these Services will be managed via Service Orders and Project Orders.

21.11. The *Service Provider* shall ensure that all data in relation to greenhouse gas emissions / carbon net zero related KPI measures are recorded within the CAFM system or other software platform where this approach has been agreed by the *Service Manager*.

Work Package E – Maintenance Services

22. Service E: Maintenance Services

- 22.1. In respect of all of the *service*, the *Service Provider* shall provide a comprehensive PPM system in accordance with SFG20, Government Functional Standard GovS 004: Property, Facilities Management Standard 002: Asset Data, the Government Property Strategy, statutory obligations, good industry practice and Standards defined by the *Client* in the Call-Off Procedure. This clause includes all future versions and their successors.
- 22.2. All planned and reactive maintenance related activities shall take place during the Operational Working Hours of the Buyer as defined in the Affected Property Building Pack, which are typically between 08:00hrs and 18:00hrs Monday to Friday but vary by building (individual building opening hours can be found in the Building Packs for each building). There will be occasion when delivering maintenance activities within Operational Working Hours is not suitable, therefore flexible alternative arrangements shall be agreed with the *Service Manager* and maintenance schedules shall be revised to reflect these. Where revisions are required, changes will be managed via a *Service Manager* instruction.
- 22.3. The *Service Provider* will be responsible for the provision of all Planned Preventative Maintenance services 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, testing and insurance inspections and any other work required to achieve full statutory compliance at the Affected Property and for which the *Client* has responsibility.
- 22.4. The *Service Provider* will be responsible for ensuring all Planned Preventative Maintenance activities and services are fully compliant with all current legislation and industry good practice guidelines and Standards. Where these requirements make it necessary to revise current Planned Preventative Maintenance activities these shall be highlighted to the *Service Manager*.
- 22.5. Where either the *Service Manager* instructs or the Affected Property Building Pack identifies the provision of Planned Preventative Maintenance that may be in addition to, or in replacement of, SFG20 requirements, landlord tenancy agreements the *Service Provider* shall be responsible for ensuring these requirements (shown below) are fully captured in the Planned Preventative Maintenance regime.

These requirements will be managed via the CAFM system in accordance with the Asset information requirements to ensure that all services are delivered in full compliance with the *Client's* legal, statutory and lease obligations.

The Asset lists are to be clearly marked so that the applicable classifications listed below are easily identified:

GREEN 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:

- a) be business critical assets as defined by the *Service Manager*, or,
- b) 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)).

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 **Green** classification will be defined by the *Service Manager* in conjunction with the *Service Provider*.

BLUE category is for Assets which are to be maintained to SFG20 standard, or where more appropriate, the industry recognised applicable maintenance regime. This includes red, pink and amber tasks as shown in Annex A to this document.

BROWN category is for a 'Health Check', which means the *Service Provider* shall undertake a non-intrusive visual inspection of the Assets in the Affected Property at the agreed frequency of: monthly, quarterly or six monthly as instructed by the *Service Manager*.

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:

- Internal inspection to identify any Assets faults e.g., hand dryers;
- 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;
- Check of all systems/control panels to highlight any faults/alarms; and
- A list of systems reviewed shall be documented.

Whenever possible the visual inspection shall be completed in conjunction with other scheduled PPM activities.

Maintenance of assets in the **GREEN** and **BLUE** categories is classed as PPM, unless the value of such maintenance exceeds the Inclusive Repair Threshold, in which case the *Service Provider* shall only proceed with such maintenance if instructed by the *Service Manager*.

All Assets within the **BROWN** category will fall outside the Inclusive Repair Threshold and all faults or remedial work required shall be raised with the *Service Manager*. Any remedial work proposed, which if approved by the *Service Manager*, will be dealt with through the Service Order or Project Order process.

RED 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 *Service Manager*. Replacement of these Assets will be instructed by the *Service Manager* and be dealt with as an exclusion to the lump sum and be chargeable. The associated costs for these Services will be managed via the Service Order or Project Order.

All Assets that require statutory PPM can only be in the **GREEN** or **BLUE** categories. Assets that require non-statutory (or routine) PPM can be included in any category.

For the **GREEN** 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.

In the absence of a *Service Manager*, instruction notifying any changes, or the assets not having been colour coded, all assets are by default to be maintained to the **BLUE** (SFG20) standard or the industry recognised applicable maintenance regime. The *Service Provider* will annotate the relevant Assets on the Business Unit asset register in accordance with the four colour categories, noting the default blue standard, and update CAFM accordingly.

The *Service Provider* shall ensure that any Assets (including component parts of Assets) which are under warranty are maintained in line with their specific warranty requirements for the duration of the warranty period. Following the expiry of the warranty period, the maintenance regime shall default to the **BLUE** category unless instructed otherwise by the *Service Manager*. All changes in relation to Asset categories are to be instructed by a *Service Manager* instruction after consultation with the *Service Provider*.

- 22.6. Where SFG20 is not applicable to a Planned Preventative Maintenance activity or where the *Service Manager* has specified bespoke requirements for the maintenance of systems and / or Assets are applicable, the *Service Provider* shall be responsible for the creation of discretionary PPM task instructions to meet the *Client's* requirements in accordance with SFG20. The *Service Provider* shall ensure that these discretionary PPM activities are approved by the *Service Manager* prior to their addition to the PPM schedules and upload to their SFG20 / CAFM system.
- 22.7. The *Service Provider* shall inform the *Service Manager* of enhancements and / or modifications to the PPM management regimes where they are likely to impact on the agreed Prices for maintenance services e.g., changes in PPM task frequencies. Any changes only come into effect once instructed by the *Service Manager*.
- 22.8. 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.

- 22.9. The PPM schedule should include and / or reflect any agreed maintenance system or guidance, such as SFG20, Government Functional Standard GovS 004: Property. Business-focussed maintenance (BFM), condition-based maintenance (CBM) etc.
- 22.10. The *Service Provider* shall provide any Installation Works 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, obtain any required permits to work, third party and statutory consents and discuss their proposal with the *Service Manager* who must give written approval to proceed with any works.
- 22.11. PPM tasks shall be generated through the CAFM system on a monthly basis, 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:
- 22.11.1. Not less than three (3) months prior to the start of an annual Planned Preventative Maintenance programme, the *Service Provider* shall provide the *Service Manager* with a proposed annual Planned Preventative Maintenance programme. For the avoidance of doubt, maintenance tasks also include surveys, inspections and tests as well as routine maintenance;
 - 22.11.2. The *Service Manager* will notify the *Service Provider* of any comments;
 - 22.11.3. The *Service Provider* will revise the proposed annual Planned Preventative Maintenance programme to take account of the *Service Manager's* comments; and
 - 22.11.4. The *Service Provider* will then resubmit the proposed annual Planned Preventative Maintenance programme to the *Service Manager* within the *period of reply*.
- 22.12. In the absence of any comments from the *Service Manager*, the *Service Provider* is in no way relieved of any of its obligations under this Attachment 3 – Specification including this PPM strategy.
- 22.13. The *Service Provider* shall, subject to the Inclusive Repair Threshold, maintain Assets leased to, or leased by, the *Client* in accordance with the requirement of the lease or as specified by the Affected Property Building Pack or instructed by the *Service Manager*. All Planned Preventative Maintenance regimes will be approved by the *Service Manager* prior to upload on the CAFM system and undertaking any works.
- 22.14. The annual PPM programme shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all Services.
- 22.15. The *Service Provider* shall ensure they operate a safe system of work in accordance with their health and safety policy and Business Unit policies for

each Affected Property, these are included in the Building Pack for each individual building and that risk assessments are site specific and not generic and shall include the following:

- 22.15.1. Asset criticality;
- 22.15.2. Any relevant equipment manufacturers' recommendations;
- 22.15.3. Industry Standard specification;
- 22.15.4. The *Service Provider's* experience of similar equipment and services; and
- 22.15.5. The risk to and/or impact upon the business that could result from failure of the Asset.

22.16. The *Service Provider* shall ensure that:

- 22.16.1. The PPM works task sheet clearly identifies the Asset type, location, SFG20 task instruction and frequency or if not applicable, details of the work required and frequency as defined within the Scope. Details of working hours and other site-specific information is contained within the Building Pack;
- 22.16.2. 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* as specified in the Scope;
- 22.16.3. Costs for all replacement items, to include consumable items, assets and associated component parts, which are required to satisfactorily maintain the services, 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 items, to include parts, Assets and associated components shall be included in the Prices;
- 22.16.4. Details of all warranties and associated maintenance and/or inspection requirements associated with new and replacement items installed at the Affected Property by the *Service Provider* are fully recorded within the CAFM system;
- 22.16.5. 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
- 22.16.6. Where instructed by the *Service Manager*, replacement items, to include parts, assets and associated components shall be subject to a whole lifecycle carbon assessment in line with the *Client's* and / or individual Business Unit's carbon net zero strategy and associated decarbonisation plan. The *Service Provider* shall ensure replacement items, to include parts, components and / or Assets are of the same manufacturer or more efficient / lower carbon options where agreed specifically with the *Service Manager* as the equipment being serviced wherever possible.

- 22.17. Where instructed by the *Service Manager*, the *Service Provider* may be required to provide extended warranties on newly installed Assets / systems at the Affected Property.
- 22.18. 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 *Service Manager*.
- 22.19. The *Service Provider* shall comply with access arrangements for restricted areas as defined in the Building Pack in order to avoid being denied entry and delaying the execution of the *services*. In multi-occupancy buildings, the *Service Provider* shall comply with access arrangements defined in the Building Packs including liaising with landlords, landlord's representatives as applicable.
- 22.20. The *Service Provider* shall agree with the *Service Manager* the process relating to the retention of all statutory and mandatory certificates and related documentation. The process will ensure that all transparency reports identified in Annex H – Transparency Reports are provided in a manner aligned to the requirements of Service A9 – Reporting.
- 22.21. The *Service Provider* shall provide expert and technical advice on all maintenance matters upon the request of the *Service Manager*.

23. Service E1 – Mechanical and Electrical Engineering Maintenance

- 23.1. The following Standards apply to this Service – SE1.
- 23.2. The *Service Provider* shall provide a professionally managed and compliant 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.
- 23.3. The *Service Provider* shall ensure the successful operation and optimum condition of all of the *Client's* mechanical, electrical, heating/cooling 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.
- 23.4. For the avoidance of doubt, these requirements include but are not limited to the maintenance of all gas, coal, biomass, LPG and oil fired and other heating/cooling systems and all associated infrastructure, to include filling points, storage tanks, pipework, flues, chimneys and air supply systems, cylinder storage facilities, bunded storage equipment and detection systems as present within the Affected Property.
- 23.5. The *Service Provider* shall be responsible for the inclusion of all Assets irrespective of their inclusion in the tender and contract documents.
- 23.6. The *Service Provider* shall implement an annual PPM programme that fully meets the maintenance requirements of the Chartered Institution of Building Services Engineers (CIBSE) SFG20, or if not applicable, the maintenance requirements specified by the manufacturers, the Heating and Ventilation contractors' Association (HVCA) and other relevant professional bodies as

agreed with the *Service Manager*. The overriding responsibility of the *Service Provider* shall be to ensure that maintenance services to the built and installed Assets within the Affected Property are delivered as required throughout the contract.

- 23.7. The *Service Provider* shall provide a PPM schedule as part of the mobilisation plan 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 the contract.
- 23.8. Information on the specific built and installed Assets, in the form of reports and surveys where these are available, has been included within the data library. 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*.
- 23.9. The *Service Provider* shall satisfy itself as to the accuracy of the information provided by the *Client*.
- 23.10. It is a fundamental requirement of the *services* that the *Service Provider* is cognisant of and reacts to the intimate relationship between operational elements and those elements of life cycle management. The *Service Provider* shall provide the *Service Manager* 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.
- 23.11. The *Service Provider* shall transmit notification of the Planned Preventative Maintenance to the *Service Manager*. The information provided shall be sufficient to allow the works to be successfully completed including, but not limited to, the Asset type, location, work required, its completion date and the required standard for the works. The *Service Provider* shall comply with access arrangements for restricted areas according to the Building Packs in order to avoid any interruption to business.
- 23.12. Other than daily nominated or advised tasks the *Service Provider* shall provide all Planned Preventative Maintenance activities with a frequency of weekly, two (2)-weekly, three (3)-weekly or monthly in the week or month due. For any frequency greater than monthly all Planned Preventative Maintenance will be carried out in the month due.
- For statutory Planned Preventative Maintenance where certification is required to maintain compliance with health and safety regulations the Planned Preventative Maintenance will be completed before the certification due date.
- 23.13. The *Service Provider* shall monitor the 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.
- 23.14. Special note shall be made of specific warranty period, maintenance requirements and recorded on CAFM as appropriate.

24. Service E2 – Ventilation and Air Conditioning Systems Maintenance

- 24.1. The following Standards apply to this Service – SE2.
- 24.2. 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 *Service Manager* as business-critical systems where appropriate.
- 24.3. This provision includes all catering extract and forced air systems inclusive of ductwork and terminal units.
- 24.4. The *Service Provider* shall deliver air quality monitoring at the Affected Property to meet COSHH 2002, The Fluorinated Greenhouse Gases Regulation 2015 and EH40 statutory requirements and all other statutory and industry good practice requirements linked to Providing the Service, including HSEG409, HSG173 and CIBSE KS17. Where the installation of new fixed monitoring equipment is required to deliver these services, the costs shall be met by the *Client*.
- 24.5. The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service E3 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*.
- 24.6 Where requested in Building Pack, TM44s should be completed and remedial activity should follow the process within Service Orders and Project Orders.

25. Service E3 – Environmental Cleaning Service

- 25.1. The following Standards apply to this Service – E3.
- 25.2. The *Service Provider* shall clean kitchen extract and cell ventilation systems to ensure compliance with all statutory requirements.
- 25.3. 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.
- 25.4. The *Service Provider* shall Provide the Service in compliance with all statutory requirements.
- 25.5. Where the *Service Manager* requests additional cleaning services at a frequency which exceeds the requirements of the statutory requirements, these shall be rechargeable and managed via Service Orders and Project Orders.
- 25.6. The *Service Provider* shall ensure that all works are recorded and managed via the *Service Provider's* CAFM system.
- 25.7. The *Service Provider* shall preserve a satisfactory standard of hygiene within air distribution and extract systems.

26. Service E4 – Fire detection and Firefighting Systems maintenance

- 26.1. The following Standards apply to this Service – SE4.
- 26.2. The *Service Provider* shall be responsible for ensuring all fire detection, fire-fighting and evacuation equipment and systems are tested in accordance with all applicable legislation, British Standards, Approved Codes of Practice, manufacturer's recommendations and industry good practice.
- 26.3. All systems shall be tested including but not limited to:
 - 26.3.1. Fire Alarm Panels;
 - 26.3.2. Extinguishers;
 - 26.3.3. Voice alarm systems;
 - 26.3.4. Smoke pressurisation and extraction systems;
 - 26.3.5. Fume Cupboards;
 - 26.3.6. Suppression systems;
 - 26.3.7. Sprinkler systems;
 - 26.3.8. Public Address systems;
 - 26.3.9. Evacuation equipment;
 - 26.3.10. Wet and dry risers;
 - 26.3.11. Lift evacuation systems;
 - 26.3.12. Emergency communications systems (refuges);
 - 26.3.13. Emergency lighting systems;
 - 26.3.14. Fire Curtains;
 - 26.3.15. Fire door closer systems;
 - 26.3.16. Manual Call Points;
 - 26.3.17. Automatic Fire Alarm Systems;
 - 26.3.18. Manual Fire Alarm Systems; and
 - 26.3.19. Hose Reels.
- 26.4. 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*, landlord and third party requirements.
- 26.5. 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.
- 26.6. 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*.

- 26.7. All abnormal test results shall be immediately advised to the *Service Manager* and dealt with under the auspices of the reactive maintenance services as a matter of urgency.
- 26.8. 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.
- 26.9. The *Service Provider* shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Affected Property.
- 26.10. 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 *Clients'* policies and The Regulatory Reform (Fire Safety) Order 2005 and any superseding legislation at an Affected Property.
- 26.11 At small number of multi-tenanted Affected Property and in line with Building Packs, the *Service Provider* may not be responsible for testing but may be required to undertake repairs to be recharged under the Service Order process.

27. Service E5 – Lifts, Hoists and Conveyance Systems Maintenance

- 27.1. The following Standards apply to this Service – SE5.
- 27.2. The *Service Provider* shall provide a fully comprehensive maintenance regime to the lifts, hoists, stair lifts, disability access platforms 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.
- 27.3. 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:
 - 27.3.1. Manage the thorough examination of lifts by an independent competent person and forward reports to the *Service Manager*;
 - 27.3.2. Keep lift records;
 - 27.3.3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
 - 27.3.4. Inform the *Service Manager* of any work required costing more than the Inclusive Repair Threshold;
 - 27.3.5. Inform the *Service Manager* of any lift that is out of service, the reason why and the time the lift will be back in service;
 - 27.3.6. Ensure that lift cars are taken out of service in the case of dangerous situations, including when emergency call and alarm systems are not fully functional;

- 27.3.7. Ensure the competency of those who carry out the work and train Service Provider Staff in the rescue and freeing of trapped passengers;
- 27.3.8. Ensuring the availability of replacement parts, components and / or Assets;
- 27.3.9. Carry out a detailed risk assessment for all works; and
- 27.3.10. Include fireman lifts and lift evacuation systems.
- 27.3.11. Ensure that emergency alarms and call assistance systems within all lifts are fully functional at all times that the lift is in service.
- 27.3.12. Provide the *Service Manager* with full assurance of compliance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and any superseding regulations.

28. Service E6 – Security, Access and Intruder Systems Maintenance

- 28.1. The following Standards apply to this Service – SE6.
- 28.2. 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.
- 28.3. It will be the *Service Provider's* responsibility to ensure the continued functioning of security, access and intruder systems including ensuring that all software updates are implemented in a timely manner so as not to affect the integrity of the system.
- 28.4. The *Service Provider* shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale.
- 28.5. The *Service Provider* shall liaise with the *Service Manager* 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.

29. Service E7 – Internal and External Building Fabric Maintenance

- 29.1. The following Standards apply to this Service – SE7.
- 29.2. The *Service Provider* shall provide a professionally managed, Planned Preventative Fabric Maintenance Service preparing a programme in line with the building fabric Condition Surveys and building inspections as specified within Building Packs.
- 29.3. Variations from periodic maintenance shall be agreed between the *Service Provider* and the *Service Manager* in advance.
- 29.4. Planned Preventative Maintenance tasks shall be generated through the CAFM system on a monthly basis, in advance.

The *Service Provider* shall conduct day to day repairs to internal and external fabric in line with Building Pack access arrangements and within the Inclusive Repair Threshold. All tasks are to be recorded on CAFM detailing Asset type,

location, work required and completed and tradesmen assigned tasks over Inclusive Repair Threshold to follow the Service Order or Project Order process under the contract when instructed.

- 29.5. The *Service Provider* shall ensure that in instances of spot (reactive) re-lamping, they ensure electrical safety and work safely at height when replacing lamps. For the avoidance of doubt, the *Service Provider* shall be responsible for funding the replacement of all lamps and light fittings below the Inclusive Repair Threshold within their fixed price.

29.5.1. The *Service Provider* shall ensure that:

29.5.1.1 In instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety and working at height when replacing lamps;

29.5.1.2. The consistency in colour balancing and lux levels throughout the area is maintained and in keeping with the *Client's* requirements;

29.5.1.3. They are cognisant of the impact that lighting control systems have on the life expectancy of lamps;

29.5.1.4. Luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance;

29.5.1.5. All lamps and tubes in the following areas:

- Prestige areas such as reception areas and ministerial suite;
- Conference and meeting rooms;
- Emergency lighting systems; and
- Areas with no natural lighting.

Shall be always fully operational subject to response and rectification times;

29.5.1.6. 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;

29.5.1.7. The *Service Provider* will dispose of old fluorescent tubes in accordance with environmental industry good practice and any relevant legislation (e.g., WEEE), 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; and

29.5.1.8. All replacement light fittings are to be low energy bulbs in support of decarbonisation objectives.

- 29.6. The *Service Provider* shall acknowledge the *Client's* PPM schedules within Annex A – Standards and Processes. The *Service Provider* shall include all building fabric maintenance tasks within Annex A – Standards and Processes, in addition to any further requirements. The 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.
- 29.7. The *Service Provider* shall agree with the *Service Manager* access arrangements for restricted areas in line with the Affected Property Building Pack 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 other relevant parties to ensure that the method statements are aligned with all of the building users' requirements and ensure that where required Permits to Work are in place and used as designed.
- 29.8. 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.
- 29.9. The *Service Provider* shall be responsible for the sweeping of chimneys to open fireplaces where present at an Affected Property at a frequency that will maintain them in a safe working order.
- 29.10. 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 *Service Manager* to establish these obligations and provide quotations for all redecoration works. These will be managed via the Service Order or Project Order process under the contract when instructed.
- 29.11. The *Service Provider* shall provide redecoration works on an elective basis. These will be managed via the Service Order or Project Order process under the contract when instructed by the *Service Manager*. Any redecoration work required as a result of reactive maintenance shall be included within the Inclusive Repair Threshold.
- 29.12. 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.
- 29.13. Where an Affected Property has no fixed roof access equipment fitted to enable the provision of the gutter cleaning service the *Service Provider* shall be responsible for the provision of the portable equipment required to Provide the Service.

- 29.14. 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 Annex A – Standards And Processes (Annex E – Service Delivery Response and Rectification Times). This shall include but shall not be limited to boarding up windows on a temporary basis and re-glazing of broken windows as a minimum requirement. This service shall be paid for as additional works and will be managed via the Service Order or Project Order process.
- 29.15. 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.
- 29.16. The *Service Provider* shall be responsible for the provision of:
- 29.16.1. Repairs;
 - 29.16.2. Replacement parts, components and / or Assets and Installation Works subject to instruction;
 - 29.16.3. Maintenance;
 - 29.16.4. Operator Training;
 - 29.16.5. Insurance cover;
 - 29.16.6. Certification;
 - 29.16.7. Risk assessments; and
 - 29.16.8. Calibration.
- 29.18. Details of the equipment to be issued to the *Service Provider* will be defined by the *Client* in the Affected Property Building Pack.
- 29.19. The *Service Provider* shall execute the *service* during the operational working hours in line with Building Pack. 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 agreement from the *Service Manager*.
- 29.20. The *Service Provider* shall be responsible for the maintenance and statutory inspections of the *Client's* health and safety and building protection systems including:
- 29.20.1. Safety eyebolts;
 - 29.20.2. Fixed roof-edge protection handrail systems;
 - 29.20.3. Free-standing roof-edge protection handrail systems;
 - 29.20.4. Cradle access systems;
 - 29.20.5. Fall and arrest safety lifelines and man safe systems;
 - 29.20.6. Lightning protection systems;
 - 29.20.7. Flood protection systems;

- 29.20.8. Window and door security equipment, e.g., shutters, window bars and grilles;
 - 29.20.9. Bird protection systems, e.g., nets, spikes and sirens;
 - 29.20.10. Waste storage and recycling facilities;
 - 29.20.11. External fire exits and fire escape routes;
 - 29.20.12. Doors including locks and door furniture;
 - 29.20.13. External lighting systems, including pathway and street lighting;
 - 29.20.14. External vehicle storage facilities e.g., cycle and motorcycle enclosures; and
 - 29.20.15. Permanently installed ladders.
- 29.21. The *Service Provider* shall ensure that the integrity and condition of all fire doors (internal and external) and associated fire protection systems are inspected and tested regularly 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 inspected and tested shall include but not be limited to:
- 29.21.1. Door frames;
 - 29.21.2. Door leaves;
 - 29.21.3. Door glazing;
 - 29.21.4. Door hinges;
 - 29.21.5. Door seals;
 - 29.21.6. Door handles;
 - 29.21.7. Door self-closing devices;
 - 29.21.8. Door hold-open devices; and
 - 29.21.9. Door signage.
- 29.22. 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.
- 29.23. The *Service Provider* shall inform the *Service Manager* 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.
- 29.24. The *Service Provider* shall undertake a review of the fire door and associated systems during the Mobilisation Period and shall submit a report of the condition of the PPM items, which shall be agreed with the *Service Manager* prior to the commencement of the first round of Planned Preventative Maintenance scheduled inspections.
- 29.25. The report shall be submitted electronically to the *Service Manager* within five (5) Working Days of undertaking the inspection. Any defects of a health and safety nature shall be reported to the *Service Provider* within twenty-four (24)

hours of the inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection.

30. Service E8 – Reactive Maintenance Services

- 30.1. The following Standards apply to this Service SE8.
- 30.2. The *Service Provider* shall provide a professionally managed service for reactive repairs and maintenance 24 hours per day, every day of the year.
- 30.3. This Service shall be managed through the CAFM system. All Reactive Maintenance Works (including labour, materials, profit, and any other relevant costs) up to an Inclusive Repair Threshold shall be carried out and included within the Prices.
- 30.4. All reactive repairs and maintenance (including labour, materials, profit, and any other relevant costs) above the Inclusive Repair Threshold and works arising from Planned Preventative Maintenance, are to be managed using the Service Orders Requirements and Project Orders process. All works arising from planned preventative maintenance (including labour, materials, profit, and any other relevant costs) up to an Inclusive Repair Threshold shall be carried out and included within the Prices.
- 30.5. The helpdesk element of the CAFM system shall be the sole focus of reactive maintenance activities.
- 30.6. The *Service Provider* shall work alongside the *Service Manager* in forward planning, providing cost estimates for financial planning and shall advise the *Service Manager* 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**”).
- 30.7. 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 billed to the *Client* through the Approval process as detailed in Annex I – Service Orders and Project Orders. 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:
 - 30.7.1. If the projected cost of the repair exceeds the cost of replacing the Asset;
 - 30.7.2. 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
 - 30.7.3. Any recommendations carried out as a result of Condition Surveys.

- 30.8. Where replacement has been deemed appropriate by the *Service Manager* the *Service Provider* shall assist the *Service Manager* in determining a suitable replacement option taking into account ease of installation, operational use, whole life cost and required life factor.
- 30.9. The *Service Provider* shall proceed with emergency tasks in accordance with Work Package Q (helpdesk), in the event of critical or emergency tasks to mitigate health and safety or BCDR risks (Annex J – Business Continuity and Disaster Recovery). The *Service Provider* shall seek approval from the *Service Manager* and shall advise the *Service Manager* at all times on the status, technical issues and cost of the emergency task.
- 30.10. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively.
- 30.11. The *Service Provider* shall ensure that it works to ensure a fault free operation where possible. The inherent skills of the Service Provider's Staff shall ensure the timely identification and rectification of faults. Both faults identified by *Service Manager* and the Service Provider's Staff shall be logged through the CAFM system for quality analysis. Each and every reactive service request shall have an associated history, including completion date and time, within the helpdesk system.
- 30.12. 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:
- 30.12.1. The date and time the damage was identified;
 - 30.12.2. A summary of the findings upon inspection;
 - 30.12.3. Photographic evidence of the damage; and
 - 30.12.4. Details of the condition at the previous maintenance work or inspection; and
 - 30.12.5. An estimate of the cost of repair or replacement.
- 30.13. Where the *Service Manager* agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Service Orders Requirements and Project Orders process.
- 30.14. The *Service Provider* shall ensure that all Service Provider Staff attend to calls, with suitable and sufficient equipment, including PPE, and suitable training to deal with the reactive maintenance repair in a competent, safe and efficient manner.
- 30.15. The *Service Provider* shall at all times ensure that Service Provider Staff are competent, appropriately trained and deployed to respond to the variety of planned and unplanned demands in relation to reactive maintenance. 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.

31. Service E9 – Automated Barrier Control System Maintenance

- 31.1. The following Standards apply to this Service – SE9.
- 31.2. Where automated barriers, shutters, turn-styles, doors (including roller shutter doors), gates and electrified fencing are installed at the Affected Property and included in the scope of Services, 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.

32. Service E10 – Building Management System (“BMS”) Maintenance

- 32.1. The following Standards apply to this Service – SE10.
- 32.2. 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.

As part of this, the *Service Provider* is to consider innovations in BMS technology that could either enhance existing installations or be applied to additional buildings to enhance efficiency and sustainability.
- 32.3. The *Service Provider* shall monitor any departures from agreed environmental parameters and shall take actions to rectify. Remote monitoring to be conducted 24 hours a day, 7 days a week, every day of the year.
- 32.4. 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 process, and take account of the internal and external environment.
- 32.5. The *Service Provider* shall ensure that the BMS is periodically upgraded as and when software versions are issued. Any upgrades to be managed through the Service Order or Project Order process under the contract when instructed.
- 32.6. 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.
- 32.7. The *Service Provider* shall ensure that the BMS is configured to operate building systems at optimum energy efficiency.
- 32.8. The operation of the *Client’s* building engineering Service is to be achieved through the BMS, except where otherwise noted in the Building Pack or agreed with the *Service Manager*, and in line with Affected Property Building Pack. 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.

33. Service E11 – Standby Power System Maintenance

33.1. The following Standards apply to this Service – SE11.

33.2. The *Service Provider* shall:

- 33.2.1. Be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment;
- 33.2.2. Ensure that the backup equipment is always available and starts within ten (10) seconds of a mains power supply interruption or fluctuation;
- 33.2.3. Liaise with the *Service Manager* for the load testing of this equipment. This will include an annual full load test;
- 33.2.4. Be responsible for the accurate recording of systems including schematics and distribution board circuit identifications that are connected to the generators and uninterruptable power supply (UPS) systems;
- 33.2.5. Be responsible for ensuring that the systems are not overloaded and the balance between phases is maintained;
- 33.2.6. Ensure that fuel levels in storage tanks are maintained at a minimum of seventy-five per cent (75%) capacity;
- 33.2.7. Ensure that invoices for fuel are dealt with as pass through costs.
- 33.2.8. Conduct as a minimum one (1) annual black test on all standby power systems installed. The scheduling of the black test is to be agreed with the *Service Manager*.

The annual black test shall be completed in a planned, controlled manner where all building incoming electrical supplies are isolated to enable all backup systems (UPS and generator(s)) to take the full designated essential services load).

The black test will run for an agreed time to allow for all essential services load to reach nominal capacity. Upon completion of the test, normal incoming electrical supply will be reconnected with full building load (essential and non-essential) re-established.

34. Service E12 – High Voltage (HV) and Switchgear Maintenance

34.1. The following Standards apply to this Service – SE12.

34.2. The *Service Provider* shall:

- 34.2.1. Maintain HV switchgear using the same principles employed for other mechanical and electrical systems. HV switchgear may be designated by the *Service Manager* as a business-critical system;
- 34.2.2. Ensure that substations are clean, dry, and ventilated. The *Service Provider* shall ensure that tubular heaters are fitted where necessary to avoid condensation;

- 34.2.3. 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;
- 34.2.4. Ensure that HV equipment is regularly inspected, maintained and tested to ensure that it is in a safe and serviceable condition;
- 34.2.5. Ensure that any Service Provider Staff operating in an HV environment are authorised, suitably qualified and competent and shall at the very least:
 - 34.2.5.1. Be an electrical craftsman; and
 - 34.2.5.2. Fully qualified.
- 34.2.6. Ensure there is a qualified named high voltage authorised person (HVAP) engineer for the Affected Property; and
- 34.2.7. Ensure that a Permit to Work system is used for this Service.

35. Service E13 – Catering Equipment Maintenance

- 35.1. The following Standards apply to this Service – SE13.
- 35.2. The *Service Provider* shall provide a professional maintenance Service of all commercial catering equipment used by the Service Provider's Staff 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.
- 35.3. The *Service Provider* shall maintain catering equipment owned by the *Client* but operated by a third-party service provider.

36. Service E14 – Audio Visual (“AV”) Equipment Maintenance

- 36.1. The following Standards apply to this Service – SE14.

This service is not currently required but may be required in the future and will be delivered on notification of a *Service Manager* instruction.
- 36.2. 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 always compatible with the required Standard.
- 36.3. The *Service Provider* shall ensure that maintenance of this is included in the Prices with Replacement parts, components and / or Assets provided on a pass through 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.
- 36.4. 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.

- 36.5. The *Service Provider* is required to ensure that media connectivity, where within scope, is maintained for connection by broadcasting Services.

37. Service E15 – Television Cabling Maintenance

- 37.1. The following Standards apply to this Service – SE15.

This service is not currently required but may be required in the future and will be delivered on notification of a *Service Manager* instruction.

- 37.2. 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*.
- 37.3. The *Service Provider* shall be responsible for installing additional cabling as instructed by the *Service Manager*. 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 Services and picture quality and that this cabling is used exclusively for the transmission of television pictures.
- 37.4. The *Service Provider* shall ensure that provision also includes but is not limited to aerials, satellite dishes and set top boxes.
- 37.5. Where required, the *Service Provider* shall deliver the TV signal over the data network.
- 37.6. Where required, the *Service Provider* will obtain and manage TV licenses on behalf of the *Client*.

38. Service E16 – Mail Room Equipment Maintenance

- 38.1. The following Standards apply to this Service – SE17.

- 38.2. The *Service Provider* shall be responsible for the operation and maintenance of mail room equipment, including franking machines, sorters, postal scales and scanners (including x-ray scanners) throughout the contract.
- 38.3. 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 *Service Manager*.

39. Service E17 – Office Machinery Servicing and Maintenance

- 39.1. The following Standards apply to this Service – SE17.

- 39.2. The *Service Provider* shall provide a holistic office machinery servicing and maintenance Service within each of the Affected Property. This shall be coordinated through the helpdesk and shall include convenience multi-functional devices, photocopiers, fax machines, scanners and shredders. Details of the equipment to be managed are provided in the Building Packs.

- 39.3. The *Service Provider* shall be responsible for the provision and maintenance of all office machinery. This shall encompass liaison with the relevant third-party service provider, 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 *Service Manager* as appropriate.

40. Service E18 – Voice Announcement System Maintenance

- 40.1. The following Standards apply to this Service – SE18.
- 40.2. The *Service Provider* shall be responsible for the maintenance of all voice announcement systems and equipment (mobile or fixed). Where appropriate, this shall encompass liaison with the relevant third-party service provider, 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*. This includes ensuring that all software updates are implemented in a timely manner so as not to affect the integrity of the system.
- 40.3 The *Service Manager* may determine that Voice Announcement System Maintenance be designated as a business critical / strategic critical system.

41. Service E19 – Locksmith Services

- 41.1. The following Standards apply to this Service – SE19.
- 41.2. The *Service Provider* shall:
- 41.2.1. Provide a specialist locksmith Service to repair or replace ironmongery at the Affected Property;
 - 41.2.2. Ensure that notification of a requirement for locksmith Services will be satisfied in accordance with Annex A – Standards and Processes Annex E – Service Delivery Response Times; lead by caller requirements and must not be set by automatic default; and
 - 41.2.3. Demonstrate through the appropriate level of security clearance, as specified by the *Service Manager*, that any Service Provider Staff involved in these Services are appropriate to the operating environment.
- 41.3. Locksmith Services will be paid for in accordance with Service Orders and Project Orders.

42. Service E20 – Specialist Maintenance Services

- 42.1. The following Standards apply to this Service – SE20.
- 42.2. The *Service Provider* shall be responsible for undertaking inspections and all maintenance activities for the specialist maintenance Services in line with industry good practice and applicable statutory requirements. These shall include but not be limited to:
- 42.2.1. Airport and aerodrome facilities, to include hangars, runways, helicopter landing pads and approach lighting systems, fuel

supply systems, aircraft spray booth facilities (including all filter changes), external and internal lighting, drainage, fuel storage, vehicle wash and spraying facilities;

42.2.2. Docks and ports, to include lifting equipment, vessel launching, docking systems, fuel supply systems, vehicle wash systems, lighting and fuel supply / storage facilities;

42.2.3. Rail, bus and tramway depots, stations and public access facilities;

42.2.4. Laboratory testing facilities and infrastructure, to include robotics, ethanol supply systems, air filtration systems, steam pressurisation systems, drainage systems and all related infrastructure;

42.2.5. Garages and Workshops, and other vehicle inspection and maintenance facilities, to include vehicle inspection pits, workshop machinery, dust / fume extraction systems, drainage and all related infrastructure;

42.2.6. Stores warehouse (automatic selection and picking system (may be required to man and operate a twenty-four (24) hour working pattern) as a minimum comprising of safety devices, cleaning, rails, shuttle / link cars, cranes, buffers, safety ropes, conveyors, transfer cars, indicators, lamps and programmable logic controllers (PLCs);

42.2.7. Offshore maritime hazard markers and hydrographic surveys;

42.2.8. Stores warehouse (automatic selection and picking system (may be required to man and operate a twenty-four (24) hour working pattern) as a minimum comprising of safety devices, cleaning, rails, shuttle/link cars, cranes, buffers, safety ropes, conveyors, transfer cars, indicators, lamps and PLCs);

42.2.9. Underground bunker (electrical, UPS, air conditioning and ventilation systems);

42.2.10. Sewerage plants, including but not limited to drainage pumping systems, silt traps, attenuation tanks and other foul and surface water management systems;

42.2.11. Environmental monitoring equipment;

42.2.12. Renewable energy systems, including but not limited to:

- Air and ground source heat pumps;
- Wind turbines;
- Underground heat extraction systems;
- All associated infrastructure; and
- Heat emitters.

42.2.13. Electrical vehicle charge points and infrastructure;

- 42.2.14. Photo voltaic (solar) panels, wind turbines and all associated infrastructure;
 - 42.2.14. Calibration and maintenance of language laboratory equipment;
 - 42.2.15. Weighbridges including calibration (upon request through the Service Order or Project Order process under the contract when instructed);
 - 42.2.16. Vacant undeveloped land and / or buildings awaiting development or disposal;
 - 42.2.17. Automated data gathering and sensor equipment associated with smart working environments; and
 - 42.2.18. Kennels for working dogs.
- 42.3. Details of these specialist requirements will be provided in the Affected Property Building Pack.

Work Package F – Statutory Obligations

43. Service F: Generic Requirements

43.1. The *Service Provider* shall ensure that:

43.1.1. The FM operation of the Affected Property and provision of the *service* is to be undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Affected Property, Good Industry Practice, manufacturer's recommendations and where appropriate the requirements specified by the *Service Manager* as defined in the Building Packs.

43.1.2. It provides appropriate and suitable training required by the procedures and statutory provisions to all relevant staff (whether *Client* or *Service Provider Staff*), including staff inductions and site-specific instructions at all Affected Property;

43.1.3. It operates a Safe System of Work in accordance with their health and safety policy and ensures that all risk assessments and method statements are current and accurately reflect the works, risks associated with the services being undertaken and necessary risk control and mitigations and

43.1.4. It ensures all activities relating to statutory compliance are managed through the CAFM system and that the *Service Manager* has access to the data, via electronic interface or direct access to the *Service Provider's* CAFM system.

43.2. The *Service Provider* shall be responsible for the production, review and update of all risk assessments, method statements and written schemes of examination to meet all statutory requirements and standards including but not limited to, SFG20 and CIBSE Guide M as required as they apply to the statutory compliance services specified by the *Service Manager*.

43.3. The *Service Provider* shall provide suitable and appropriate copies of all documentation associated with statutory compliance reports or documentation for retention at the Affected Property to ensure site log books are accurate and complete at all times and copies are stored electronically in line with service A15 - Compliance.

44. Service F1 – Asbestos Management

44.1. The following Standards apply to this Service – SF1.

44.2. 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.

44.3. The *Service Provider* shall undertake an initial review of the *Client* asbestos management plan present at the Affected Property within the first sixty days of the contract and be responsible for undertaking reviews of the asbestos

management plan as specified in the asbestos survey and risk assessment for the Affected Property.

- 44.4. In the event that Affected Property are suspected of being non-compliant and do not have an asbestos survey and risk assessment in place, the *Service Provider* will notify an early warning to the *Service Manager* in accordance with clause 15 (Early warning) of the *conditions of contract* to mitigate the risk.
- 44.5. 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 Asbestos Containing Materials (ACM) materials.
- 44.6. The *Service Provider* shall be responsible for the delivery of asbestos surveys and risk assessments and for updating the asbestos register following any works. Where these works were undertaken by Others, the costs for the asbestos removal and / or remediation work shall be rechargeable and shall be managed via the Service Order or Project Order process under the contract when instructed.
- 44.7. Where asbestos removal works are required, the works shall be undertaken by the *Service Provider*. The costs for the works shall be rechargeable and will be instructed by the *Service Manager* as a Service Order or Project Order.
- 44.8. The *Service Provider* shall publish and convey the contents of the asbestos register to all Service Provider Staff and appointed Subcontractors 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.
- 44.9. The *Service Provider* shall ensure that:
 - 44.9.1. All asbestos information is complete and current including plans showing the location and type of any asbestos;
 - 44.9.2. The identification, signing and tagging of all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements;
 - 44.9.3. All identification, tagging, monitoring and removal are to be carried out by a suitably licensed and competent specialist;
 - 44.9.4. Notifications are issued to HSE for licensed works as required including waste transfer notices and licenses and retained within the electronic document library; and
 - 44.9.5. That all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious (ACM's) materials, shall be provided with full risk assessments and method statements for safe execution of their task.
- 44.10. The *Service Provider* shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.
- 44.11 Any damage to ACM's identified by either the *Client* staff, the Service Provider Staff or Subcontractors shall be treated as a Business Critical Event.

44.12 Any removal of asbestos or deleterious materials undertaken on the contract must be carried out and disposed of by a suitably licensed and competent specialist. Copies of disposal documentation are to be provided to the *Service Manager* via the CAFM system.

45. Service F2 – Water Hygiene Maintenance

45.1. The following Standards apply to this Service – SF2.

45.2. The *Service Provider* shall be responsible for ensuring that services provided to all Affected Property are statutory compliant.

45.3. The *Service Provider* shall undertake an initial review of the *Client's* water management plan present at the Affected Property during the Mobilisation Period and be responsible for implementing and undertaking regular reviews, not less than annual, of the water management plan and legionella risk assessment thereafter at a frequency defined by the risk assessment.

45.3.1 The *Service Provider* shall issue a detailed report within timescales as agreed with the *Service Manager* which outlines areas of risk, recommendations to remove the risks, schematic drawings and photographic evidence of all areas of risk and produce a plan to correct any defects found and provide evidence of remedial work completion All costs for remedial works shall be rechargeable and be managed via the Service Order or Project Order process under the contract when instructed unless the works are included within the IRT.

45.4. In the event the Affected Property is suspected to be non-compliant and does not have a water management plan and risk assessment in place, the *Service Provider* will notify an early warning to the *Service Manager* in accordance with clause 15 (Early warning) of the contract to mitigate the risk. The costs for these services shall be included in the Price. Remedial works identified through reviews will be part of the core service unless they exceed the Inclusive Repair Threshold when they will follow the Service Order or Project Order process under the contract when instructed.

45.5. The *Service Provider* shall have a written scheme of examination, location system plan and maintain a water hygiene log book at each Affected Property where this is required.

45.6 The *Service Provider* shall provide a water hygiene service that includes a cleaning and disinfection regime in accordance with current legislative requirements and 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.

45.7. The *Service Provider* shall produce and implement an inspection, monitoring and maintenance regime to check systems and plant for performance, cleanliness, contamination and damage and carry out planned preventative maintenance to manage bacteria proliferation within the water system, as recommended by the water risk assessment for each of the Affected Property.

- 45.8. Temperatures shall be monitored to ensure that the required standard of control is reached within the code of practice guidelines as specified within the *service Standards*.
- 45.9. The *Service Provider* shall report any anomalies that may be detected in a report to the *Service Manager*, and detail all corrective works where required and Affected Property records updated as required.
- 45.10. 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.
- 45.11. 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 and environmental legislation.
- 45.12. Where the water risk assessment determines that an Affected Property requires outlet flushing as part of the water management plan and flushing is not undertaken on two consecutive scheduled occurrences, the *Service Provider* shall undertake sampling as a reactive maintenance task to ensure that bacteria levels have not risen beyond acceptable levels and it be treated as an emergency where it has risen beyond levels it considers acceptable.

46. Service F3 – Statutory Inspections

- 46.1. The following Standards apply to this Service – SF3.
- 46.2. The *Service Provider* shall be responsible for ensuring that the Affected Property achieve full statutory compliance at all times.
- 46.3. The requirement of this service is to deliver a service applicable where the delivery of maintenance services (as outlined in Work Package E) is not required by the *Client*. For the avoidance of doubt, this service excludes Planned Preventative Maintenance activities which are not associated with statutory inspections.
- 46.4. The *Service Provider* shall be responsible for and not limited to the delivery of all statutory inspections, certification, air monitoring, noise monitoring, risk assessments, testing, written schemes of examination and insurance inspections as required to achieve and maintain statutory compliance in all areas defined by the *Service Manager* in the Scope.
- 46.5. The service shall be fully inclusive of all *Client's* systems and assets including but not limited to all M&E systems, safety access equipment, building protection systems, air conditioning systems, gas and other heating systems, water systems, pressure systems, fire protection systems, access control and security systems.
- 46.6. 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, approved codes of practice, industry good practice and manufacturer's guidelines as appropriate.
- 46.7. The *Service Provider* will ensure that any specific requirements of the *Client* are included in the planning and delivery of these works.

- 46.8. The programme shall be issued to the *Service Manager* on a monthly basis as part of the performance reporting pack detailing activity to be undertaken within the next sixty (60) days.
- 46.9. The *Service Provider* shall comply with all relevant statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the *Service Manager's* concerns with that aspect of performance.
- 46.10. Periodic inspections may be made without notice by, but not limited to public health, hygiene, fire Inspectors, the *Service Manager*, landlord and Other such persons. The *Service Provider* shall co-operate with Others executing these inspections.
- 46.11. The control and execution of this service shall be managed through the CAFM system and subject to the specified performance standards, whether fulfilled directly by Service Provider Staff or by a third-party service provider.
- 46.12. The *Service Provider* shall ensure that all reports and recommendations are held centrally within the CAFM system and shall provide an electronic document library where all statutory Compliance Reports and Documentation relating to risk assessments, statutory inspections, statutory asset maintenance and remedial works undertaken that can be accessed by the *Service Manager*.
- 46.13. The *Service Provider* shall schedule all statutory inspections, tests and risk assessments that require a six monthly or greater frequency to take place no later than one month prior and earlier than two months prior to the expiry date of the existing inspection report, test or assessment in order to maintain statutory compliance at the Affected Property.
- 46.14. The *Service Provider* shall ensure that all risk assessments, inspection reports and test certificates are provided to the *Service Manager* with sufficient time to review and implement remedial works before the action date.
- 46.15. The *Service Provider* shall provide the *Service Manager* with a monthly report, detailing:
- 46.15.1 Overall statutory compliance; and
 - 46.15.2 Details of why Affected Property do not meet statutory compliance, including outstanding remedial works yet to be completed, the status of those remedial works, the reasons for remedial works not being completed and an estimated timeframe for remedial works to be completed.
- 46.16. Where fire doors are inspected, they should be labelled with the inspection date and to indicate pass / fail at last PPM visit. The design of the label will be agreed with the *Service Manager* during the Mobilisation Period.

47. Service F4 – Portable Appliance Testing

- 47.1. The following Standards apply to this Service – SF4.
- 47.2. The *Service Provider* shall be responsible for ensuring that all Affected Property is tested in compliance with the Business Unit's risk-based approach.
- 47.3. Portable Appliance Testing of *Client* Equipment shall be carried out in accordance with this service requirement. Where electrical equipment can be identified as personal and belonging to members of the Service Provider Staff or the *Client's* staff, it shall be tested if it is being used at the Affected Property and permission has been granted for it to be used as such.
- 47.4. PAT testing shall be risk based and take account of individual equipment's usage and location. The *Service Provider* shall recommend a frequency based on the risk presented to Class 1 and Class 2 electrical and electronic equipment, as defined in IEC 60050-195:2021, recognising the working environments within the Affected Property.
- 47.5. If instructed by the *Service Manager* 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.
- 47.6. The *Service Provider* shall ensure that Service Provider Staff who control and execute the Service are 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 held centrally within the CAFM system.

48. Service F5 – Miscellaneous Surveys, Audits and Testing Services

- 48.1. The following Standards apply to this Service – SF5.
- 48.2. Where additional specialist surveys, audits and / or testing may be required by the *Service Manager*, these shall be provided once instructed and shall include but not be limited to:
 - 48.2.1. Carbon net zero performance assessment, improvement and innovation plans;
 - 48.2.2. Asset verification surveys;
 - 48.2.3. Asset Condition Surveys;
 - 48.2.4. Topographical surveys;
 - 48.2.5. Hydrographic surveys;
 - 48.2.6. Aerial surveys;
 - 48.2.7. Air quality / ventilation surveys;
 - 48.2.8. Noise surveys;
 - 48.2.9. Thermal imaging surveys;
 - 48.2.10. Structural surveys;

- 48.2.11. Dilapidations surveys;
 - 48.2.12. Environmental sampling surveys;
 - 48.2.13. BIM transition;
 - 48.2.14. Opportunities and efficiencies associated with the introduction of new smart technology initiatives;
 - 48.2.15. Opportunities and efficiencies associated with alternative Planned Preventative Maintenance regimes, such as condition-based maintenance and predictive maintenance regimes;
 - 48.2.16 Environmental Impact Assessments;
 - 48.2.17 Vacant Property Management Report; and
 - 48.2.18 Building vibration surveys.
- 48.3. Where instructed by the *Service Manager*, these surveys will be chargeable via the Service Order or Project Order process.

49. Service F6 – Condition Surveys

- 49.1. The following Standards apply to this Service – SF6.
- 49.2. The *Service Provider* shall provide a professionally managed planned programme of condition surveys that shall cover all systems, assets and building fabric, contain the requirements laid out in section 6.3.3 of the Government Functional Standard (Property) 004 and be carried out at a frequency and format as determined by the Scope and by competent and qualified staff.
- 49.3. The *Service Provider* shall update the condition surveys where this is required and make it available to the *Service Manager* 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.
- 49.4. Results from condition surveys shall generate a report which shall include the condition of the assets, systems and building fabric, recommendations including carbon reduction and budgetary costs.
- 49.5. The report shall have a link to (or be stored in) the CAFM system.
- 49.6. Where instructed by the *Service Manager* additional Condition Surveys or specialist surveys shall be managed in accordance with Service 48.2.3 and are chargeable via the Service Orders Requirements and Project Orders and Approvals process.

50. Service F7 – Electrical Testing

- 50.1. The following Standards apply to this Service – SF7.
- 50.2. The *Service Provider* shall undertake an electrical installation condition report in accordance with Electricity at Work Regulations 1989 and BS 7671 (as amended) or any superseding legislation and in accordance with the latest

edition of the wiring regulations as published by the Institution of Engineering and Technology (IET) and any other relevant Legislation.

- 50.3 The entire electrical installation shall be subject to testing at intervals not exceeding five (5) years. More frequent testing may be necessary where the risk of failure may be high and pose an unacceptable risk of loss of operational capability or injury.

51. Service F8 – Fire Risk Assessments

- 51.1. The following Standards apply to this Service – SF8.
- 51.2. The *Service Provider* shall review the fire risk assessment and fire safety plans at Affected Property and undertake subsequent reviews as an in-scope service. The costs for these services shall be included in the Price. Remedial works identified through reviews will be part of the core service unless they exceed the Inclusive Repair Threshold when they will follow the Service Order or Project Order process under the contract when instructed.
- 51.3. Where an Affected Property is discovered to be non-compliant and either does not have a fire risk assessment in place, or, the existing assessment is found not to be valid, the *Service Provider* will be responsible for undertaking a new fire risk assessment. Costs for this service and any associated remedial works shall be chargeable and shall be managed via the Service Order or Project Order. The *Service Provider* shall obtain written approval from the *Service Manager* prior to proceeding.
- 51.4 All assessments and reviews of fire risk assessments will be carried out by competent and appropriately trained individuals and will be subject to internal quality assurance and control checks to ensure consistent application of standards across the *Client's* estate.

52. Service F9 – Building Information Modelling (BIM) and Government Soft Landings (GSL)

- 52.1. The following Standards apply to this Service – SF9.
- 52.2. The *Service Provider* shall support the *Client's* 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.
- 52.3. These shall include:
- 52.3.1. Delivering projects in line with Government's Common Minimum Standards where applicable;
 - 52.3.2. Government Soft Landings (GSL); and
 - 52.3.3. BIM Level 2 for all Projects.
- 52.4. The *Service Provider* shall have regard to the explanation of BIM and GSL requirements across the industry.
- 52.5. The *Service Provider* shall comply with BIM Level 2 Standards and any updates to these Standards. Where *Client* requirements exceed this level, these should

be raised with the *Service Manager* before proceeding. The *Service Provider* shall:

- 52.5.1. Act as the BIM Information Manager on the contract; or
 - 52.5.2. Comply with the reasonable instructions of the BIM Information Manager in relation to the BIM documents.
- 52.6. 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:
- 52.6.1. Was made with the consent (not to be unreasonably withheld) of the party that produced it (or on whose behalf it was produced);
 - 52.6.2. Was permitted by the BIM documents; or
 - 52.6.3. 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 this contract.
- 52.7. The *Service Provider* will need to use systems that meet the Government's requirements for BIM (Level 2) and ensure that all data on these systems have appropriate security markings.
- 52.8. The *Service Provider* shall ensure that any Subcontractors that it engages are bound by obligations no less onerous than those which apply to the *Service Provider*.
- 52.9. The *Service Provider* should be aware that for the purposes of this 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.
- 52.10. 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.
- 52.11. The *Service Provider* 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.

53. Service F10 – Display Energy Certificates (DECs)

- 53.1. The following Standards apply to this Service – SF10.
- 53.2. The *Service Provider* shall be responsible for display energy certificates (DECs) and shall perform the audit, issue and display and renewal the energy certificates at Affected Property as specified in the Building Packs, 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. The location and approach for displaying certificates shall be agreed with the *Service Manager*.

54. Service F11 – Energy Performance Certificates (EPCs)

- 54.1. The following Standards apply to this Service – SF11.
- 54.2. The *Service Provider* shall be responsible for energy performance certificates (EPCs) and shall perform the audit, issue and display and renewal of the EPC certificate at Affected Property as specified in the Building Packs. The *Service Provider* shall appoint an accredited energy surveyor and ensure EPCs are provided, where required at the Affected Property by the required date.

55. Service F12 – Radon Gas Management Services

- 55.1. The following Standards apply to this Service – SF12.
- 55.2. Where the Affected Property is located in a radon affected areas (as defined within Public Health England’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.
- 55.3. 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*.
- 55.4. In all cases where Affected Property is located in radon affected areas, *Service Provider* responsibilities shall include but not be limited to:
 - 55.4.1. Undertaking radon risk assessments, surveys and monitoring;
 - 55.4.2. Managing the requirements outlined within the Housing Health and Safety Ratings System (HHSRS);
 - 55.4.3. Liaising with the UK Health Security Agency (UKHSA) as / where appropriate;
 - 55.4.4. Liaising with the Local Authority as / where appropriate;
 - 55.4.5. Liaising with the *Service Manager* to provide information on the scope and costs of works required to ensure compliance with all legislation and statutory requirements;
 - 55.4.6. Ensuring the *Service Manager* is kept fully updated on all radon related works and issues to maintain and ensure all potential impacts on tenants are mitigated as far as is possible; and
 - 55.4.7. Ensure the *Service Manager* is made aware of any radon levels above the target level and any remedial works identified above the action level be treated as an emergency as detailed in Service Orders and Project Orders.
 - 55.4.8. All assessments, surveys and monitoring shall be carried out by competent and appropriately trained individuals.

56. Service F13 – Permit to Work

56.1. The following Standards apply to this Service – SF13.

56.2. The *Service Provider* shall work within the H&S management systems defined and used by the *Client* and Others as required:

56.2.1. Be responsible for issuing and managing all Permits to Work, including but not limited to hot works, electrical isolation, work at heights, pressurised systems, confined space entry permits for each Affected Property as required 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 where works have been assigned to and are the responsibility of the *Service Provider*.

56.2.2. 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 *Client* appointed third-party service providers. These Services shall be managed in accordance with Service Orders and Project Orders.

56.2.3. Also include the management and compliance with Business Unit specific access and security control requirements;

56.2.4. Be required to obtain, manage and comply with all third-party consents as part of this process including but not limited to those of landlords, managing agents, rail operators and Statutory consents before commencing works or Services. The *Service Provider* shall liaise with the helpdesk and any estates management service providers in order to comply with this requirement.

56.2.5. 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 registers (such as asbestos registers or deleterious materials letters), and sign to indicate that this has been carried out;

56.2.6. Operate the Permit to Work system through the CAFM system or other system agreed with the *Client*.

56.2.6.1 The *Service Provider* shall ensure that the permit including the timing for when it can occur is

- accepted by the *Service Manager* prior to any works commencing;
- 56.2.6.2 Any Permits to work that require approval by Others shall be completed in line with those requirements and documented within the CAFM system; and
- 56.2.6.3 The *Service Provider* shall ensure that the risk assessment and method statement is specific to the task being undertaken and is both sufficiently detailed and provided to the appropriate party specified above within a timescale specified within the Building Packs.
- 56.2.7. The *Service Provider* shall not be allowed on a Affected Property should the Permit to Work not be indicated as authorised within the CAFM system as appropriate; and
- 56.2.8. Provide completed documentation to the *Service Manager* to show that the Permit to Work has been received, has the necessary authorisation and all of the relevant parties are aware of the programmed work or service and the timescales for delivery. A register of permits must be maintained and be accessible to the *Service Manager*.
- 56.2.9. All Permits to Work shall be supported by full risk assessments and method statements for undertaking the work in line with Building Packs and third-party processes.

Work Package G – Landscaping Services

57. Service G1 – Hard Landscaping Services

- 57.1. The following Standards apply to this Service – SG1.
- 57.2. The *Service Provider* shall provide hard landscaping maintenance, which includes but is not limited to:
- 57.2.1. Footways/footpaths/pavements / road surfaces (including road drainage and storm drains);
 - 57.2.2. Courtyard and terrace paving;
 - 57.2.3. Steps and ramps to entrances;
 - 57.2.4. Car parking areas;
 - 57.2.5. Kerbs, edgings and pre-formed channels;
 - 57.2.6. Fencing, gates and boundaries, brick/stone walls;
 - 57.2.7. Fixed and portable irrigation systems;
 - 57.2.8. Lighting columns and lit bollards;
 - 57.2.9. External furniture including wooden furniture, bicycle shelters and sculptures;
 - 57.2.10. Road and playground markings;
 - 57.2.11. Motorcycle manoeuvring areas (MMAs) – (specific to DVSA);
 - 57.2.12. Any other areas identified in Building Packs; and
 - 57.2.13. Installation Works.
- 57.3. The *Service Provider* shall ensure that all external hard surfaces are kept safe, clean and tidy.
- 57.4. The *Service Provider* shall ensure that Planned and Reactive Maintenance activities maintain areas of hard landscaping that are safe, free of defects and prevent any dangers or hazards to the Affected Property, its staff, building users and visitors. Any defects identified during visits to be reported to the *Service Manager* and activity logged in CAFM within 24 hours.
- 57.5. The *Service Provider* shall ensure that fences, gates, brick / stone walls and boundaries are maintained to prevent unauthorised access and retain the appearance of well-kept facilities. Any defects identified during visits to be reported to the *Service Manager* and activity logged in CAFM within twenty-four (24) hours. Any replacement work outside the IRT, if approved by the *Service Manager*, to be dealt with through the Service Orders process.
- 57.6. The *Service Provider* shall ensure that all external furniture, bicycle stores and the like are well maintained, regularly cleaned as per Annex A Standards and Processes and kept in good repair. Any defects identified during visits to be reported to the *Service Manager* and activity logged in CAFM within twenty-four (24) hours.

- 57.7 The *Service Provider* shall ensure that all Affected Property vehicle parking and DVSA motorcycle manoeuvring areas are kept free of litter, organic growth, leaves, moss, animal/bird faeces or debris and hazards (e.g., oil spillages or broken glass). Any defects identified during visits to be reported to the *Service Manager* and activity logged in CAFM within 24 hours.
- 57.8. 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 where practical and beneficial.
- 57.9. Planned activity schedule to be provided monthly, detailing tasks to be completed in line with A9 - Reporting.

58. Service G2 – Soft Landscaping Services

- 58.1. The following Standards apply to this Service – SG2.
- 58.2. The *Service Provider* shall provide a fully comprehensive, professionally managed soft landscaping and maintenance Service at the Affected Property in line with industry good practice and current Defra guidance. 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. Upon detection of any invasive notifiable species the *Service Provider* is required to notify the *Service Manager* and agree program of rectification. In providing Service G2 the *Service Provider* should be cognisant of any bio-diversity action plan and nature recovery goal measure at the Affected Property.
- 58.3. 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.
- 58.4. 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 maintenance Standards to be adopted with regard to any specific areas are contained within the Building Packs.
- 58.5. The *Service Provider* shall ensure that:
- 58.5.1. All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice as defined by Royal Horticultural Society (RHS);
 - 58.5.2. All pots / containers are cleaned and to be kept in good, safe condition and crack free. Pots and containers are to be replaced where cracked and / or broken;

- 58.5.3. At each planned visit, 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.

The Affected Property landscaped areas are to be kept generally clean and tidy with general weed and bramble / thicket cutting back and control to not only keep the site clean and tidy but also to ensure ease of access is maintained to the site;

- 58.5.4. Planned and reactive maintenance activities and maintained areas of soft landscaping and planting are to be kept safe and free of defects;

- 58.5.5. That they prevent any dangers or hazards to the Affected Property, its staff, building users and visitors;

- 58.5.6. The Affected Property is to be kept free of an accumulation of leaves, weeds and any other solid matter. Fallen leaves create a slip risk, they are to be removed from paths, drives, car parks, vehicle manoeuvring areas, motorcycle manoeuvring areas, lawns etc to leave sites adequately leaf-free, with greater frequency in October and November having taken regard of specific tree species on or around the Affected Property. Leaf collection schedules are to be provided to the *Service Manager* each year within the first two weeks of September. Leaves are to be collected, not blown into borders, and disposed of in an environmentally friendly manner. Where agreed with the *Service Manager*, leaves and garden waste are to be composted on site. Requests for reactive leaf clearance shall be placed via the helpdesk.

- 58.5.7. All trees are maintained to ensure safety and prevent any dangers or hazards to Affected Property staff, building users or visitors;

- 58.5.8. A tree survey is undertaken during the Mobilisation Period comprising a comprehensive report on all trees in the property demise, incorporating a site tree plan and detailing observations which are to include but not be limited to:

- Number;
- Species, (scientific and common names of the tree);
- Dimensions including height;
- Condition, including any defects and the action priority;
- Recommendations; and
- Management strategy / future inspection requirements.

Any proposed action required, if approved, to be dealt with through the Service Orders Requirements and Project Orders.

- 58.5.9. Soil improvers shall not contain peat or sewage sludge;
 - 58.5.10. Growing media shall not contain peat;
 - 58.5.11. All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;
 - 58.5.12. Growing media should meet quality Standards as set out in under the PAS100 and the quality protocol;
 - 58.5.13. 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
 - 58.5.14. All debris arising from the performance of the works is promptly removed from the Affected Property and disposed of in an environmentally acceptable manner. Where agreed with *Service Manager* leaves and garden waste to be composted on site.
- 58.6. 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.
- 58.7. Where invasive weeds are present at the Affected Property, the *Service Provider* shall inform the *Service Manager* and be responsible for putting in place surveillance regimes in line with statute (Wildlife and Countryside Act 1981 and Weeds Act 1958) 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 contract scope specified and shall be managed through the Service Orders Requirements and Project Orders process.
- 58.8. 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, 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. The *Service Provider* shall maintain the grounds of the Affected Property by using good industry practice and encouraging native flora and fauna.

58.9. In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:

- 58.9.1. Wormeries;
- 58.9.2. Bat, beetle and bird boxes;
- 58.9.3. Nesting / hibernating wildlife;
- 58.9.4. Heritage vines and creepers;
- 58.9.5. Annual pruning and maintenance; and
- 58.9.6. Herb gardens for use in catering services (where applicable).

58.10. 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* in the Building Packs. The method of working in these sites is to be agreed with the *Service Manager* prior to any works commencing.

59. Service G3 – Tree Surgery (Arboriculture)

59.1. The following Standards apply to this Service – SG3.

59.2. The *Service Provider* shall develop and implement an arboriculture management plan for the Affected Property in line with 59.5.8. In providing Service G3 the *Service Provider* should be cognisant of any bio-diversity action plan and nature recovery goal measure at the Affected Property.

59.3. The *Service Provider* shall provide tree surgery on an ad hoc basis. Costs for Service G3 shall be managed via the Service Order or Project Order process under the contract when instructed.

59.4. 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. Any third-party service provider(s) used by the *Service Provider* for performing tree surgery services shall be a full member of the Arboriculture Association.

59.5. The *Service Provider* shall undertake works in line with any Tree Preservation Order and shall advise the *Service Manager* of proposed activity before trimming or felling any trees. Any works carried out are limited to approved Tree Preservation Order works only. For avoidance of doubt, where *Service Provider* is unsure if works are to be completed, clarification is to be sought from the *Service Manager*.

60. Service G4 – Planned Gritting, Snow and Ice Clearance

60.1. The following Standards apply to this Service – SG4.

60.2. The *Service Provider* shall provide a professionally managed and proactive gritting service to the Affected Property. The *Service Provider* shall be responsible for monitoring weather forecasts and where:

- The Meteorological Office forecast temperatures of 0 (zero) degrees Celsius at road surface temperature, or below,
- As defined in Building Packs,

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 of the Affected Property (as per gritting plan and Building Pack) shall be free of ice and kept in an anti-slip condition.

The service does not apply to DVSA motorcycle manoeuvring areas as per the Building Packs.

- 60.3. The *Service Provider* shall be responsible for the provision of salt bins and salt of a type to be agreed with the *Service Manager* at the Affected Property and shall maintain stock levels to ensure health and safety is maintained.
- 60.4. The *Service Provider* shall take care to ensure that any Affected Property and property of third parties including, but not limited to, cars and adjoining property, is not damaged when conducting the service.
- 60.5. The *Service Provider* shall provide evidence such as photographs of visits and details of materials/quantities used.

61. Service G5 – Reactive Gritting, Snow and Ice Clearance

- 61.1. The following Standards apply to this Service – SG5.
- 61.2. The *Service Provider* shall provide a reactive gritting, snow and ice clearance services as and when required at the Affected Property.
- 61.3. This service shall be managed via the helpdesk to ensure seamless and efficient service and be driven by the Service Level Agreements in place.
- 61.4. The *Service Provider* will be responsible for the provision of all materials, equipment and consumables required to successfully Provide the Service and ensure safe access to the Affected Property is maintained.
- 61.5. The *Service Provider* shall take care during gritting, snow and ice clearance to ensure that the Affected Property and property of third parties including but not limited to cars and adjoining property, is not damaged. Any requirement for a reactive gritting, snow and ice clearance service shall be outside the Price and will be dealt with on a reactive basis managed via the helpdesk. The cost of the reactive service to be a unit rate managed via the Service Order or Project Order process under the contract when instructed.
- 61.6. Where Service G5 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 by the Building Pack.

The method of working in these sites is to be agreed with the *Service Manager* prior to any works commencing.

61.7 The *Service Provider* shall provide evidence such as photographs of visits and details of materials and quantities used in providing a reactive gritting, snow and ice clearance service which shall be managed via the Service Order or Project Order process under the contract when instructed.

62. Service G6 – Reservoirs, Ponds, River Walls and Water Feature Maintenance

62.1. The following Standards apply to this Service – SF5.

62.2. The *Service Provider* shall provide a maintenance Service in respect of ponds and external water features, where applicable. Removal of leaves as the season dictates. Ponds shall be free from excessive plant remains, weeds and sludge so as to maintain a healthy biological balance. In providing Service G6 the *Service Provider* should be cognisant of any bio-diversity action plan across and nature recovery goal measure at the Affected Property.

62.3. The *Service Provider* shall manage the water levels in lakes and reservoirs in compliance with the Reservoirs Act 1975 and subsequent amendments or superseding legislation. The *Service Provider* shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.

62.4. The *Service Provider* shall provide an inspection report on an annual basis or as dictated by any applicable risk assessment.

62.5. 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 *Service Manager* as required.

62.6. The *Service Provider* shall ensure that Service Provider Staff operating in a water environment:

- 62.6.1. Comply with all relevant health and safety legislation;
- 62.6.2. Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent;
- 62.6.3. Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water;
- 62.6.4. 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;
- 62.6.5. Check, maintain and examine in accordance with manufacturer or statutory requirements any hoist / cradle;
- 62.6.6. Display warning signs / notices;
- 62.6.7. 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;
- 62.6.8. Wear suitable PPE including a buoyancy aid, of a tested and approved pattern;

- 62.6.9. 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;
 - 62.6.10. 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;
 - 62.6.11. Conduct regular and frequent checks on numbers of *Service Provider* staff working;
 - 62.6.12. Not to operate as lone workers, any works over water are to be carried out by a minimum of two persons; and
 - 62.6.13. Ensure that extra checks are made by the *Service Provider*. Special care must be taken in fog, snow or rain.
- 62.7. 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.
- 62.8. The *Service Provider* shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.
- 62.9. The *Service Provider* shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and environmental management requirements. *Service Provider* shall immediately notify *Service Manager* of any non-compliant pollutant outflow or discharge.
- 62.10. Water quality testing and reporting is to be in-line with Environment Agency guidance and industry good practice including L8: Control of Legionella testing of water features.
- 62.11. The Permit to Work system shall be used for Service G6.

63. Service G7 – Internal Planting

- 63.1. The following Standards apply to this Service – SF6.
- 63.2. The *Service Provider* shall provide a horticultural Service in respect of the provision and maintenance of all indoor planting including options for:
- Rental and maintenance;
 - Purchase and Maintenance; or
 - Maintenance of existing owned displays.

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. The *Service Provider* will be responsible for resolving any infestations resulting from introduction of planting or associated materials used.

63.3. The *Service Provider* shall ensure that:

63.3.1. 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;

63.3.2. Soil improvers do not contain peat or sewage sludge; and

63.3.3. Growing media does not contain peat and it should meet quality Standards as set out in PAS100 and the quality protocol.

63.4. 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.

63.5. 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 (Defra). The *Service Provider* shall ensure compliance with the *Client's* policy on Greening Government Commitments at all times.

63.6. All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant health and safety codes.

63.7. 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.

63.8. The *Service Provider* shall ensure that:

63.8.1. 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;

63.8.2. 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

63.8.3. All pots/containers are cleaned and replaced where necessary and no instances of damaged pots or containers occur at any time. Diversity and inclusion are to be considered with regard to choice and location (colour, style) of planters.

64. Service G8 – Cut Flowers and Christmas Trees

64.1. The following Standards apply to this Service – SF7.

64.2. This service requirement shall be outside the Prices and shall be dealt with as a pass through costs. If instructed by the *Service Manager* costs for these Services will be managed via the Service Order process.

- 64.3. The *Service Provider* shall provide a cut flower Service on request of the *Service Manager*. This is to include the provision of vases and the delivery of flowers within timescales agreed by the *Service Manager*.
- 64.4. The *Service Provider* shall:
- 64.4.1. Remove dead flowers as necessary;
 - 64.4.2. Provide an ad hoc Service for the provision of corporate Christmas trees and suitable support pots on a seasonal basis to the Affected Property;
 - 64.4.3. Provide all decorations for Christmas trees, and be responsible for decorating the trees in advance of the Christmas season, and maintaining them during the Christmas season in liaison with the *Service Manager*; and
 - 64.4.4. Purchase and dispose of 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.
- 64.5. The *Service Provider* shall provide a range of various types and costs of cut flowers and arrangements.
- 64.6. In relation to Christmas trees, Standard SF7 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.
- 64.7. 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.

Work Package H – Catering Services

65. Service H: Generic Catering Requirements

- 65.1. The *Service Provider* shall deliver a full range of catering Services.
- 65.2. 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.
- 65.3. The *Service Provider* shall supply:
 - 65.3.1. A value for money catering service, which is consistent with current food service trends and the *Client's* requirements and expectations;
 - 65.3.2. A sustainable catering solution which:
 - 65.3.2.1. Supports the *Client's* current and future hybrid working arrangements recognising variable *Client* staff numbers at Affected Property;
 - 65.3.2.2. Recognises the need to adopt regional and locational catering solutions;
 - 65.3.2.3. Reflects diversity and inclusion in the workspace and promotes the health and wellbeing of *Client* staff;
 - 65.3.2.4. Delivers a flexible and adaptable service, commensurate to the number of *Client* staff working at the Affected Property;
 - 65.3.2.5. Operates a pricing policy that is benchmarked to high street prices;
 - 65.3.2.6. Which provides options for payment that include cash, debit-card, credit-card, contactless or cashless payment systems; including adequate process refunds for vending machines fails or out of date product;
 - 65.3.2.7. Offers sustainable and wide-ranging options for healthy meal and snack options;
 - 65.3.2.8. Seeks to recycle 100% of all waste generated from Providing the Service;
 - 65.3.2.9. Maximises the use of technology, for example the use of digital menus, online ordering and click and collect solutions;
 - 65.3.2.10. Ensures catering services are provided at convenient locations with optimal footfall or as notified by the *Service Manager*;

- 65.3.2.11. Seeks to maximise the use of the facilities and opportunities for increases in revenue from the delivery of the service.
- 65.4. The *Service Provider* shall be responsible for the production of a catering service business plan during the Mobilisation Period incorporating sections 65.3.2.1 to 65.3.2.11.
- 65.5. The *Service Provider* shall be responsible for the completion of a quarterly balanced scorecard submission to include the associated Defra 'The Food Marketplace' certification as applicable to the catering provision at the Affected Property.
- 65.6. The *Service Provider* shall provide a complete price and quality benchmarking exercise at the Full Service Commencement Date and every 6 months thereafter to validate and support proposed changes to pricing.
- 65.7. The *Service Provider* shall ensure that they do not offer any form of credit or deferred payment to customers for the services.
- 65.8. The *Service Provider* shall ensure the Services are 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.
- 65.9. The *Service Provider* shall be responsible for the provision of consumables required to Provide 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 *Service Manager*, which shall include any investment to be made by the *Service Provider*.
- 65.10. The *Service Provider* shall be responsible for the production and provision of all promotional media and menus associated with Providing the Service and shall ensure the *Client* has issued acceptance of all designs, formats and content prior to use at the Affected Property.
- 65.11. 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 Provide the Services and meet the required performance targets at the Affected Property.
- 65.12. Where deemed appropriate, the *Service Provider* shall be responsible for the payment for water, gas, electricity and waste management services on a pay-as-used basis. The *Service Manager* shall arrange sub-metering if necessary.
- 65.13. The *Service Provider* shall recognise that catering offer styles may be pre-determined by the *Client* and where appropriate, shall include the following factors:
- 65.13.1. Location of Affected Property;
 - 65.13.2. Location of trading points and trolley runs;
 - 65.13.3. Affected Property activity;

- 65.13.4. Affected Property footfall;
- 65.13.5. *Client* demographics and preferences;
- 65.13.6. Wider community sales opportunities; and
- 65.13.7. Staff budgets.

65.14. The *Service Provider* shall provide storage and access to the delivery and waste areas where necessary.

65.15. Where an Affected Property is open to the public the *Service Provider* shall offer discounted or preferential pricing for staff using the facility (excluding vending) where instructed by the *Service Manager*.

66. Service H1 – Chilled Potable Water

66.1. The following Standards apply to this Service – SH1.

66.2. The *Service Provider* shall propose the method of supplying chilled water. The *Service Provider* shall be solely responsible for the provision of all chilled potable water to each Affected Property.

66.3. 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.

66.4. The *Service Provider* shall have the ability to purchase bottled water in large quantities for business continuity purposes and annual ceremonial or seasonal events where required. In exceptional circumstances the *Service Provider* will be required to provide suitable supply of drinking water at the Affected Property.

66.5. During the Mobilisation Period the *Service Provider* shall validate existing assets and arrangements at the Affected Property and provide the *Client* with a proposal for the use, disposal or otherwise of the extant non- permanent water coolers located within each Affected Property for *Service Manager* acceptance. This shall include the management of the cancellation of any prevailing contracts not supplied by the *Service Provider*.

67. Service H2 – Deli / Coffee Bar

67.1. The following Standards apply to this Service – SH2.

67.2. The *Service Provider* shall provide a counter service offering with a mix including, but not limited to:

- Ready-made hot and cold ‘grab and go’ items;
- Made to order choices;
- Confectionery and snacks; and
- Hot and cold drinks including specialist coffees (espresso, cappuccino, latte, mocha etc.).

This can be served from a fixed counter or mobile cart with the service being for both take away and eat in depending upon the space the service is to be delivered in within the individual Affected Property.

The method of delivery is to consider the following attributes in its design and operation throughout the life of the contract:

- Sustainability including the minimisation of all kinds of waste and food waste;
- Local sourcing including the use of SMEs where practical;
- The community it serves and their tastes and preferences;
- Regular menu updates to maintain interest in the service;
- The pragmatic use of special offers and promotions to maximise revenue; and
- The adoption of branding that is equal to or similar to high street equivalents

67.3. The service offer at each Affected Property shall be designed to maximise the returns from the space configuration and is to be branded in such a way as to maximise the appeal to the customers within the Affected Property.

67.4. In line with the catering plan covered under 65.4, the service offering, menu, tariff and branding of the catering offer for each Affected Property are to be agreed with the *Service Manager* during the Mobilisation Period.

68. Service H3 - Events and Functions

68.1. The following Standards apply to this Service – SH3.

68.2. The Service Provider shall provide an on-demand catering service for events and functions as required and when instructed by the Service Manager.

68.3. This service requirement shall be outside the Prices and if instructed by the *Service Manager* shall be managed via the Service Order process under the contract.

69. Service H4 - Full Service Restaurant

69.1. The following Standards apply to this Service – SH4.

69.2. The *Service Provider* shall provide:

69.2.1. 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;

69.2.2. A range, choice and quality of menu offers that meets the *Service Manager's* requirements and expectations, maximises utilisation

and spend and is commensurate with the operational and physical design of the facility; and

69.2.3. A daily menu that is consistent in range, choice and quality. Samples of menus will be provided within the *Service Provider's* bid.

69.3. In developing and delivering menus the *Service Provider* shall:

69.3.1. Provide a minimum daily menu range which shall be agreed with the *Service Manager*;

69.3.2. Be expected to provide an appropriate daily variety of menu offers which promotes the use of the facility, maintains consumer interest and maximises revenue;

69.3.3. Ensure that the menu offering has a range of healthy and balanced options;

69.3.4. 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;

69.3.5. Be responsible for providing all menu boards (which may be digital), menus and tariffs and other point of sale merchandising materials; and

69.3.6. 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.

69.4. Portion sizes shall ensure that significant plate food waste is not an unintended consequence of larger portion sizes and also so that healthier eating is promoted.

70. Service H5 - Hospitality and Meetings

70.1. The following Standards apply to this Service - SH6.

70.2. The *Service Provider* shall:

70.2.1. Provide an on-demand service, subject to twenty-four (24) hours' notice;

70.2.2. Ensure working lunches, beverages, hot meals and buffets are available where required; and

70.2.3. Operate an effective booking and charging system for all ad hoc hospitality or meeting catering services.

70.3. Hospitality menus and price lists shall be made available by the *Service Provider* and agreed with the *Service Manager* on a regular basis.

71. Service H6 - Outside Catering

- 71.1. The following Standards apply to this Service - SH6.
- 71.2. The *Service Provider* shall provide an on-demand outside catering service as required which may include:
- 71.2.1. A hot and cold meal services prepared via temporary / mobile catering provision at the Affected Property;
 - 71.2.2. A hot and cold meal service where food is produced off-site and delivered to the Affected Property; and
 - 71.3.3. Where outside catering is being provided by Others, the *Service Provider* is expected to manage the order, receipt of goods and be responsible for delivering the items to the meeting room as well as clear up after meeting completion.
- 71.3. This service requirement shall be outside the Prices and if instructed by the *Service Manager* shall be managed via the Service Order process.

72. Service H7 - Trolley Service

- 72.1. The following Standards apply to this service – SH7.
- 72.2. The *Service Provider* shall provide a trolley service offering a range of snacks and hot/cold beverages which follows a pre-determined route.
- 72.3. The items shall be collected at pre-determined locations as agreed with the *Service Manager*.

73. Service H8 – Vending Services (Food and Beverages)

- 73.1. The following Standards apply to this service – SH8.
- 73.2. The *Service Provider* shall provide:
- 73.2.1. Continuous service primarily for twenty-four (24) hours seven (7) days a week or where a catering service is unviable;
 - 73.2.2. A vending service that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items; and
 - 73.2.3. The vending service shall meet healthy eating, sustainability and provenance guidelines.
- 73.3. The *Service Provider* shall ensure that:
- 73.3.1. The vending service meets the requirement of the *Client's* staff working at the Affected Property to include but not be limited to site operating hours, late, weekend and lone working shift operations. The service shall be provided at nil subsidy and be part of the catering concession wherever feasible. Further details of these requirements are provided in the Building Packs.
 - 73.3.2. The pricing policy is benchmarked to high street.

- 73.3.3. 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;
- 73.3.4. Any third-party vending machine contracts are between the *Service Provider* and their Subcontractor and have the following attributes:
 - 73.3.4.1. They do not extend beyond the life of the contract; and
 - 73.3.4.2. They allow vending machines to be removed after three (3) months' notice.
- 73.4. The *Service Provider* shall clean and maintain vending machines and ensure that they are operable at all times.

74. Service H9 - Residential Catering Services

- 74.1. The following Standards apply to this Service - SH9.
- 74.2. This Service may be required to be delivered in a variety of settings but will focus on BTP prisoner accommodation.
- 74.3. For BTP prisoner accommodation the *Service Provider* is required to provide an ambient meal service for detainees in custody. The ambient meal service includes the provision of:
 - 74.3.1. Pre-prepared and packaged meals for lunch and dinner;
 - 74.3.2. Packaged breakfast cereal portions;
 - 74.3.3. Packaged cold drinks;
 - 74.3.4. Packaged 'in-cup' hot drinks; and
 - 74.3.5. Sundries (portions) including but not limited to sugar, milk, jam, marmalade, margarine, butter, salt, pepper etc.
- 74.4. In addition to meal and beverage options the *Service Provider* shall provide disposable consumable items including but not limited to plates, cups, cutlery (sporks) and napkins. Sustainable materials are to be used and single use plastic use is to be avoided or minimised wherever possible.
- 74.5. The *Service Provider* shall ensure that all packaging and disposable consumable items are carefully selected to minimise the potential for self-harm, use as a weapon or use to cause damage.
- 74.6. The *Service Provider* shall operate an effective ordering and charging system for the ambient meal service. The *Service Provider* shall provide the *Service Manager* with a price list for a range of meal, food, beverage, and consumable item options from which the *Service Manager* can order on demand. The Price List shall be reviewed and agreed with the *Service Manager* on a regular basis.
- 74.7. The ordering system and price list shall include a suitable range of options incorporating vegetarian, vegan, and meals that meets the needs of detainees

who require a diet based on their religious requirements. Costs will be managed on a pass through basis.

- 74.8. Pre-prepared and packaged meals shall be suitable for freezing and microwave heating.
- 74.9. The *Service Provider* shall include the delivery and drop off of orders to the relevant Affected Property. For the avoidance of doubt the *Service Provider* shall have no role in the subsequent preparation or serving of meals to detainees.
- 74.10 Where Service H9 is required for Affected Properties other than BTP prisoner accommodation this will be instructed by the *Service Manager*.

Work Package I – Cleaning Services

75. Service I: Generic Cleaning Requirements

75.1. The *Service Provider* shall ensure that:

75.1.1. The required standard is in evidence daily at a time to be agreed with the *Service Manager* and or as detailed in the Building Pack, in line with Affected Property operational business activity;

75.1.1.1. The *Service Provider* shall be responsible for monitoring and evidencing the provision of the services on a daily basis to ensure that the required service Standard has been applied.

75.1.2. As far as is reasonably practicable the *Service Provider* is to use cleaning materials and practices that are environmentally preferable, including but not limited to:

75.1.2.1 Utilisation of refillable containers throughout the entire product cycle where possible;

75.1.2.2 Reusable cleaning materials;

75.1.2.3 Low / minimal environmental impact;

75.1.2.4 Minimising waste; and

75.1.2.5 The provision of all associated COSHH data.

75.1.3. All planned cleaning related activities shall take place during the operational working hours at the Affected Property, in line with Building Packs. There will be occasions when delivering cleaning activities within operational working hours is not suitable, therefore flexible alternative arrangements shall be agreed with the *Service Manager* and cleaning schedules shall be revised to reflect these. Where revisions are required, changes will be managed by a *Service Manager* instruction;

75.1.4. All non-management *Service Provider* Staff, whether dedicated to site or not must wear agreed uniforms at all times including building / identification passes.

75.2. The *Service Provider* shall be required to clean certain areas in the presence of the *Service Manager* or under approved escort. These areas and the times for the cleaning to take place shall be detailed in the Building Pack or agreed with the *Service Manager*.

75.3. The *Service Provider* shall provide the *Service Manager* 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.

- 75.4. The *Service Provider* shall be responsible for ensuring that all services are delivered in compliance with the *Client's* health and safety and site risk assessments.
- 75.5. The *Service Provider* shall provide cleaning services throughout the Affected Property that is delivered in a safe and efficient manner as per the required Standard and shall take responsibility for cleaning all internal cleanable areas including common-touch areas, fixtures, fittings, furniture and finishes, to minimise degradation and maintain the asset life cycle.
- 75.6. Where instructed by the *Service Manager*, the *Service Provider* shall provide cleaning and infection control equipment, materials and consumables for use directly by *Client* staff. Where appropriate, this shall include the provision of all associated COSHH data. Where the *Service Manager* instructs these services, they shall be managed via the Service Order process.

76. Service I1 - Routine Cleaning

- 76.1. The following Standards apply to this Service - SI1.
- 76.2. The *Service Provider* shall undertake all tasks associated with professional cleaning services across all Affected Property to ensure that the offices, toilets, shower and cleansing rooms, kitchens, catering areas, public areas, communal areas, welfare and medical areas, meeting and conference rooms, custody suites (where applicable), operational call centre rooms, bedrooms, circulation space, secure areas and all other working areas, furniture, doors, walls and floor spaces, are maintained to achieve the necessary levels of cleanliness as defined within the BICSc 2015 Standards (or later editions as published by BICSc) to ensure all areas remain presentable and fit for their intended purpose.
- 76.3. Within specialist or public areas, bespoke cleaning regimes may be required at certain properties. This shall be determined in the Affected Property Building Pack.
- 76.4. 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, doors 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 BICSc 2015 Standards (or later editions as published by BICSc).
- 76.6. 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 on a daily basis. Waste shall be placed in appropriate external receptacle for accurate disposal.
- 76.7. The *Service Provider* shall clean first aid, medical and welfare rooms daily unless otherwise advised in the Building Pack or as instructed by the *Service Manager*.
- 76.8. 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, first aid rooms and tea points.

76.9. The *Service Provider* shall provide a self-funding vending service and a solution to enable the free vend of sanitary products. All vending areas shall be kept free from stains and spills.

76.10. The routine cleaning service shall include the provision of a reactive cleaning service arranged through the helpdesk to be delivered during operational cleaning hours as agreed with the *Service Manager*. The *Service Provider* shall be responsible for managing all requests generated via the helpdesk to ensure the full and safe use of the Affected Property is maintained.

76.11. Tasks may include but not limited to:

76.11.1. Responding to spillages;

76.11.2. Replenishing consumables;

76.11.3. Responding to complaints;

76.11.4. Cleaning up dust and debris upon completion of maintenance works;

76.11.5. Stain removal; and

76.11.6. Maintaining the cleanliness of the washrooms.

76.12. 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 instruction from the *Service Manager*. Where graffiti is offensive or potentially offensive and removal is not possible then it must be covered or obliterated as soon as possible. Costs for this service shall be managed via the Service Order process.

76.13. Where identified in the Building Pack static cleaners will require training to deal with reactive cleaning activity where minor first aid incidents occur.

76.14. All requests for reactive cleaning services shall be managed through the helpdesk, or via embedded site team where applicable, to ensure seamless and efficient service and be driven by the Service Level Agreements in place.

76.15. The *Service Provider* shall be responsible for the provision and disposal of all PPE used by Service Provider Staff relating to Providing the Service.

77. Service I2 - Infection Control / Touchpoint Cleaning

77.1. The following Standards apply to this Service - SI2.

77.2. The *Service Provider* shall undertake planned and routine infection control cleaning services across all Affected Property to minimise the risks of infection amongst *Client* staff and visitors.

77.3. The *Service Provider* shall be responsible for implementing cleaning regimes which reflect the *Client's* requirements which shall include but not be limited to:

- 77.3.1. Door handles, glazing, push-plates, and security keypads;
 - 77.3.2. Workstations;
 - 77.3.3. Public waiting areas, including counters, seating, armrests, and tables;
 - 77.3.4. Passenger lifts (including all internal and external control panels and buttons);
 - 77.3.5. Escalator controls and grab-rails;
 - 77.3.6. Balustrades;
 - 77.3.7. Communal kitchen, tea-point, eating and welfare areas;
 - 77.3.8. Communal IT equipment;
 - 77.3.9. Shower, changing and locker areas;
 - 77.3.10. Sanitisation points / stations;
 - 77.3.11. Infection control barriers and screens;
 - 77.3.12. Wheelchair access buttons and barriers;
 - 77.3.13. Vending machines;
 - 77.3.14. Turnstiles;
 - 77.3.15. Light switches; and
 - 77.3.16. Toilet facilities, to include but not be limited to taps, sinks, consumable dispensers, and flush-handles;
- 77.4. The *Service Provider* shall deliver periodic and reactive cleaning and sanitisation services of keyboards, screens and periphery IT equipment where requested by the *Service Manager*. These services shall be managed via the Service Order process.
- 77.5. 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.
- 77.6. The *Service Provider* shall be responsible for the provision and disposal of all PPE used by Service Provider Staff relating to Providing the Service.
- 78. Service I3 - Cleaning of Integral Barrier Mats**
- 78.1. The following Standards apply to this Service - SI3.
- 78.2. The *Service Provider* shall ensure that all barrier matting is well maintained, kept clean and where possible cleaned and re-used.
- 78.3. The costs for Installation Works for replacement barrier matting including coir matting should be charged via Service Orders and Project Orders.
- 78.4. The *Service Provider* shall advise the *Client* when replacement of barrier matting, including coir matting, is required.

79. Service I4 - Mobile Cleaning Services

- 79.1. The following Standards apply to this Service - SI4.
- 79.2. 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 BICSc 2015 Standards (or later editions as published by BICSc).
- The *Service Provider* should note that it will be responsible for any deep cleaning which is the result of inadequate cleaning practices and not due to works over and above the specified standard or planned deep cleaning requirements.
- 79.3. 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 associated with the hygienic use of toilets, washing facilities, sanitary areas, changing rooms, recovery rooms and tea points.

80. Service I5 – Deep Cleaning (Periodic) Services

- 80.1. The following Standards apply to this Service - SI5.
- 80.2. The *Service Provider* shall:
- 80.2.1. Provide a programme for periodic and deep cleaning activities to the *Service Manager* for acceptance one month prior to the start of each contract Year;
 - 80.2.2. Inform the *Service Manager* of all periodic cleaning activity one month prior to it being undertaken via the CAFM system or PPM schedule;
 - 80.2.3. Undertake deep cleaning services to all kitchen, kitchen equipment, food storage areas, grease interceptors, food preparation areas, cleaning of showers, washrooms and toilets and supporting areas in the Affected Property. The deep cleaning services are not required where catering services are delivered by a *Client* appointed third-party provider;
 - 80.2.4. Take responsibility for ensuring the *Client's* staff are informed prior to carrying out periodic cleaning activities; and
 - 80.2.5. Clean all catering and staff welfare areas.
 - 80.2.6. Carry out canopy cleaning as follows:
 - 80.2.6.1. the *Service Provider* to program a twice-yearly industry standard cleaning service for the building entrance canopy and the roof soffits, where indicated in the Building Pack for some DVSA

multi-purpose test centres (MPTC) buildings. This will be managed via the CAFM system.

80.2.6.2. The *Service Provider* will be required to undertake a risk assessment and review this on each attendance. Any electrical supplies or equipment in the area should be isolated and protected, as necessary.

80.2.6.3. The roof and any guttering must be checked and cleared to ensure leaves, twigs, moss/organic or other debris, does not accrue. Guttering, drainpipes, grates and drains beneath the canopy and roof soffit should be checked to ensure they are in good order and rainwater is draining as it should.

80.2.6.4. The *Service Provider* must use practices that are environmentally preferable and is to provide all cleaning materials as part of the service. It is expected that specialist cleaning materials will not be required. In cases of moss or staining, use of a pressure washer directly on the stained area can be considered.

80.2.6.5. Cleaning may be conducted outside operational hours, subject to arrangements for access being confirmed with the *Service Manager* prior to attendance. The service should be integrated with other services such as cleaning or other maintenance services where possible, so that there is no duplication of tasks in external areas.

80.2.6.6. The *Service Provider* must provide cleaning completion reports, which are to include before and after photographic evidence. Requirements for any follow up works must be submitted to the *Service Manager* for discussion. Any works agreed will require quotations and managed as per the Service Order process.

80.2.7. Carry out test hall and pit lane cleaning as follows:

80.2.7.1. The *Service Provider* shall provide a schedule for a deep cleaning service for DVSA test halls within the first six months of the Mobilisation Period and submit for *Service Manager* acceptance prior to the Full Service Commencement Date.

The methodology, equipment and chemicals planned for use by the *Service Provider* must be included with the proposed programme details.

The *Service Provider* will update the schedule on a yearly basis and submit to the *Service Manager* for acceptance within one month of the start of each contract Year. Costs associated with this service will be charged through the Service Orders process;

80.2.7.2. The nature of construction and DVSA operations in the test halls means a significant amount of high-level work requiring access equipment and confined space working will be required to deliver this service. Risk assessments must be undertaken with regard to the supervision and safety of any cleaning operatives working on site and providing this service.

80.2.7.3. The *Service Provider* will need to undertake an initial risk assessment and review this prior to any work being undertaken at each test hall pit lane cleaning site visit. Cleaning may be conducted outside operational hours and is subject to arrangements for access being confirmed with the *Service Manager* prior to attendance.

80.2.7.4. Where the pits drain to a petrol interceptor, this should be covered as part of the risk assessment, which must also include potential environmental impact, as any cleaning chemicals used would also drain there, and this may limit options.

80.2.7.5. The number of test lanes varies per site and may contain an inspection pit or have a car lift installed. Not all lanes may be operational. Where lanes (and inspection pits) are non-operational the inspection pits will be boarded over as a H&S precaution. Inspection pits are connected via cross tunnels so can be reached either via the tunnel or across the test hall floor and down a set of steps.

80.2.7.6. The programme of works is to include, but not be limited to, the following cleaning services:

- All doors so that they are free of dirty marks;
- All handrails;
- All steps to the pit areas;
- Dust and debris to be removed from all fixtures and fittings (including fire fighting equipment);
- Sweep all floors, manhole covers, pit areas and stairways;

- Remove any cobwebs from walls, windows, and other surfaces;
- Wipe down pit and tunnel walls to remove stains and oily marks;
- Clean externals of roller brake tester booths, including windows, no internal access will be required;
- Vacuum beam setter rails;
- Vacuum load simulator rails;
- Lift pit grids and vacuum areas underneath. (The *Service Provider* should be aware that pit grids are heavy and not a one-person activity);
- All windows to be cleaned internally and externally, including those between the test hall and offices. The *Service Provider* should take a pro-active approach and ensure this clean is incorporated into the normal bi-annual PPM scheduled clean via the CAFM to avoid duplication of effort and costs;
- External canopy walls at the front to be included together with front external shutters to remove dirt and debris build up;
- Clean the inside of the shutters at both ends. These will need to be closed for this activity; and
- All rubbish to be bagged, removed from site, and disposed of appropriately.

80.2.7.7. The *Service Provider* should also give consideration to the following:

- Pit walls and tunnel floors are painted white. These should be in good repair with no peeling paint or showing signs of wear;
- Pit grids are heavy and not a one (1) person activity as they will need to be lifted. There may be a risk of exposure to contaminants such as fuel at the bottom, this should be included in the risk assessment;
- Electrical switches and electrical boxes are to be cleaned, subject to inclusion in the risk

assessment and confirmation that this will cause no damage; and

- The *Service Provider* must provide cleaning completion reports, which are to include before and after photographic evidence of the works undertaken. Requirements for any follow up works must be submitted to the *Service Manager* for discussion and agreement.

80.3. The *Service Provider* must establish a good working relationship with Affected Property building users to facilitate the cleaning of all equipment.

81. Service I6 - Cleaning of External Areas

81.1. The following Standards apply to this Service - SI6.

81.2. The *Service Provider* shall ensure that external building fabric, canopies, lighting, fixtures, and fittings are maintained and clean. The outside premises must be maintained so that no debris, litter, cigarette ends, chewing gum, bird droppings, dirt, bodily fluids, spillages, or stains are apparent after cleaning.

81.3. The Service should be integrated with other services such as cleaning and grounds maintenance where possible so that there is no duplication of tasks in external areas.

81.4. The *Service Provider* shall:

81.4.1. Clean external signage including heritage signage;

81.4.2. Clean piers and pontoons where they are present and waste stores and receptacles;

81.4.3. Clean hard and soft external landscaping, including but not limited to car parks, paving, paths, borders, lawns, steps, ramps, walkways, and motorcycle manoeuvring areas (MMAs) (specific to DVSA); and

81.4.4. Clean helicopter landing pads and landing lights in line with applicable aviation standards and legislation.

81.5. 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 legislation.

82. Service I7 - Window Cleaning (Internal)

82.1. The following Standards apply to this Service - SI7.

82.2. Internal window cleaning shall be carried out bi-annually unless otherwise specified in the Building Pack by the *Service Provider* to Standard SI7. The schedule is to be planned via the CAFM system process or other PPM scheduling tool.

82.3. The method statement is to include the required quality Standard and shall be provided by the *Service Provider* within their Service Delivery Plan.

- 82.4. Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 82.5. Where mobile or fixed access equipment is not present at the Affected Property and the internal glazed area/s to be cleaned exceed a height of twenty (20) metres, all costs associated with the provision of portable access equipment shall be included as part of the *Service Provider's Price*.
- 82.6. Splashes and excessive soiling shall be removed during agreed Operational Working Hours to agreed response times.
- 82.7. 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 windowpane.
- 82.8. 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.
- 82.9. The cleaning of all bomb curtains requires a proportion of curtains to facilitate phased cleaning. The service shall be managed via Service Orders process.
- 82.10. Bomb blast nets have a limited life, circa five (5) years, and shall need replacement from time to time; costs for replacement shall be managed via the Service Orders process.
- 82.11. Cleaning of bars and or removal ahead of cleaning windows. The *Service Provider* should ensure that keys or other equipment is available before attending affected sites with security bars, grills, or shutters etc. to be opened or removed to enable complete access for cleaning.

Appropriate equipment should be used to gently dislodge and clean dust or grime from bars, grills, or shutters etc., that may have become trapped in the guides or gaps between the windows and may impact operation or security.

This service should be integrated with other services such as external window cleaning, planned shutter maintenance, window repairs etc.

83. Service I8 - Window Cleaning (External)

- 83.1. The following Standards apply to this Service - SI8.
- 83.2. The *Service Provider* shall ensure that cleaning is carried out twice yearly unless specified in the Building Pack, to the required Standard or in line with local by-laws in force in certain parts of the UK.
- 83.3. The schedule is to be agreed with the *Service Manager* and planned via the CAFM system or other agreed PPM schedule.
- 83.4. The method statement is to include the required quality Standard and shall be provided by the *Service Provider* within the Service Delivery Plan.
- 83.5. Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 83.6. The *Service Provider* shall Provide 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 Provide the Service.

- 83.7. Where mobile or fixed access equipment is not present at the Affected Property and the external glazed area/s to be cleaned exceed a height of 20 metres, all costs associated with the provision of portable access equipment shall be included as part of the *Service Provider's Price*.
- 83.8. 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 windowpane. Splashes and excessive soiling shall be removed within agreed operational Working Hours to agreed response times. This Service shall be chargeable as per Service Orders and Project Orders.

84. Service I9 - Cleaning of Communications and Equipment Rooms

- 84.1. The following Standards apply to this Service - SI9.
- 84.2. The *Service Provider* shall ensure that cleaning of communication and equipment rooms shall be by arrangement with the *Service Manager*.
- 84.3. 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.
- 84.4. Where required there may be additional security clearance of cleaning operatives in high-risk areas. Under these circumstances the *Service Manager* will notify the *Service Provider* accordingly.

85. Service I10 - Reactive Cleaning (Outside Cleaning Operational Hours)

- 85.1. The following Standards apply to this Service - SI10.
- 85.2. 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 I1).
- 85.3. Where the *Service Manager* 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 can include:
- 85.3.1. Responding to spillages, including foodstuffs, human waste, animal waste, cooking oil, vehicular fuel, natural events (floods, storms, etc) or wilful damage or vandalism;
 - 85.3.2. Responding to cleaning requirements generated via projects undertaken by Others;
 - 85.3.3. Responding to COVID-19 and other 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. These services shall require testing to ensure Affected Property are contamination free prior to any return-to-the-office by the *Client's* personnel;

- 85.3.4. Replenishing hygiene / clinical consumables;
- 85.3.5. Maintaining cleanliness of prestige / high profile areas; and
- 85.3.6. 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.

85.4. The *service* delivered outside of the agreed cleaning operational hours shall be managed as per the Service Orders and Project Orders.

86. Service I11 – Housekeeping

86.1. The following Standards apply to this Service - SI11.

86.2. The *Service Provider* shall provide a professionally managed housekeeping Service for staff and visitors as defined in the Building Packs for each of 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.

86.3. The *Service Provider* shall provide a resource management plan (structure and format to be agreed with the *Service Manager* during the Mobilisation Period), which addresses actions to be taken by the *Service Provider* to achieve the following:

- 86.3.1. An increase in recycling or reuse of discarded items in line with the Waste Hierarchy;
- 86.3.2. A reduction in emissions associated with the *service* delivered at the Affected Property (e.g., waste collection and disposal Services);
- 86.3.3. An increase of recycled content in linen against an agreed baseline;
- 86.3.4. An increase in textiles recycled or re-used at end of life against an agreed baseline;
- 86.3.5. An increase in the average number of washes per unit against an agreed baseline; and
- 86.3.6. A reduction in the whole life cost of textiles service against an agreed baseline.

86.4. As part of the resource management plan, the *Service Provider* shall:

- 86.4.1. Measure and report performance on a periodic basis at a frequency agreed with the *Service Manager*. Reports shall be supported by evidence in the form of inventory logs, energy consumption readings and equipment utilisation logs; and

86.4.2. Identify management actions and investment priorities for reducing cost and improving materials, energy, and carbon efficiency.

86.5. 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 *Service Manager*.

86.6. 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.

87. Service I12 - IT Equipment Cleaning

87.1. The following Standards apply to this Service - SI12.

87.2. Where this Service I12 is instructed by the *Service Manager*, the *Service Provider* shall clean and sanitise desktop computers, screens and keyboards.

87.3. Costs associated with this service will be charged through the Service Order process.

88. Service I13 - Specialist Cleaning

88.1. The following Standards apply to this Service - SI13.

88.2. The *Service Provider* shall provide a specialist cleaning service at the Affected Property which shall include but not be limited to:

88.2.1. Antiques.

88.2.2. Pictures;

88.2.3. Artwork;

88.2.4. Sculptures;

88.2.5. Statues;

88.2.6. Ceramics;

88.2.7. Fabrics;

88.2.8. Pictures, including frames;

88.2.9. Trophies; and

88.2.10. Chandeliers.

88.3. The cleaning regimes shall comply with the advice / recommendations provided by English Heritage / CADW / Historic Environment Scotland, the specialist conservation consultant and as instructed by the *Service Manager*. The *Service Provider* shall ensure that utmost care be taken when handling and cleaning these items.

- 88.4. 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 *Service Manager* before attempting to conduct cleaning.
- 88.5. This service shall be delivered on an ad hoc basis. Costs associated with this service will be charged through the Service Order or Project Order process under the contract when instructed. Further information will be provided in the Building Packs.

89. Service I14 – Cleaning of Curtains and Window Blinds

- 89.1. The following Standards apply to this Service - SI14.
- 89.2. The *Service Provider* shall provide a professionally managed curtain and window blinds cleaning service. The frequency shall be agreed with the *Service Manager* and in line with Building Pack.
- 89.3. Curtains are to be removed from rails and cleaned by a suitable approved and environmentally friendly method. Care should be taken to maintain any guarantees on the curtains.

90. Service I15 – Laboratory, Medical and Clinical Cleaning

- 90.1. The following Standards apply to this Service - SI15.
- 90.2. The *Service Provider* shall be responsible for the cleaning of all laboratories, medical areas, clinical areas and first aid rooms where this is specified in the Building Pack for the Affected Property.
- 90.3. The *Service Provider* shall be responsible for the cleaning of all laboratory and medical equipment where this is specified in the Building Pack for the Affected Property.
- 90.4. 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.
- 90.5. The *Service Provider* shall ensure that the service 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 in the Building Pack.

91. Service I16 - Pest Control Services

- 91.1. The following Standards apply to this Service - SI16.
- 91.2. The *Service Provider* shall provide a bi-monthly planned, or as otherwise specified in the Building Pack, and re-active pest control service to keep the Affected Property free from all types of rodents, birds and insects and other known pests identified in the Building Packs including, but not limited to, foxes, moles, and / or rabbits. Costs to be included in the Prices. Where instructed by

the *Service Manager* any additional pests will be included in the Service I16 and are an additional cost subject to the Service Order process.

91.3. 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 at the Affected Property. The *Service Provider* shall minimise all potential risks to wildlife, the environment and humane pest control methods are given consideration whilst developing the pest control action plan.

91.4. A detailed survey of the Affected Property shall be delivered to the *Service Manager* within six (6) months of the commencement of the Mobilisation Period. 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 to ensure that Service I16 is ready at the Full Service Commencement Date.

When considering the plan, the *Service Provider* should review all measures taken to prevent avian access, such as nets and roosting wires. Where these measures are not present, but the *Service Provider* believes these would materially assist in preventing avian access a costed recommendation report is to be submitted to the *Service Manager* as part of the *Service Provider's* survey.

If any additional equipment or specialist service is required as a result of the survey it will be instructed by the *Service Manager* and managed via the Service Order process.

91.5. 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*, and deliver an emergency reactive service and respond to emergency pest control requirements within twenty-four (24) hours of being notified.

91.6. The *Service Provider* shall respond to routine pest control requirements as per the priority identified through the helpdesk but no later than five (5) days.

91.7. 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 *Service Manager* and record all details on the CAFM system.

91.8. 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.

91.9. The *Service Provider* shall where necessary, align the pest control management plan with other services such as cleaning and the grounds maintenance regime to maximise potential synergies with these services.

91.10. There will be additional requirement for museums, galleries, nature conservation sites, historic environments, housing, forestry and woodlands, archives and laboratories. This shall be identified in the Building Packs.

91.11. The *Service Provider* shall remove all dead rodents, birds and insects, either as a result of the pest control service or other means and dispose of them in an environmentally friendly way.

91.12. The *Service Provider* is to provide an avian control service, to minimise the presence of pigeons, gulls, and other birds at the Affected Property. The service must include a programme for the control of avian pests, demonstrating a proactive approach, being cognisant of the breeding seasons, incorporate nest and egg control and regular cleaning of the exteriors of premises to keep the premises free of bird droppings to prevent and remedy the damage their droppings may do to the Affected Property.

91.13. The *Service Provider* is to provide a pest control service using hawks or other birds of prey where this is appropriate to do so. This is required as bird proofing may not be a complete option or solution for some sites. Affected Property where this solution may be required are identified in the Building Packs.

These services should supplement the normal avian control services being provided in accordance with this contract where required. The decision on the use of this additional service to minimise the presence of birds will rest with the *Service Manager*. It must be included as part of the overall site pest control action plan of the Affected Property.

Bird of prey based services should contain bespoke flight plans and a programme tailored to suit each Affected Property requirements including other bird scaring systems including use of kites and speaker systems as appropriate. The effectiveness of the service must be monitored with monthly reports provided to the *Service Manager* and consideration of alternative control methods if the service is proving ineffective at any Affected Property.

The *Service Provider* shall be responsible for procuring all licenses, approvals and consents necessary for the purpose of bird control, nest, or egg removal. Where a problem is already identified at a site, all licenses must be in place before the start of any nesting season. The *Service Provider* will be required to demonstrate value for money when hiring access equipment, recommending abseiling or other associated services and these should be fully costed as part of the core service.

92. Service I17 - Linen and Laundry Services

92.1. The following Standards apply to this Service - SI17.

92.2. The *Service Provider* shall provide all linen required to carry out the service at a cost to be agreed in the Service Order and shall be responsible for the laundering, organisation, and control of all linen stocks as instructed by the *Service Manager*.

92.3. The *Service Provider* shall ensure that an adequate stock of all linen is available and in good repair at all times.

92.4. The *Service Provider* shall provide:

92.4.1. Laundered entrance mats, where required, at a frequency stipulated by the *Service Manager*;

- 92.4.2. A laundry and linen service for Service Provider Staff that must sleep overnight within the Affected Property. This includes the collection and cleaning of clothes and other items upon request;
- 92.4.3. All towels including first aid and treatment rooms;
- 92.4.4. An ad hoc dry-cleaning services at the request of the *Service Manager* and dispatch submitted items for dry cleaning and shall ensure collection and return in accordance with procedures agreed with the *Service Manager*. If instructed by the *Service Manager* costs for this service will be via the Service Order process; and
- 92.4.5. In addition, the *Service Provider* shall provide a laundering and dry-cleaning service on an ad-hoc basis to deliver an eight (8) hour turnaround time for custody detainee clothing.

The *Service Provider* shall provide British Transport Police with a price list for laundering and dry cleaning a range of clothing types. The price list shall be reviewed and agreed with the *Service Manager* quarterly.

Costs for this service are on a pass-through basis and will be instructed by the *Service Manager* via the Service Order process.

In the event that any detainee clothing is lost or damaged whilst under the control of the *Service Provider*, the *Service Provider* shall replace the lost or damaged item at no cost to British Transport Police.

- 92.5. This service shall be fully integrated with the housekeeping service wherever possible.

Work Package J – Workplace FM Services

93. Service J1 - Mail Services

93.2. The *Service Provider* shall be responsible for the management and successful operation of a streamlined mail room service that is integrated whenever possible with all other relevant services in order to provide value for money for the *Client*.

93.3. If instructed, the *Service Provider* shall provide a secure mail delivery service between Central Government Bodies on a national basis throughout the United Kingdom. This requirement shall be in addition to the Price and will be instructed by the *Service Manager* during the Service Period if it is required.

93.4. The *Service Provider* shall be solely responsible for the interface between the *Client* and all third-party service providers in relation to mail. The *Service Provider* shall provide innovative, sustainable and environmentally aware proposals for the most advantageous services offered by Subcontractor(s) or directly by themselves.

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.

93.5. 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.

93.6. The *Service Provider* shall manage the receipt of incoming mail delivered by third-party mail providers. Dependent on requirements, all mail shall be sorted and x-rayed, scanned, and subject to other scrutiny as specified by the *Service Manager* in accordance with the *Client's* procedures and security requirements. The *Service Provider* shall ensure that staff have received adequate and up-to-date training for this purpose. Mail shall be collected and delivered on the same day within hours shown within the Building Packs to pre-determined locations.

93.7. Where appropriate, the *Service Provider* shall ensure that all tender documents, cheques, postal orders or cash received in the mail room are logged accurately and held securely pending collection by the intended recipient. A full audit trail will be provided by the *Service Provider*.

93.8. The *Service Provider* shall ensure that all mail room staff are aware of security guidelines for postal services, including techniques for dealing with suspect packages. The *Service Provider* shall put in place procedures to prevent the loss of items of post in their possession.

93.9 Incoming items of priority mail (special delivery and recorded delivery items) will be logged, and the *Service Provider* shall ensure that these items are passed to recipients with thirty minutes of receipt in the mail room.

93.10 The *Service Provider* shall provide a range of outgoing mail solutions including, but not limited to, special delivery, overseas mail services, conventional mail

and parcel services. The *Service Provider* shall manage the despatch of outgoing mail via the Mail Rooms. It is the policy of the *Client* that all post shall be despatched via second-class mail unless otherwise marked. Post shall be sorted into relevant despatch types and franked and bagged up accordingly. All outgoing mail shall be dispatched on day of collection from mail drop-off points. The *Service Provider* may provide assistance, when requested, in packaging larger items prior to despatch. The *Service Provider* shall endeavour to assist the *Client's* personnel with late deliveries and special requests.

- 93.11 The *Service Provider* shall be responsible as required for the management of bulk mail despatches. This service may be requested by the *Service Manager* at short notice and to tight deadlines.
- 93.12 The *Service Provider* is required to keep separate accounting records for each Business Unit to facilitate the *Client's* internal accounting requirements. These records shall be available at all times for audit purposes. Records may include but not be limited to all courier collections, special deliveries received and despatched, volume data.
- 93.13 The *Service Provider* requires regular analysis of trends in the usage of mail services via monthly reports and/or quarterly or annual reviews. This should enable the *Service Manager* to identify peaks and troughs of demand and emerging patterns of usage.
- 93.14 The *Client* will pay for all postage costs and the *Service Provider* shall be required to work within budget limits set by the *Client*. The *Service Provider* shall therefore be required to keep detailed monthly accounts of expenditure on postal services. These records must be capable of being audited and used to analyse trends.
- 93.15 The *Service Provider* shall not have the ability to exceed the budget dedicated for the purchase of postage, without the written notification from the *Service Manager*. The *Service Provider* shall be expected to pay all franking/postal charges, against this budget, and re-invoice the *Client* on a Passthrough basis.
- 93.16 The *Service Provider* shall take steps to Provide the Service in a way that takes steps to minimise carbon and reduce it where practical, e.g., with the use of electric vans and other sustainable transport solutions.

94. Service J2 - Internal Messenger Service

- 94.1. The following Standards apply to this Service - SJ2.
- 94.2. The *Service Provider* shall provide a messenger service at each Affected Property where required.
- 94.3. The messenger service shall be responsive and shall complement other aspects of this contract where cost effective efficiencies can be delivered.
- 94.4. All internal items (within the same building) shall be collected and delivered on the same day within Operational Working Hours as per the Affected Property Building Pack.
- 94.5. The range of tasks expected of the messenger services includes but is not limited to the collection of deliveries to the Affected Property, the delivery of

stationery and computer equipment, collection of urgent mail for despatch when requested, delivery of mail, assistance with the removal of parcels to the Mail Room, replenishing photocopier paper levels. Details of tasks to be provided in Building Packs.

- 94.6. The *Service Provider* shall deliver incoming mail to mail drop-off points in the Affected Property and will collect outgoing items from these points. All incoming mail shall be delivered within two hours of receipt in the mail room. The *Service Provider's* Plan shall detail a methodology for the collection, sorting, and despatch of all outgoing mail. This shall identify the pick-up and drop-off times from team collection points within the Affected Property.
- 94.7. The *Service Provider* shall ensure that messengers take cognisance of all tasks that may require priority handling ensuring that it is dealt with appropriately.
- 94.8. *Service Provider* staff shall obtain signatures where appropriate to provide an audit trail for the safe and secure delivery of goods and post.
- 94.9. It will be the *Service Provider's* responsibility to ensure that this service is delivered judiciously to ensure that the *Client* can continue to carry out its business activities effectively. The *Client* may require the provision of a messenger service outside Core Service Hours. This is classed as an additional service and will be arranged through the Service Order process under the contract when instructed.
- 94.10. The *Service Provider* shall take steps to Provide the Service in a way that takes steps to minimise carbon and reduce it where practical, e.g., with the use of electric vans and other sustainable transport solutions.

95. Service J3 - Courier Booking and Distribution Services

- 95.1. The following Standards apply to this Service - SJ3.
- 95.2. The *Service Provider* shall be responsible for the delivery of these services. These may include but not be limited to:
 - 95.2.1. National and international courier service for the *Client*.
 - 95.2.2. Distribution of these *services* across Affected Property or to *Service Manager* notified locations;
 - 95.2.3. Packaging goods in readiness for distribution across Affected Property or to *Service Manager* notified locations; and
 - 95.2.4. Logistics services associated with the transport of goods within / across Affected Property or *Service Manager* notified locations;
- 95.3. The *Service Provider* shall use departmental and / or pan-Government contracts and other commercial vehicles that have been approved by the *Service Manager* to procure courier booking service.

Should the *Service Provider* be able to demonstrate that their supply chain is able to offer better value-for-money, the *Service Manager* may accept those as suitable Subcontractor(s), however the *Service Manager* reserves the right to choose the delivery approach for this service.

96. Service J4 – Minor Repairs Service

- 96.1. The following Standards apply to this Service - SJ4.
- 96.2. The *Service Provider* shall provide:
 - 96.2.1. An adaptable and responsive minor repairs service to the Affected Property during Operational 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
 - 96.2.2. All necessary tools and equipment for carrying out the repairs service, including access equipment to enable the *Service Provider* to perform tasks safely.
- 96.3. 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, expertise and experience in the wide range of maintenance and repair requests that are likely to be demanded of this service.
- 96.4. The *Service Provider* must ensure it maximises the minor repairs service to complement all other aspects of its workforce. The *Service Provider* must ensure that this service is integrated whenever possible with all other relevant services in order to provide value for money for the *Client*.
- 96.5. Sole contact shall solely be made through and monitored by the helpdesk. The minor repairs service shall be available to deal with general small repairs and decoration on a planned, reactive, or ad hoc basis.
- 96.6. Tasks likely to fall within the remit of the minor repairs service include but are not limited to:
 - 96.6.1. Picture hanging;
 - 96.6.2. Shelf hanging;
 - 96.6.3. Pin-board installation;
 - 96.6.4. Light bulb changing;
 - 96.6.5. Toilet-seat replacement;
 - 96.6.6. Clearing minor pipe / drain blockages;
 - 96.6.7. Building fabric inspections;
 - 96.6.8. Carpet repairs; and
 - 96.6.9. Movement of boxes and small-scale furniture movement.
- 96.7. Costs for the minor works service are to be included in the Inclusive Repair Threshold. Any additional works, over Inclusive Repair Threshold shall be subject to *Service Manager* approval prior to proceeding. Costs above the Inclusive Repair Threshold are to be managed through the Service Order process under when instructed.
- 96.8. The *Service Provider* shall be required to demonstrate the validity and maximum usage of the service and shall continuously seek to drive down costs

associated with the service through multi-tasking and re-deployment on a daily basis.

- 96.9. The *Service Provider* shall explore the synergies between all other services when resourcing this service.
- 96.10. The *Service Provider* shall ensure that the minor repairs service 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 Reactive Maintenance Works within the CAFM system.
- 96.10. 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 has been instructed, the *Service Provider* shall be responsible for managing a monthly reconciliation process with the *Service Manager* 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 in the Building Packs.

97. Service J5 - Move and Space Management (Internal Moves)

- 97.1. The following Standards apply to this Service - SJ5.
- 97.2. In respect of the move management service, where a move is instructed by the *Service Manager*, the *Service Provider* shall be responsible for managing the move process and for the execution of the move. 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 and including desk numbering systems if applicable. The *Service Provider* shall provide an estimate of the cost of the move which shall be managed via the Service Order process under the contract when instructed.
- 97.3. The *Service Provider* shall ensure that the *Service Manager* has issued written approval prior to execution of any move.
- 97.4. Where the move involves a flexible workspace, the management of the move shall be undertaken in conjunction with any third-party service provider in relation to space management to ensure that the aims and integrity of the flexible workspace is maintained.
- 97.5. Temporary storage of furniture and crate hire may be a requirement for certain moves.

98. Service J6 – Porterage

- 98.1. The following Standards apply to this Service - SJ6.
- 98.2. The *Service Provider* shall provide a professionally managed porterage service as required at each Affected Property. The *Service Provider* must ensure that this service is integrated whenever possible with all other relevant Services in order to provide value for money for the *Client*.
- 98.3. The *Service Provider* shall recognise that the *Service Manager* may notify urgent requests for porterage services. The *Service Provider* shall ensure these notifications take priority.

- 98.4. Where ad hoc requests for portage services are requested by the *Service Manager* outside Operational Working Hours, the *Service Provider* shall be responsible for delivering the services. When instructed by the *Service Manager*, costs for this service shall be managed via the Service Order process.
- 98.5 The portage service provided shall be flexible in nature and able to accomplish small office moves and to assist other FM services as required including the delivery of internal and external post, parcels, delivering stationery to allocated store areas and moving heavy packages.
- 98.6. The portage 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 and service provider escorting as requested before conferences and meetings coordinated via the helpdesk.
- 98.7. Portage services may be required for both small and more complex tasks. For example, a small task may include, but not be limited to moving a filing cabinet; or for those more complex tasks requiring more time and effort these may include moving an entire management unit as part of a larger project.

99. Service J7 – Clocks

- 99.1. The following Standards apply to this Service - SJ7.
- 99.2. The *Service Provider* shall:
- 99.2.1. Provide replacement batteries to a range of battery-powered clocks that are in use and dispose of empty batteries, in accordance with any regulations governing the disposal of batteries; and
 - 99.2.2. Ensure appropriate change in clock time to all clocks within the Affected Property during the appropriate British Summer Time (BST) / Greenwich Mean Time (GMT) time changes.
- 99.3. Where the Affected Property has antique clocks present that require specialist maintenance arrangements the *Service Provider* shall ensure:
- 99.3.1. They are maintained in line with heritage requirements;
 - 99.3.2. They are maintained by their original donating body such as the National Galleries, Silver Trust etc. where appropriate;
 - 99.3.3. Where they require winding, they shall receive the appropriate service at appropriate intervals; and
 - 99.3.4. 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.
- 99.4. Replacement of clocks shall be the responsibility of the *Client*.

100. Service J8 – Signage

- 100.1. The following Standards apply to this Service - SJ8.

- 100.2. 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.
- 100.3. During the Mobilisation Phase, the *Service Provider* shall be responsible for undertaking a review of all statutory 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 to identify:
- 100.3.1. The condition of the installed signage; and
 - 100.3.2. Levels of compliance with all statutory requirements.
- 100.4. The *Service Provider* shall be responsible for issuing the *Service Manager* details of the review in a formal report during the Mobilisation Period, which shall include rectification plans and costs where appropriate.
- 100.5. 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.
- 100.6. The *Service Provider* shall agree design elements for all signs with the *Service Manager* and shall ensure only agreed formats are installed.
- 100.7. The *Service Manager* will conduct spot checks, with no notice, of the adequacy of existing signage from the Full Service Commencement Date, to be satisfied of adherence to this service.
- 100.8. Where throughout the course of the Service Period the *Service Manager* identifies a need for additional signage and this is deemed to be an addition to the contract scope in the contract, costs for any Service Orders issued by the *Service Manager* shall be managed via the Service Order process.
- 100.9. 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.

101. Service J9 - Archiving (On-Site)

- 101.1. The following Standards apply to this Service - SJ9.
- 101.2. The *Service Provider* shall provide a holistic document storage service. The *Service Provider* shall provide the service based on the Building Pack requirement relating to document storage and the on-site storage capacity.
- 101.3. 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.
- 101.4. Where instructed by the *Service Manager*, the *Service Provider* may be required to combine services delivered by *Service Provider* Staff working at the Affected Property to achieve efficiencies in on-site archiving. Cross / multi

skilling of *Service Provider* Staff at the Affected Property is therefore a requirement.

102. Service J10 - Furniture Management

102.1. The following Standards apply to this Service - SJ10.

102.2. 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.

102.3. 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.

102.4. The *Client* may expand or contract its usable office space at short notice. The *Service Provider* shall assist in the management of this natural expansion and contraction.

102.5. The *Service Provider* shall:

102.5.1. 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;

102.5.2. 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 its intended place;

102.5.3. 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

102.5.4. At all times maintain accurate records of stored furniture and goods, including a photo entry of all stored items.

102.5.5. Ensure that:

102.5.5.1. No item leaves or arrives at the Affected Property without associated logging for corporate governance purposes; and

102.5.5.2. The Asset information is in the appropriate systems where relevant.

102.5.6. 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;

- 102.5.7. Ensure that the *Service Manager* is aware of the contact point for collection, replacement or addition to all furniture and equipment;
- 102.5.8. Keep the helpdesk fully informed to enable the helpdesk to respond to the request originator within anticipated timescales for deliveries and removals;
- 102.5.9. 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;
- 102.5.10. Undertake regular audits and reviews of stored equipment and its condition;
- 102.5.11. 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*. Prior to any furniture being disposed of, the *Service Provider* is encouraged to facilitate its further use with charity or community groups where possible;

- 102.5.12. Have professional knowledge of business Standards relating to office furniture, including the provision of flexible working spaces and acceptable environmental conditions, included within the services;
- 102.5.13. 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*;
- 102.5.14. Remain conversant with sustainable developments and green procurement guidelines and new Standards being applied to the industry that the *Client* shall comply with. The furniture Government Buying Standard should represent a minimum requirement; and
- 102.5.15. 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 *Service Manager* on request and will be kept for the duration of the Service Period.

103. Service J11 - Space Management

- 103.1. The following Standards apply to this Service - SJ11.
- 103.2. This service requirement (including removal / transfer costs for furniture between locations) shall be outside the Prices and, when instructed by the *Service Manager*, shall be dealt with via the Service Order process.
- 103.3. The *Service Provider* shall provide space management services and office moves. The service shall include the relocation of IT and telecommunications equipment as instructed by the *Service Manager*. The *Service Provider* shall arrange the transfer of ICT connections, unless this would normally be provided by a third party's service provider responsible for the delivery of ICT services under a separate contract / contract with the *Client*.
- 103.4. The *Service Provider* shall undertake larger office moves or re-stacks of buildings as instructed by the *Service Manager*. This shall be an additional cost dealt with via the Service 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 with the *Service Manager*. The *Service Manager* may elect to instruct the *Service Provider* to undertake this work or may instruct another third-party service provider.

- 103.5. An instruction shall be notified by the *Service Manager* to the *Service Provider* before any chargeable space planning design and workplace strategy services is undertaken.
- 103.6. 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 Provider* in all instances to confirm the relative priority/urgency of any request in order that it can be accomplished within the requested time scale.
- 103.7. In no instance shall the *Service Provider* proceed with a space planning exercise without the prior instruction from the *Service Manager*. 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.
- 103.8. The *Service Provider* shall manage the furniture inventory in three separate areas:
 - 103.8.1. Managing the existing furniture supply contract;
 - 103.8.2. Managing an off-site storage facility for used furniture; and
 - 103.8.3. Managing the future approach to procurement.

104. Service J12 - Cable Management

- 104.1. The following Standards apply to this Service - SJ12.
- 104.2. This requirement shall be outside the Prices and when instructed by the *Service Manager* shall be dealt with via the Service Order process.
- 104.3. 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.
- 104.4. 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 *Service Manager*. Any necessary third-party consents that are required will be managed by the *Service Provider*.

105. Service J13 - Reprographics Service

- 105.1. The following Standards apply to this Service - SJ13.
- 105.2. 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.
- 105.3. 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 data library, together with historic data in respect of volumes of copying.
- 105.4. 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.

106. Service J14 - Stores and Goods Management Services

- 106.1. The following Standards apply to this Service - SJ14.
- 106.2. 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* must ensure that this service is integrated

whenever possible with all other relevant services in order to provide value for money for the *Client*.

- 106.3. 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*.
- 106.4. The *Service Provider* shall ensure that stored items are issued in strict compliance with the authorisation protocols as instructed by the *Service Manager*.
- 106.5. The *Service Provider* shall ensure that all requests are recorded within the CAFM system unless notified otherwise by the *Service Manager*.
- 106.6. The *Service Provider* shall be responsible for unpacking *Client* deliveries and placing into storage as required by the *Service Manager*. 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).
- 106.7. The *Service Provider* shall provide a goods handling and inspection service to the *Client*. The service shall include but not be limited to:
 - 106.7.1. Off-loading goods from vehicles;
 - 106.7.2. Repackaging and re-loading goods from vehicles;
 - 106.7.3. Opening, unpacking and delivery of goods; and
 - 106.7.4. Goods handling and transportation services. This is typically the management of 'goods in' such as furniture, IT equipment, stationery, and other office deliveries.
- 106.8. Where these services are instructed by the *Service Manager*, the *Service Provider* shall be responsible for the provision of all equipment required to manage the deliveries (e.g., pallet trucks, forklift 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.
- 106.9. The *Service Provider* shall forward all investigation reports concerning Losses or damage to the stored items to the *Service Manager* to support the *Client's* internal financial management and reimbursement processes.
- 106.10. 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*.

107. Service J15 - Portable Washroom Solutions

- 107.1. The following Standards apply to this Service - SJ15.
- 107.2. The *Service Provider* shall be responsible for the management and cleaning of latrines and supply, delivery and collection of all portable facilities required at the Affected Property.
- 107.3. The service shall include the provision of:
 - 107.3.1. Washing facilities;

- 107.3.2. Showering facilities;
 - 107.3.3. Toilet facilities; and
 - 107.3.4. Waste storage and collection.
- 107.4. The service shall include the supply, delivery and installation of all associated hand washing detergents, cleaning detergents, paper towels, toilet paper and waste receptacles. Accessible facilities must be provided upon request.
- 107.5. 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. If instructed by the *Service Manager*, this service shall be an additional cost managed via the Service Order process.

108. Service J16 – Additional Support Services

- 108.1. The following Standards apply to this Service - SJ16.
- 108.2. The *Service Provider* shall be responsible for the provision of administrative support services for the Affected Property. These services shall include:
- 108.2.1. Personal assistant duties;
 - 108.2.2. Clerical support services;
 - 108.2.3. Procurement support services;
 - 108.2.4. Recruitment and work placement support services;
 - 108.2.5. Customer relationship management services;
 - 108.2.6. Quality and performance management services;
 - 108.2.7. Corporate support services;
 - 108.2.8. Events and conference management services;
 - 108.2.9. Video conferencing systems support;
 - 108.2.10. Business travel services;
 - 108.2.11. Stationary services; and
 - 108.2.12. Switchboard services.
- 108.3. If instructed by the *Service Manager*, this service shall be at additional cost managed via the Service Order process.

Work Package K: Visitor Support Services

109. Service K1 - Reception Services

- 109.1. The following Standards apply to this Service - SK1.
- 109.2. The *Service Provider* shall provide a professional, reception service appropriate to the business use of the Affected Property. In reception areas of each Affected Property, the reception service shall liaise with and complement the security service.
- 109.3. 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 the Affected Property.

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.
- 109.4. The *Client* may host 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 within the overall management of the reception service.
- 109.5. The *Service Provider* shall provide a switchboard service and make use of the *Client's* telephony systems where available to manage incoming telephone calls for the *Client's* staff at the Affected Property where the switchboard service is combined with the 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 or as instructed by the *Service Manager*.
- 109.6. 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.
- 109.7. The *Service Provider* shall provide a professional, night reception service appropriate to the business use of the Affected Property. In reception areas of each Affected Property, the night reception Service 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 are dealt with professionally and promptly.

109.8. All reception staff are to have received customer service training appropriate to their role and be dressed in formal business attire such as a trouser suit, white shirt, tie, and black polished shoes in a style to be agreed with the *Service Manager*.

110. Service K2 - Taxi Booking Services

110.1. The following Standards apply to this Service - SK2.

110.2. The *Service Provider* shall propose, manage and co-ordinate a taxi booking service for the *Client*.

110.3. The use of environmentally preferable vehicles such as electric vehicles, zero emissions vehicles, Ultra-Low Emission Vehicles (ULEV) and those powered by Liquid Petroleum Gas (LPG) shall be considered. The proposed costs for providing Service K2 shall be shown within the Prices but this will not include the cost for journeys made via this service.

110.4. Should the *Service Provider* be able to demonstrate that their supply chain is able to offer better value for money, the *Service Provider* may accept those as suitable Subcontractor(s). The *Service Provider* reserves the right to choose those or alternative service providers for this service.

111. Service K3 - Car Park Management and Booking Service

111.1. The following Standards apply to this Service - SK3.

111.2. The *Service Provider* shall provide a car park management service via the helpdesk.

112. Service K4 - Voice Announcement System Operation

112.1. The following Standards apply to this Service - SK4.

112.2. The *Service Provider* shall use the voice announcement system, where available at the Affected Property, on occasions requiring broadcasts or announcements to be made to the *Client's* staff, as requested by the *Service Manager*.

112.3. 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. All announcements shall be clear and easily understood and provided in English except where the *Service Manager* requires other languages to be used, e.g., Welsh for buildings subject to the Welsh Language Act 1993.

Work Package L: Security Services

113. Service L - Generic Security Requirements

113.1. The *Service Provider* shall maintain a physical security provision required by the *Client* as per Annex A – Processes and Standards and the Building Packs and shall ensure:

113.1.1. All services are delivered in full compliance with the required security standards as detailed in Annex A – Processes and Standards;

113.1.2. The production and regular updating of *Service Provider* Staff instructions that cover all the *Client's* requirements;

113.1.3. They meet the requirements of the *Client* for security services, use of technology and procedures. The *Service Provider* shall liaise directly with the *Service Manager* and shall at all times ensure that access to Service Provider Staff is granted on request by the *Service Manager*;

113.1.4. They collaborate with the *Service Manager* and provide access to all documentation related to the service as requested by the *Service Manager* when conducting any spot checks of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during Service Period without any prior notice;

113.1.5. They maintain a comprehensive list of the Service Provider Staff / *Client* staff to be contacted in an emergency situation or Business Critical Event twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks of the year. This list shall include specialist staff and / or Subcontractors 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 the *Service Manager*, all appropriate staff and to the helpdesk;

113.1.6. All Service Provider Staff shall be supplied with a suitable uniform to be agreed with the *Service Manager* and shall present a professional appearance at all times;

113.1.7. They provide and or maintain all appropriate communications devices as required by Service Provider Staff to Provide the Service at the Affected Property;

113.1.8. That all Service Provider Staff carry valid passes as approved by the *Service Manager* at all times whilst on duty;

113.1.9. All Service Provider Staff delivering this service have successfully completed training such as relevant SIA licensing and be in possession of a first aid responder qualification;

113.1.10. Where there are lifts on site, Service Provider Staff delivering the service (or static Maintenance staff) 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 prevents this provision, the alternative arrangements will be instructed by the *Service Manager*;

- 113.1.11. The provision of gender appropriate security staff to meet the *Client's* security requirements;
- 113.1.12 The *Service Provider* shall ensure that *Service Provider staff* delivering the service have successfully received training in the use of automated external defibrillators ("AEDs") 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;
- 113.1.12. The provision of multilingual security Personnel and translation services relevant to security may be required. Where the *Client* requires these services, they will be instructed by the *Service Manager*. Costs for the provision of these services will be managed via the Service Orders process.
- 113.1.13. Where it is required, the *Service Provider* shall be responsible for the production and regular updating of shift rotas and planned attendance details.

114. Service L1 - Static Guarding Service

- 114.1. The following Standards apply to this Service - SL1.
- 114.2. The *Service Provider* shall provide a static guarding service at the Affected Property as defined in the Building Packs. The security duties shall include but not be limited to:
 - 114.2.1. The operation of building access control systems for people and vehicles, into Affected Property to prevent unauthorised access;
 - 114.2.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record these incidents to the *Service Manager*;
 - 114.2.3. Conducting vehicle and personnel searches according to the current response level for the Affected Property;
 - 114.2.4. 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 *Service Manager* and be recorded on the CAFM system;
 - 114.2.5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response;

- 114.2.6. 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;
- 114.2.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;
- 114.2.8. Process and enable building passes and operate the automated access control system (AACS);
- 114.2.9. Security breach patrols within the Affected Property are to be conducted outside of Operational Working Hours and managed to identify offenders and return any confiscated materials;
- 114.2.10. 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 professionally;
- 114.2.11. Secure the 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 *Service Manager* (including the fire and incident authorised control officer) and complete a security incident or accident report form if required;
- 114.2.12. Monitor and control delivery and removal of all goods and mail to each Affected Property, logging and maintaining such records;
- 114.2.13. Operate barrier control systems;
- 114.2.14. Manage car parking security;
- 114.2.15. Order and keep records of taxis booked during non-Operational Working Hours.
- 114.2.16. Liaison with the helpdesk for service calls outside Operational Working Hours;
- 114.2.17. Control all radio battery charging;
- 114.2.18. Issue and receipt of fire alarm pagers daily;
- 114.2.19. Manage / assist with the release of trapped staff in lifts;
- 114.2.20. Open and lockup of Affected Property including escort of cleaning staff;
- 114.2.21. Search baggage and vehicles on entry, dependent on the response level;
- 114.2.22. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
- 114.2.23. Handle and secure lost property;

- 114.2.24. Interrogating CCTV footage and assisting the *Service Manager* with the provision of stored images to be used as evidence in the event of reported security breaches at the Affected Property;
 - 114.2.25. Inform the police and the *Service Manager* when any unlawfully held item or offensive weapon is surrendered or seized; and
 - 114.2.26. Record and report statistics on items surrendered and seized to the *Service Manager*.
- 114.3. The *Service Provider* shall maintain a physical security provision required by the *Client* to meet the requirements of Annex A – Processes and Standards and the Building Packs.
- 114.4. The *Service Provider* shall comply with the required security Standards as detailed in Annex A – Standards and Processes
- 114.5. The production and regular updating of *Service Provider* Staff instructions that cover all the *Client's* requirements .
- 114.6. The security service of the *Service Provider* shall meet the requirements of the *Client* for guarding, use of technology and procedures.
- The *Service Provider* shall liaise directly with the *Service Manager* as required and shall at all times ensure that access to relevant Service Provider Staff is granted on request by the *Service Manager*.
- 114.7. They collaborate with the *Service Manager* and provide access to all documentation related to the service as requested by the *Service Manager* when conducting any spot check of the adequacy of the *Service Provider* arrangements and the security staff in general. These inspections may take place at any time and without prior notice.
- 114.8. The *Service Provider* shall maintain a comprehensive list of the Service Provider Staff / *Client* staff to be contacted in an emergency situation or Business Critical Event twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks of the year. This list shall include specialist staff and / or Subcontractors 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 the *Service Manager*, all appropriate staff and to the helpdesk.
- 114.9. 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's instructions. During times of heightened security, the *Service Provider* shall provide further detailed security provision as required by the *Service Manager*. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Affected Property or in car park areas for potential suspect devices.
- 114.10. All *Service Provider* Staff shall be supplied with a suitable uniform to be agreed with the *Service Manager* and shall present a professional appearance at all times.

- 114.11. The *Service Provider* shall provide and maintain all appropriate communications devices as required by Service Provider Staff to Provide the Service at the Affected Property. The *Service Provider* shall supply and maintain all mobile communications equipment required by Service Provider Staff for the supply of the services.
- 114.12 That all Service Provider Staff shall ensure that all security staff carry valid passes at all times whilst on duty.
- 114.13. The *Service Provider* shall ensure Service Provider Staff delivering this service shall have successfully completed training such as SIA and be in possession of a first aid responder qualification.
- 114.13. Where there are lifts at the Affected Property, Service Provider Staff delivering the service (or static maintenance staff) 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 prevents this provision, the alternative arrangements will be instructed by the *Service Manager*.
- 114.15 The provision of gender appropriate security staff to meet the *Client's* security requirements.
- 114.15. The *Service Provider* shall ensure that Service Provider Staff delivering the service have successfully received training in the use of automated external defibrillators (“**AEDs**”) 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.

115. Service L2 - CCTV / Alarm Monitoring

115.1. The following Standards apply to this Service - SL2.

115.2. The *Service Provider* shall:

- 115.2.1. Operate the *Client's* CCTV systems in accordance with CPNI guidelines and all legislation e.g., Protection of Freedoms Act (2012) and the Data Protection Act (2018);
- 115.2.2. Where *Client* staff operate 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 Policy.
- 115.2.3. 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*.

- 115.2.4. 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
- 115.2.5. 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.
- 115.3. Any digital video recorders (“DVR’s”) used by the *Service Provider* to monitor CCTV shall be provided and maintained by the *Service Provider*. Where the *Client* requires DVR’s to be networked on the *Client's* IT systems, the requirement will be specified in the Building Packs.
- 115.4. 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 four (4) weeks before re-use and/or deletion.
- 115.5. The *Service Provider* shall manage any digital recording system in line with procedures stipulated in the Scope.
- 115.6. The *Service Provider* shall keep the CCTV systems under continuous review, in order to recommend to the *Service Manager* any revisions to the systems that may be advantageous.
- 115.7. It shall be the *Service Provider's* responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk and rectified as a matter of urgency within the Inclusive Repair Threshold.
- 115.8. 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. Where this requirement requires the provision of additional resource, the requirement shall be instructed by the *Service Manager* via the Service Order process.

- 115.9. 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. The *Service Provider* shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the *Service Manager* as part of their reporting on performance and to ensure that security is at all times uncompromised.
- 115.10. 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.
- 115.11. The *Service Provider* shall monitor and regularly test all remote alarm systems, including lift alarms, leak detection alarms and panic alarms present on Affected Property in line with the Scope. The *Client* shall be responsible for all telephony costs associated with remote alarms.
- 115.12. There are specific security services requirements in the Building Packs at a number of Affected Property. These Affected Property require the monitoring of proprietary remote alarm systems and panic alarm systems including any associated telephone line rental costs.
- 115.13. 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; and
- 115.14. 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. When instructed by the *Service Manager*, costs for these ad hoc services will be managed via the Service Orders process.

116. Service L3 - Control of Access - Staff and Visitors

- 116.1. The following Standards apply to this Service - SL3.
- 116.2. The *Service Provider* may be responsible for the production of all visitor passes including the development of new pass designs at each Affected Property if instructed by the *Service Manager*.
- 116.3. 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 Full Service Commencement Date including paper visitor passes, printing consumables, lanyards and pass-holders.
- 116.4. 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.
- 116.5. 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.

- 116.6. 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* Operational 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.
- 116.7. The *Service Provider* shall be responsible for the removal of all visitor's denied access from the Affected Property and shall:
 - 116.7.1. During Operational Working Hours, inform the *Service Manager* where any individual(s) refuse to leave the Affected Property upon instruction issued by the Service Provider staff. Where security incidents require the support of the emergency services, the *Service Provider* shall seek confirmation from the *Service Manager* prior to contacting the emergency services for assistance unless the matter is deemed to be a Business Critical Event;
 - 116.7.2. Outside Operational Working Hours, inform the *Service Manager* via the *Client's* out-of-hours on-call process where any individual/s refuse to leave the Affected Property upon instruction issued by the Service Provider staff. Where security incidents require the support of the emergency services, the *Service Provider* shall seek approval from the *Service Manager* via the use of the *Client's* out-of-hours on-call management process prior to contacting the emergency services for assistance unless the matter is deemed to be a Business Critical Event;
 - 116.7.3. Where there is no out-of-hour access to the *Service Manager* for reporting or approval purposes, the *Service Provider* shall take control of the incident and manage in accordance with the processes agreed by the *Service Manager*; and
 - 116.7.4. Complete a written incident report and ensure issue to the *Service Manager* no later than the next working day.
- 116.8. The *Service Provider* shall maintain a log of all visitors escorted and unescorted and passes issued and carry out a daily audit to ensure that all passes issued have been returned. In the event that visitor passes are lost or not returned, the *Service Provider* shall complete an incident report. Lost or unreturned passes are to be disabled immediately. The *Service Manager* may on occasion notify the *Service Provider* to disable passes and the *Service Provider* shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.
- 116.9. 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.

- 116.10. Service Provider Staff may come into contact with senior officials and members of the public. The *Service Manager* 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. However, all visitors, no matter who they are, shall be treated with courtesy and respect at all times.
- 116.11. Where card access systems are in use, the *Service Provider* shall provide the *Service Manager* with regular transaction reports and ad hoc reports as instructed. Costs for these shall be included in the Prices.
- 116.12. 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 recording the time, date, visitor identity and any supporting information are to be produced and sent to the *Service Manager* monthly.
- 116.13. 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. 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.
- 116.14. The identity of visiting Subcontractor(s) and the nature of works to be carried out shall be verified by the *Service Provider* staff. Upon verification, the appropriate pass is issued to the visiting Subcontractor(s) and if required is escorted around the Affected Property by staff holding an appropriate escort status pass.
- 116.15. 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:
 - 116.15.1. Visitor's full name;
 - 116.15.2. Visitor's organisation;
 - 116.15.3. The name of the person being visited;
 - 116.15.4. Time of arrival; and
 - 116.15.5. Time of departure.

Copies of the register for any building shall be provided digitally to the *Service Manager* upon request.

- 116.16. At the point of entry into the Affected Property, *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 as well as any other building specific requirements for visitors.

117. Service L4 - Control of Access - Vehicles

- 117.1. The following Standards apply to this Service - SL4.
- 117.2. 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 any *Client* specific access requirements.
- 117.3. It shall be the sole responsibility of the *Service Provider* to control vehicular ingress and egress to each Affected Property during Operational Working Hours as defined in the Building Packs. 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.
- 117.4. The *Service Provider* shall maintain a log of all vehicle ingress and egress to the Affected Property which should include but not be limited to:
 - 117.4.1. Name of delivery / transport / courier company;
 - 117.4.2. Vehicle registration;
 - 117.4.3. Name of driver;
 - 117.4.4. Details of client receiving the delivery / goods;
 - 117.4.5. Details of goods being delivered;
 - 117.4.6. Time of entry; and
 - 117.4.7. Time of departure.
- 117.5. Service Provider Staff shall ensure that all visitors are made aware of the *Client's* emergency / incident management procedures.
- 117.6. Where access control systems are in place, the *Service Provider* shall be responsible for reporting all faults to the *Service Manager* upon discovery via the helpdesk and shall record the discovery of the fault within a security incident report. The *Service Provider* is to be responsible for the provision of 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 *Service Manager*.
- 117.7. 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.
- 117.8. The *Service Provider* shall, if instructed, undertake random searches of any passenger and goods vehicles upon entry and exit from each Affected Property. Searching may include a full visual check inside the vehicle to confirm contents are bona fide and mirror searches around perimeter and

underside of the vehicle. The *Service Provider* shall be responsible for providing all search equipment.

- 117.9. The *Service Provider* shall put procedures in place to ensure that its security staff are notified in advance of scheduled deliveries to an Affected Property.

118. Service L5 - Emergency Response

- 118.1. The following Standards apply to this Service - SL5.

118.2. For each Affected Property with an on-site guarding service, the *Service Provider* shall respond to alarm activations including lift or panic alarms, as soon as possible upon notification and ideally within one (1) minute take appropriate action and if needed call for emergency services response.

118.3. For sites without an on-site guarding service the *Service Provider* shall be responsible on a reactive basis via the Helpdesk for the provision of an appropriate mobile response resource as soon as possible upon notification but no later than the timescales detailed in Annex E – Service Delivery Response Times. This reactive service shall be paid for as additional works the via Service Order process.

118.4. *Service Provider* Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury. 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 *Service Provider* 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* strategy to deal with emergency evacuations.

118.5. In the event of an emergency, the *Service Provider* shall be responsible for informing other members of the *Service Provider* Staff, Subcontractor(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 relevant to the Affected Property.

118.6. 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.

118.7. 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 Scope at all times. The *Service Manager* shall collaborate with the *Service Provider* on this plan and provide input as appropriate.

118.8. The *Service Provider* shall provide Affected Property specific plans for security incidents and/or counter terrorism and shall liaise with the *Service Manager* and *Client* security representative to ensure efficient operation.

119. Service L6 - Patrols (Fixed or Static Guarding)

- 119.1. The following Standards apply to this Service - SL6.
- 119.2. The patrols shall be set at irregular intervals for each Affected Property and shall cover the interior and exterior of each Affected Property according to the Building Pack requirements. The frequency may be increased if the response level or local threat increases.
- 119.3. The patrolling Schedule shall include, but shall not be limited to the following:
 - 119.3.1. 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
 - 119.3.2. Identifying and recording potential health and safety, fire issues and hazards identified in the Affected Property.
- 119.4. The *Service Provider* security staff shall immediately respond and investigate alarm activations at the Affected Property and report and record all instances of these events to the *Service Manager*. The *Service Provider* shall indicate the seriousness of the hazard and 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.
- 119.5. The *Service Provider* shall ensure that Service Provider Staff delivering patrolling services at the Affected Property are redeployed to undertake fire marshal services during fire evacuations at the Affected Property in accordance with the emergency evacuation procedures.
- 119.6. The *Service Provider* shall:
 - 119.6.1. Keep records of the *Client's* staff in each Affected Property during non-Operational Working Hours to ensure the health and safety of the *Client's* staff;
 - 119.6.2. Maintain a comprehensive list of locations and Assets to be overseen as part of the security service;
 - 119.6.3. Provide patrol monitoring systems;
 - 119.6.4. 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 or vandalism to the *Service Manager*;
 - 119.6.5. Be responsible for delivering security reports to the *Service Manager*;
 - 119.6.6. Collate these reports so that monthly figures can be provided to the *Client* in a format to be agreed; and

- 119.6.7. Ensure that all patrol staff have the required PPE in accordance with the Personal Protective Equipment at Work (Amendment) Regulations 2022.

120. Service L7 - Management of Visitors and Passes

- 120.1. The following Standards apply to this Service - SL7.
- 120.2. The *Service Provider* shall ensure that Service Provider Staff operating at reception of Affected Property issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Affected Property or to bona fide staff of the *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 manager and ensuring that visitors remain at reception until their meeting sponsor arrives.

- 120.3. 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 as detailed in Service Orders and Project Orders.

121. Service L8 - Reactive Guarding

- 121.1. The following Standards apply to this Service - SL8.
- 121.2. The *Service Provider* shall provide a reactive guarding service to meet the *Client's* requirements.
- 121.3. 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 under the contract when instructed.
- 121.4. 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.

122. Service L9 - Additional Security Services

- 122.1. The following Standards apply to this Service - SL9.
- 122.2. The *Service Provider* shall provide additional services as directed by the *Client* for specific sites where specific operational circumstances dictate. These shall be agreed and confirmed during Call-Off stage, once identified by the *Client*.
- 122.3. The *Service Provider* will provide specialist security officer requirements, to be defined by the *Service Manager* instruction in the Service Order, these will include:

- 122.3.1. Court Security Officers as defined in Courts Act 2003 Section 1 (1); and
- 122.3.2. Prisoner Custody Officers as defined in The Criminal Justice Act 1991.
- 122.4 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 instructions for each Affected Property. 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;
- 122.5. The *Service Provider* shall provide additional security services specific to British Transport Police. These will include:
- 122.5.1. British Transport Police require that the *Service Provider* shall provide security guards to supplement the in-house team in circumstances such as:
- Covering vacancies;
 - Supervising service providers during projects; and
 - Covering for training, meetings and incidents.
- 122.5.2. It is anticipated that any requests for additional security would for the A Division London sites including but not limited to:
- LDN (London) - Camden FHQ;
 - LDN – Blundell, LDN - Ebury Bridge;
 - LDN - Spring House; and
 - LDN - Baches Street (SSU).
- 122.5.3. For these purposes, the *Service Provider* 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.
- 122.5.4. The *Service Provider* shall provide the additional resources at the agreed time and for the agreed duration in addition to the Price on an elective basis as per the Service Order process detailed in contract Schedule 25 and upon instruction from the *Service Manager*.
- 122.5.5. It is anticipated that the *Service Provider's* security staff will work alongside, and under the direction of, British Transport Police's in-house security staff. However, all *Service Provider* staff deployed shall be suitably trained and qualified to undertake the role identified by British Transport Police at the time of request.

122.5.6. For the avoidance of doubt the *Service Provider* shall ensure that all *Service Provider* Staff providing services to British Transport Police have been vetted in line with British Transport Police's current vetting procedures and requirements prior to commencing work.

122.6. The *Service Provider* must comply with Site Access Management (SAM) standards specific to the Driver and Vehicle Standards Agency (DVSA) these can be found in Part D of this Specification.

123. Service L10 - Enhanced Security Requirements

123.1. The following Standards apply to this Service - SL10.

123.2. 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.

123.3. The *Service Provider* shall ensure that all staff delivering the enhanced security requirements services shall be conversant with the varying response levels and associated changes in security procedures required by the changes in the response level for the Affected Property. The *Client* shall instruct the *Service Provider* which level is in force. The *Service Provider* shall provide security measures appropriate to this level.

123.4. 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.

123.5. 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, Parliamentary and Diplomatic Protection Unit (PaDP) and any national security service as directed by the *Client's* Security Representative. The *Service Provider* shall form part of the overall security arrangements and shall report as appropriate.

123.6. 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, at least three (3) Working Days' notice of such a requirement shall be provided. The *Service Provider* shall provide the additional resources and shall be paid in accordance with Service Orders and Project Orders.

123.7. The *Service Provider* may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised.

124. Service L11 - Key Holding

- 124.1. The following Standards apply to this Service - SL11.
- 124.2. The *Service Provider* shall provide a professional key holding service, being the custodian of building access keys and alarm system codes. The service will be fully compliant with Security Industry Authority (SIA) licensing and requirements.
- 124.3. 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 *Client's* requirements.
- 124.4. 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 *Service Manager*, responses to fire alarms, lift alarms and security alarms.
- 124.5. Service Provider Staff shall only issue keys to the *Service Manager*. Master key usage shall be limited in accordance with the *Client's* requirements and shall not be removed from the Affected Property.
- 124.6. The *Service Provider* shall provide an effective system to manage and control the issue and retrieval of keys.
- 124.7. 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 Affected Property.

125. Service L12 - Lock Up / Open Up of Affected Property

- 125.1. The following Standards apply to this Service - SL12.
- 125.2. The *Service Provider* shall provide a planned lock-up and unlock service at the Affected Property where static guarding services are not in place in line with the *Client* requirements.
- 125.3. The *Service Provider* shall provide a security response service at the 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 Affected Property 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.
- 125.4. 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 Affected Property. 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.

- 125.5. 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 E – Service Delivery 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 Service Orders and Project Orders.
- 125.6. Further details of these requirements will be provided by the *Client* in the Service Order.

126. Service L13 - Patrols (Mobile via a Specific Visiting Vehicle)

- 126.1. The following Standards apply to this Service - SL13.
- 126.2. 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 process.
- 126.3. 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.
- 126.4. 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.
- 126.5. The *Service Provider* shall make a copy of the security assessment report available to the *Client*.

127. Service L14 - Remote CCTV / Alarm Monitoring

- 127.1. The following Standards apply to this Service - SL14.
- 127.2. Where the *Client* requires these services the *Service Provider* shall ensure they deliver these services in line with all statutory legislation and industry good practice or any superseding information to include but not be limited to:
- 127.1.1. CPNI guidelines;
 - 127.2.2. Data Protection Act (DPS) 2018;
 - 127.2.3. Freedom of Information Act 2000 (FOI);
 - 127.2.4. The Protection of Freedoms Act 2012 (POFA);
 - 127.2.5. The Human Rights Act (HRA) 1998; and
 - 127.2.6. The Information Commissioner's Office (ICO) Data Protection: a code of practice; and
 - 127.2.7. The Biometrics and Surveillance Camera Commissioner's office (BSCC) code of practice.

- 127.3. The *Service Provider* shall:

- 127.3.1. 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;
- 127.3.2. 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 third-party service providers and the *Client's* staff and update these as required, including all liaisons with and instructions from the *Client*;
- 127.3.3. 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. Where this requirement requires the provision of additional resource, the requirement shall be managed via the Service Order or Project Order process under the contract when instructed.
- 127.3.4. Ensure all information on incidents / security breaches uncovered by their CCTV monitoring are reported to the *Client* in line with the reporting requirements specified by the *Client* in the Service Order.
- 127.3.5. 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;
- 127.3.6. Be responsible for the maintenance of all DVR's used by the *Service Provider* to deliver remote monitoring services at the Affected Property. Where the *Client* may require DVRs be networked on the *Client's* IT systems, the requirement will be specified by the *Client* in the Service Order;
- 127.3.7. Ensure 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;
- 127.3.8. Monitor and regularly test all remote alarm systems including lift alarms. The *Client* shall be responsible for all telephony costs associated with remote alarms;
- 127.3.9. Ensure a BCDR Plan is developed and maintained for these services;

- 127.3.10. 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 the Affected Property, incurred as a result of any loss of service. Costs shall be managed via the Service Order or Project Order process under the contract when instructed.
 - 127.3.11. Be responsible for instigating any liaison with the *Client's* Security Representative as required to ensure security is at all times uncompromised; and
 - 127.3.12. 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.
- 127.4. Further information on the *Client's* requirements including times when monitoring is required will be provided by the *Client* in the Building Packs.

128. L.15 - Blended Static Guarding Service

Static Guarding Services

- 128.1. The following Standards apply to this Service - SL15.
- 128.2. The *Service Provider* shall provide a comprehensive security service across Affected Property that will include the following duties:
 - 128.2.1. The operation of building access control systems for people and vehicles, into Affected Property to prevent unauthorised access;
 - 128.2.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the *Client*;
 - 128.2.3. Service Provider Staff (conducting searches) and their visitors according to the current response level for the Affected Property;
 - 128.2.4. 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 *Service Manager* for the Affected Property;
 - 128.2.5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the *Client's* requirements;
 - 128.2.6. 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;
- 128.2.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;
- 128.2.8. 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;
- 128.2.9. Security breach patrols within the Affected Property are to be conducted outside of Operational Working Hours and managed to identify offenders and return any confiscated materials in accordance with the *Client's* requirements;
- 128.2.10. 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 professionally;
- 128.2.11. 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 *Service Manager* (including the fire and incident authorised control officer) and complete a security incident or accident report form if appropriate;
- 128.2.12. 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;
- 128.2.13. Operate barrier control systems;
- 128.2.14. Manage car-parking security;
- 128.2.15. Order and keep records of taxis booked during non-Operational Working Hours;
- 128.2.16. Liaison with the helpdesk for non-Operational Working Hours Service calls;
- 128.2.17. Control all radio battery charging;
- 128.2.18. Issue and receipt of fire alarm pagers daily;
- 128.2.19. Manage / assist with the release of trapped staff in lifts;
- 128.2.20. Open and lockup of Affected Property including escort of cleaning staff;
- 128.2.21. Search baggage and vehicles on entry, dependent on the response level;
- 128.2.22. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;

- 128.2.23. Handle lost property;
- 128.2.24. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized; and
- 128.2.25. Record and report statistics on items surrendered and seized to the *Client*.

CCTV / Alarm Monitoring

128.3. The *Service Provider* shall ensure:

- 128.3.1. Operate the *Client's* Closed-Circuit Television (CCTV) systems in accordance with CPNI guidelines and all legislation e.g., Protection of Freedoms Act (2012) and the Data Protection Act (1998);
- 128.3.2. 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.
- 128.3.3. 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. Where this requirement requires the provision of additional resource, the requirement shall be managed via the Service Order or Project Order process under the contract when instructed.
- 128.3.4. 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*.
- 128.3.6. Any DVR's used by the *Service Provider* to monitor CCTV shall be provided and maintained by the *Service Provider*. Where the *Client* requires DVR's to be networked on the *Client's* IT systems, the requirement will be specified by the *Client* in the Building Packs.
- 128.3.7. The *Service Provider* shall manage any digital recording system in line with procedures stipulated by the *Client*.

- 128.3.8. 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.
- 128.3.9. It shall be the *Service Provider's* responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk.
- 128.3.10. 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 the Service Order or Project Order process under the contract when instructed.
- 128.3.11. 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.
- 128.3.12. The *Service Provider* shall be responsible for instigating any liaison with the *Service Manager* as required to ensure security is at all times uncompromised.
- 128.3.13. 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.
- 128.3.14. 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.
- 128.3.15. 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.
- 128.3.16. 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; and
- 128.3.17. The *Service Provider* will be required to provide a key holding services for Affected Property where guarding services are in-

scope of the requirements as specified by the *Client* in the Building Packs. 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 under the contract when instructed.

Control of Access and Security Passes

128.4. The *Service Provider* shall ensure:

- 128.4.1. 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.
- 128.4.2. 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 Full Service Commencement Date including paper visitor passes, printing consumables, lanyards and pass-holders.
- 128.4.3. 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*.
- 128.4.4. The *Service Provider* shall be obliged to liaise closely with the *Service Manager* 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.
- 128.4.5. It shall be the sole responsibility of the *Service Provider* to control ingress and egress to each Affected Property outside of Operational 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.
- 128.4.6. 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.
- 128.4.7. 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.
- 128.4.8. 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.
- 128.4.9. 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*. Costs for this service shall be included in the Prices.
- 128.4.10. 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. The *Client's* requirements will be defined by the *Client* in the Building Packs.
- 128.4.11. 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.
- 128.4.12. 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* during the Mobilisation Period. 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.
- 128.4.13. The identity of visiting Subcontractor(s) 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 Subcontractor(s) is escorted around the Affected Property by staff holding an appropriate escort status pass.
- 128.4.14. 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:

- 128.4.14.1. Visitor's full name;
 - 128.4.14.2. Visitor's organisation;
 - 128.4.14.3. The name of the person being visited;
 - 128.4.14.3. Time of arrival; and
 - 128.4.14.4. Time of departure.
- 128.4.15. Service Provider Staff shall ensure that all visitors are made aware of the *Client's* emergency / incident management procedures.

Emergency Response

128.5. The *Service Provider* shall ensure:

- 128.5.1. For each Affected Property with an on-site guarding service, the *Service Provider* shall respond to alarm activations including lift or panic alarms, as soon as possible upon notification and ideally within one (1) minute and call for police response if necessary and take appropriate action;
- 128.5.2. 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;
- 128.5.3. In the event of an emergency, the *Service Provider* shall be responsible for informing other members of the Service Provider Staff, Subcontractor(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;
- 128.5.4. 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;
- 128.5.5. 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

- 128.5.6. They provide building specific plans for security incidents and/or counter terrorism and shall liaise with the *Client* to ensure efficient operation.

Patrols (Fixed or Static Guarding)

128.6. The *Service Provider* shall ensure:

- 128.6.1. The patrols shall be set at irregular intervals for each Affected Property with a security guarding service and shall cover the interior and exterior of each Affected Property according to the *Client's* requirements. The frequency may be increased if the response level or local threat increases.
- 128.6.2. The patrolling Schedule shall include, but shall not be limited to the following:
 - 128.6.2.1. 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
 - 128.6.2.2. Identifying and recording potential health and safety fire issues and hazards identified in the Affected Property.
- 128.6.3. The *Service Provider* shall ensure that Service Provider Staff delivering patrolling services at the 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. Further details of these requirements will be provided by the *Client* in the Building Packs.
- 128.6.4. 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.
- 128.6.5. The *Service Provider* shall:
 - 128.6.5.1. 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;

- 128.6.5.2. Maintain a comprehensive list of locations and Assets to be overseen as part of the security service in accordance with the *Client's* requirements;
- 128.6.5.3. Provide patrol monitoring systems;
- 128.6.5.4. 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;
- 128.6.5.5. Be responsible for delivering security reports to the *Client* in line with the *Client's* requirements; and
- 128.6.5.6. Collate these reports so that monthly figures can be provided to the *Client* in a format to be agreed.

Management of Visitors and Passes

128.7. The *Service Provider* shall ensure:

- 128.7.1. The *Service Provider* shall ensure that Service Provider Staff operating at reception of an Affected Property issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Affected Property or to bona fide staff of the *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 service manager and ensuring that visitors remain at reception until their meeting sponsor arrives; and

- 128.7.2. 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 as detailed in the Service Order or Project Order process under the contract when instructed.

Key-Holding Services

128.8. The *Service Provider* shall ensure:

- 128.8.1. The *Service Provider* shall provide a professional key holding service, being the custodian of building access keys and alarm system codes. The service will be fully compliant with Security Industry Authority (SIA) licensing and requirements.
- 128.8.2. 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 *Client's* requirements.
- 128.8.3. The *Service Provider* shall be available to respond to situations requiring a key holder on both a planned and unplanned basis during operational hours. These shall include provision of access for the *Service Manager*, responses to fire alarms, lift alarms and security alarms.
- 128.8.4. Service Provider Staff shall only issue keys to the *Service Manager*. Master key usage shall be limited in accordance with the *Client's* requirements and shall not be removed from the Affected Property.
- 128.8.5. The *Service Provider* shall provide an effective system to manage and control the issue and retrieval of keys.
- 128.8.6. 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.

Work Package M: Waste Services

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

- 129.1. The following Standards apply to this Service - SM1.
- 129.2. The *Service Provider* shall provide an on-site / mobile classified waste shredding service in line with all Government disposal standards and Annex A – Processes and Standards. The *Service Provider* shall ensure:
 - 129.2.1. Services are fully compliant with UK GDPR and all data protection legislation;
 - 129.2.2. Services are delivered to the frequencies or as identified in the Building Packs for each Affected Property;
 - 129.2.3. Suitable and sufficient standard sized secure consoles are provided at the Affected Property to enable the secure storage of all *Client* classified waste;
 - 129.2.4. All Service Provider staff or Subcontractors wear full uniforms, correct keys and carry photographic ID passes at all times when attending Affected Property;
 - 129.2.5. 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;
 - 129.2.6. No shredded classified materials are capable of being deciphered once securely disposed of;
 - 129.2.7. Material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the *Client* is only destroyed by a National Protective Security Authority (NPSA) approved company or on-site using NPSA approved shredders from the NPSA Catalogue of Security Equipment (CSE);
 - 129.2.8. Service Provider Staff and / or Subcontractors delivering the service are cleared to Counter Terrorist Check (CTC) or non-police personnel vetting (NPPV) Level 1 clearance as a minimum;
 - 129.2.9. All shredded classified materials are 100% recycled;
 - 129.2.10. A certificate of destruction is issued to the *Service Manager* confirming destruction of the waste; and
 - 129.2.11. 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.
- 129.3. Material with a protective marking of 'SECRET' or 'TOP SECRET' may be destroyed by *Client* staff prior to its removal and further shredding off-site by the *Service Provider* in accordance with the *Client's* requirements. Further

details of these requirements will be provided by the *Service Manager* in the Building Packs.

- 129.4. The *Service Provider* shall provide a reactive service for the collection and disposal of all types of classified waste. Costs for these reactive and / or ad-hoc services, once instructed by the *Service Manager*, shall be managed via the Service Order process.
- 129.5. The *Service Provider* shall fully cooperate with the *Service Provider* during internal and / or external audits of the service.
- 129.6. 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 in the Scope to remain legislatively compliant.

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

- 130.1. The following Standards apply to this Service - SM2.
- 130.2. The *Service Provider* shall provide an off-site classified waste shredding service in line with all Government disposal standards and Annex A – Processes and Standards. The *Service Provider* shall ensure:
 - 130.2.1. Services are fully compliant with UK GDPR and all data protection legislation;
 - 130.2.2. Services are delivered on a one (1) collection per week basis at the Affected Property;
 - 130.2.3. Suitable and sufficient standard sized secure consoles are provided at the Affected Property to enable the secure storage of all *Client* classified waste;
 - 130.2.4. 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;
 - 130.2.5. No shredded classified materials are capable of being deciphered once securely disposed of;
 - 130.2.6. 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);
 - 130.2.7. Service Provider Staff and / or Subcontractors delivering the service are cleared to Counter Terrorist Check (CTC) as a minimum;
 - 130.2.8. All shredded classified materials are 100% recycled; and
 - 130.2.9. A certificate of destruction is issued to the *Client* confirming destruction of the waste.

- 130.3. 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.
- 130.4. Material with a protective marking of 'SECRET' or 'TOP SECRET' may be destroyed by *Client* staff prior to its removal and further shredding off-site by the *Service Provider*.
- 130.5. 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, once instructed by the *Service Manager*, shall be managed via the Service Order process.
- 130.6. The *Service Provider* shall fully cooperate with the *Service Manager* during internal and / or external audits of the service. This shall include permitting the *Service Manager* access to the off-site shredding premises to enable visual inspections of the equipment, processes and security infrastructure present at the location.
- 130.7. 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 in the Scope to remain legislatively compliant.

131. Service M3 - General waste

- 131.1. The following Standards apply to this Service - SM3.
- 131.2. In fulfilment of the *Client's* statutory duty of care, the *Service Provider* must provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which adhere to environmental industry good practice and guidelines. The *Service Manager* must be assured that as much of the waste as possible shall be recycled or used for energy recovery and ensuring waste sent to landfill does not exceed 5% of total waste, in line with Greening Government Commitment targets. The aim should be zero waste to landfill.
- 131.3. The *Service Provider* shall collect and remove all waste from the designated central waste storage point/s on a weekly basis or as specified by *Service Manager* in Building Pack;
- 131.4. The *Service Provider* shall provide waste receptacles, recycling stations and consumables appropriate to the waste item, in sufficient numbers and conveniently located.
- 131.5. The *Service Provider* shall remove all general waste in a manner appropriate to the waste item.
- 131.6. In disposing of waste, the *Service Provider* shall maintain and proactively manage waste in accordance with the Waste Hierarchy.
- 131.7. The *Service Provider* shall provide monthly waste diversion reports and waste recycling performance reports of Affected Property for performance against building waste arising, diversion, recycling benchmarks and the Scope. The

Service Provider but shall adhere to the required minimum Standards as set out in Annex A – Processes and Standards.

- 131.8. 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.
- 131.9. The *Service Provider* shall provide lead support in planning, measuring, reporting and recommending how waste can be continually reduced and recycling increased across all Affected Property and how Government sustainability targets can be Achieved.
- 131.10. The *Service Provider* shall provide a reactive service for the collection and disposal of all types of general waste to meet any ad hoc requirements of the *Client*. Costs for these reactive and / or ad-hoc services, once instructed by the *Service Manager*, will be managed via the Service Order process.
- 131.11. 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 in the *Client* Scope to remain legislatively compliant.

132. Service M4 - Recycled Waste and Waste for Re-Use

- 132.1. The following Standards apply to this Service - SM4.
- 132.2. The *Service Provider* is required to provide a waste management service in accordance with the waste hierarchy.
- 132.3. The *Service Provider* shall collect and remove all recyclable waste and waste suitable for re-use from the Affected Property on a weekly basis or at the frequency specified in the Building Pack. The services shall include but not be limited to the following waste streams:
 - 132.3.1. Wood;
 - 132.3.2. Metals;
 - 132.3.3. Cardboard;
 - 132.3.4. Plastics;
 - 132.3.5. Dry Mixed Recyclables (DMR);
 - 132.3.6. Cooking oils;
 - 132.3.7. Horticultural Waste;
 - 132.3.8. Furniture and fittings;
 - 132.3.9. Equipment and machinery;
 - 132.3.10. Textiles;
 - 132.3.11. Food;
 - 132.3.12. Construction waste (including plasterboard); and
 - 132.3.13. Other (As specified in the Building Packs).

- 132.4. The *Service Provider* shall provide monthly waste diversion reports and waste recycling performance reports of Affected Property for performance against building waste arising, diversion, recycling benchmarks and the Scope. The *Service Provider* shall adhere to the required minimum Standards as set out in Annex A – Processes and Standards.
- 132.5. 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 *Service Manager* with information on current levels of recycling and plans to increase these in the monthly report.
- 132.6. 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 *Service Manager*. Costs for these reactive and / or ad-hoc services, once instructed by the *Service Manager*, will be managed via the Service Order process.
- 132.7. 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 in the Scope in order to remain legislatively compliant.

133. Service M5 - Hazardous Waste

- 133.1. The following Standards apply to this Service - SM5.
- 133.2. The *Service Provider* is required to provide for the disposal of hazardous wastes and provide suitable receptacles for this type of waste.
- 133.3. 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 Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations on labelling, containment and security for transport. Details of any hazardous materials for regular disposal are specified in the Building Packs.
- 133.4. The *Service Provider* is responsible for the removal of hazardous materials on an ad hoc basis as and when instructed by the *Service Manager*. Costs for these reactive and / or ad-hoc services, once instructed by the *Service Manager*, will be managed via the Service Order process.
- 133.5. Where the hazardous waste includes ordnance and pyrotechnic related 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 *Service Manager*.
- 133.6. 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 in the Scope in order to remain legislatively compliant.

134. Service M6 - Specialist Waste Destruction Services

- 134.1. The following Standards apply to this Service - SM6.
- 134.2. The *Service Provider* is 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:
- 134.2.1. Alcohol;
 - 134.2.2. Drugs;
 - 134.2.3. Cigarettes;
 - 134.2.4. Fuel;
 - 134.2.4. Vehicles;
 - 134.2.5. Counterfeit items;
 - 134.2.6. Illegal weapons; and
 - 134.2.7. Textiles.
- 134.3. 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. The *Service Provider* shall ensure all services are delivered are fully compliant with all current waste related legislation and proof of destruction must be supplied. Costs for these services, once instructed by the *Service Manager*, will be managed via the Service Order process.

135. Service M7 - Clinical Waste

- 135.1. The following Standards apply to this Service - SM7.
- 135.2. The *Service Provider* is 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. These waste streams will include but not be limited to:
- 135.2.1. Domestic Type Waste (EWC code 20 03 01);
 - 135.2.2. Offensive Healthcare from Animal/human Healthcare (EWC codes 18 01 04, 18 02 03);
 - 135.2.3. Offensive Municipal Waste (EWC codes 20 01 99);
 - 135.2.4. Anatomical Waste - chemically preserved (EWC codes 18 01 06*, 18 01 03*, 18 01 02, 18 02 05*, 18 02 02*, 18 02 03);
 - 135.2.5. Anatomical Waste - not chemically preserved (EWC codes 18 01 03*, 18 01 02, 18 02 02*, 18 02 03);
 - 135.2.6. 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*)
 - 135.2.7. Infectious Waste - not contaminated with chemicals or medicinal contamination (EWC codes 18 01 03*, 18 02 02*)

- 135.2.8. Sharps - non medicinally contaminated (EWC codes 18 01 03*, 18 02 02*, 20 01 99)
 - 135.2.9. Sharps - medicinally contaminated other than cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 09, 18 02 08);
 - 135.2.10. Sharps - contaminated with cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 08*, 18 02 07*);
 - 135.2.11. Other infectious waste contaminated with cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 08*, 18 02 07*);
 - 135.2.12. Cytotoxic & cytostatic medicines in original packaging (EWC codes 18 01 08*, 18 02 07*, 20 01 31*);
 - 135.2.13. Cytotoxic & cytostatic medicines not in original packaging (EWC codes 18 01 08*, 18 02 07*, 20 01 31*);
 - 135.2.14. Other medicines in original packaging (EWC codes 18 01 09, 18 02 08, 20 01 32);
 - 135.2.15. Other medicines not in original packaging (EWC codes 18 01 09, 18 02 08, 20 01 32);
 - 135.2.16. Photographic X-ray related wastes (EWC codes 09 01 04*, 09 01 01*, 15 01 04, 09 01 07);
 - 135.2.17. Dental amalgam (EWC code 18 01 10*);
 - 135.2.18. Gypsum and Plaster-cast waste (EWC codes 18 01 04, 18 02 03); and
 - 135.2.19. Radioactive waste - subject to the Radioactive Substances Act (EWC codes 18 01 03*, 18 02 02*).
- 135.3. 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.
- 135.4. 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 the requirements and type of healthcare waste materials for disposal are specified in the Building Packs.
- 135.5. The *Service Provider* is responsible for the removal of healthcare waste on an ad hoc basis as instructed by the *Service Manager*. Costs for these reactive and / or ad-hoc services, once instructed by the *Service Manager*, will be managed via the Service Order process.

135.6. 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 and certification requirement as specified in the Scope to remain legislatively compliant.

136. Service M8 - Feminine Hygiene Waste

136.1. The following Standards apply to this Service - SM8.

136.2. The *Service Provider* is required to provide a four (4)-weekly service for the disposal of feminine hygiene waste and provide standard sized and suitable receptacles for this type of waste in accordance with the requirements defined in the Affected Property Building Packs.

136.3. 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 where required are specified by the *Service Manager* in the Building Packs.

136.4. 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 these reactive and / or ad-hoc services, once instructed by the *Service Manager*, will be managed via the Service Order process.

136.5. 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 in the Scope to remain legislatively compliant.

Work Package N: Miscellaneous FM Services

137. Service N1 - Childcare Facility

137.1. The following Standards apply to this Service - SN1.

137.2. The *Service Provider* shall:

137.2.1. Provide a creche / childcare 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;

137.2.2. 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

137.2.3. Not be expected to provide a service on UK 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 *Service Manager*. The *Service Manager* shall 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.

137.3. 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.

137.4. The *Service Provider* must ensure that all refreshments are prepared on the Affected Property, in accordance with Food Hygiene Regulations.

137.4. The *Service Provider* shall:

137.4.1. Undertake to supply information and attain Ofsted registration of the nursery prior to Full Service Commencement Date and each year of the contract thereafter;

137.4.2. Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the *Service Manager* for fault reporting where appropriate;

137.4.3. Keep the *Service Manager* advised of changes in regulations that may affect the operation of the childcare facility;

137.4.4. Develop an effective working relationship with local management and parents during Operational Working Hours; and

137.4.5. Nominate a contact or liaison person from amongst the nursery staff to resolve and deal with day-to-day operational matters.

137.4.6. Ensure that there are sufficient staff including sufficient numbers who are qualified in line with The Department for Education guidance for early years foundation stage training requirements.

138. Service N2 - Sports and Leisure

- 138.1. The following Standards apply to this Service - SN2.
- 138.2. The *Service Provider* shall provide the full management of the sports and leisure facilities including, but not limited to, the booking of activity rooms and gym equipment.
- 138.3. The *Service Provider* shall be required to clean and maintain the changing rooms, showers and gymnasium areas including gym equipment. The details of the sports facilities are included in the Building Packs.
- 138.4. The *Service Provider* shall provide qualified fitness instructors and physical trainers and deliver exercise classes for *Client* staff where required. Further details will be provided by the *Client* in the Building Packs.
- 138.5. 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:
 - 138.5.1. Marking-out the sports pitches;
 - 138.5.2. Grass cutting and weed removal;
 - 138.5.3. Replacing divots;
 - 138.5.4. Drainage works, such as spiking and rolling;
 - 138.5.5. Drainage;
 - 138.5.6. Emptying all waste receptacles, including dog litter bins, in accordance with hazardous waste regulations; and
 - 138.5.7. Removal of litter, leaves, and debris.
- 138.6. The Building Packs will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas.
- 138.7. 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 as defined in the FM Service Standards. The opening times will be defined in the Building Packs.

139. Service N3 - Transport, Driver and Vehicle Service

- 139.1. The following Standards apply to this Service - SN3.
- 139.2. The *Service Provider* shall provide a transport, driver, and vehicle service, including the provision of:
 - 139.2.1. Shuttlebus services (including the provision of suitable drivers and vehicles if instructed by the *Service Manager*) that is aligned to the *Client's* environmental and carbon net zero objectives;
 - 139.2.2. On-site / inter-site environmentally friendly transport and driver services (including the provision of supporting infrastructure and vehicles if instructed by the *Service Manager*) for use by *Service Provider* staff, *Client* staff or anyone else as instructed by the *Service Manager* to support the delivery of the required services

ensuring that the required services are delivered in line with the *Client's* zero net carbon objectives and targets (for example but not limited to e-Bikes and charging points);

- 139.2.3. Forklift truck services;
- 139.2.4. Specialist driving services including the provision of qualified drivers, such as but not limited to HV licensed drivers, motorcycle couriers;
- 139.2.5. Vehicle maintenance services;
- 139.2.6. Vehicle inspections;
- 139.2.7. Full cleaning and valet services for provided cars (this excludes cars under the management of the Government Car Service);
- 139.2.8. Breakdown cover;
- 139.2.9. Issuing tax licenses;
- 139.2.10. Fuel provision;
- 139.2.11. Booking of hire cars; and
- 139.2.12. A dedicated driver service.

140. Service N4 - First Aid and Medical Service

- 140.1. The following Standards apply to this Service - SN4.
- 140.2. The *Service Provider* shall provide, during Affected Property Operational Working Hours, first aid and medical services in line with Health and Safety Executive guidance *Client* staff, *Service Provider* staff and visitors or staff who are injured whilst on the Affected Property.
- 140.3. All *Service Provider* staff delivering this service shall have successfully completed, and be in possession of, a current first aid responder qualification or other qualification as may be defined in the Building Packs.
- 140.4. The *Service Provider* shall maintain and replenish first aid boxes within date. The cost for this will be on a pass-through basis.
- 140.5. 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 the Affected Property where the *Service Manager* instructs these services. The *Service Provider* shall be responsible for undertaking planned functional tests and the maintenance of the AED in line with the manufacturer's guidelines.
- 140.6. The *Service Provider* shall be responsible for ensuring that first aid rooms are kept clean, secure and stocked with first aid equipment at all times. Where indicated within the *Client's* first aid policy that the *Service Provider* is to be responsible for periodic checks on in use first aid rooms this will be specified within the Building Packs.

141. Service N5 - Flag Flying Service

- 141.1. The following Standards apply to this Service SN5.
- 141.2. The *Service Provider* shall provide a flag flying service. The times and types of flags to be flown are to be in accordance with official guidance obtained from the *Service Manager* and the published instructions of the Department for Digital, Culture, Media and Sport (DCMS).
- 141.3. A cleaning regime shall be identified for flags and agreed in advance with the *Service Manager*.
- 141.4. 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 Annex A – Processes and Standards. Certain Government buildings utilise non-standard flags from time to time, including Falklands, Olympics, and Royal Standards. When instructed by the *Service Manager*, the *Service Provider* shall have the means to purchase, rent or have manufactured any identified flag within the shortest reasonable time.

142. Service N6 - Journal, Magazine and Newspaper Supply

- 142.1. The following Standards apply to this Service - SN6.
- 142.2. The *Service Provider* shall manage the provision of journals, magazines and newspapers of a type agreed by the *Service Manager*. The *Service Provider* shall Order and distribute the items following procedures agreed with the *Client*. When instructed by the *Service Manager* this will be at an additional cost and will be managed via the Service Order process.

143. Service N7 - Housing and Residential Accommodation Management

- 143.1. The following Standards apply to this Service – SN7.
- 143.2. The *Service Provider* shall provide a professionally managed housing and estates management service across the Affected Property assigned for residential occupancy and potential occupancy by *Client* staff. This service shall be provided upon *Service Manager* instruction and will be at an additional cost and shall be managed via the Service Order process.
- 143.3. For the avoidance of doubt, this service shall include residential 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.
- 143.4. These activities shall include the provision of:
 - 143.4.1. Helpdesk services for occupiers;
 - 143.4.2. CAFM services, to electronically manage the application and housing allocation process and interface with *Client* IT systems as appropriate;
 - 143.4.3. Move-in processes;
 - 143.4.4. 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;
- 143.4.5. Liaison and interfacing with *Client* stakeholders on estate and property management activities (including accommodation providers);
- 143.4.6. Provision of emergency accommodation;
- 143.4.7. End of occupation activities;
- 143.4.8. Move-out processes, to include building Condition Surveys and assessments; capturing final meter readings and reporting of missing or damaged furniture or equipment items;
- 143.4.9. Vacant / unoccupied property preparation;
- 143.4.10. 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 third party service providers;
- 143.4.11. Stock management, including storage, issue and collection of all furniture and equipment items as required, condition reporting and interface with third party providers;
- 143.4.12. Reporting, to include attendance at *Client* and stakeholder meetings, performance reports, expenditure and spend analysis, occupation levels, building conditions, vacant accommodation availability, building condition reports and customer satisfaction levels;
- 143.4.13. Residential property compliance including, but not limited to, gas testing, electrical testing, energy ratings and rental property licensing; and
- 143.4.13. Customer satisfaction and compliant management.
- 143.5. The *Service Provider* shall interface with the *Service Manager* 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 Orders process and be outside the Prices.
- 143.6. Where it is necessary for the *Service Manager* 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:
- 143.6.1. Undertaking a full investigating the incident;
- 143.6.2. Recording full details including photographic evidence;
- 143.6.3. Establishing details of the third party;

143.6.4. Certifying that where applicable, all repairs undertaken by third-parties on behalf of the insurer fully meet and are compliant with the Standards of the *Client*; and

143.6.5. The management of the claims process to ensure that all costs are recovered from the insurer on behalf of the *Client* as appropriate.

144. Service N8 - Energy and Utilities Management Bureau Services

144.1. The following Standards apply to this Service – SN8.

144.2. The *Service Provider* shall provide, operate and manage an energy and utilities management bureau that reports to the *Service Manager* in support of the *Client's* objectives to reduce water consumption, energy consumption and minimise associated carbon emissions.

144.3. 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 the Affected Property, Business Unit and contract level.

144.4. All related activities and data will be managed and recorded via the *Service Provider's* CAFM system.

144.5. The *Service Provider* shall be responsible for the provision of professional Services supplying proven data, expert technical advice and information to the *Service Manager*, including:

144.5.1. Provision of meter reading services at dates determined by the *Service Manager* for each Affected Property;

144.5.2. Provision of an invoice verification services for the payment of all energy and water bills. This service will attract a fee per completed transaction. Further details will be provided, including details on pricing, by the *Service Manager* when the service is instructed;

144.5.3. Reporting on energy and water consumption at contract, regional, area and Business Unit level;

144.5.4. Benchmarking and comparison of energy and water related services across the whole of the Affected Property;

144.5.5. Issue of recommendations on potential utility and carbon saving initiatives;

144.5.6. Identification of areas where there are excessive energy or water use in an Affected Property;

144.5.7. Identification, evaluation and prioritisation of viable opportunities for renewable energy generation;

144.5.8. Monitoring and reporting on the effectiveness of completed energy or water saving initiatives;

- 144.5.9. Accurate reporting against the relevant Greening Government Commitment targets and wider reporting requirement as specified in the Scope to remain legislatively compliant; and
- 144.5.10. Targeting and project planning future energy and water management initiatives.
- 144.6. The *Service Provider* shall ensure that all energy and water related data is reported via and stored within the CAFM system.
- 144.7. 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 *Service Manager*.
- 144.8. Further details of the Services required shall be defined by the *Client* in the Mobilisation Period.
- 144.9. The *Service Provider* shall ensure that the consumption of utilities is 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.

145. Service N9 - Janitor Services

- 145.1. The following Standards apply to this Service – SN9.
- 145.2. The *Service Provider* shall be responsible for the provision of a janitor service at the Affected Property. The services may include but not be limited to:
 - 145.2.1. 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;
 - 145.2.2. Operating the heating, lighting and security systems at the Affected Property;
 - 145.2.3. Undertaking minor repairs and redecoration works;
 - 145.2.4. Supporting with the delivery of works undertaken by *Client* appointed third-party service providers;
 - 145.2.5. Provision of security cover via regular patrols and checking CCTV;
 - 145.2.6. The setting-up / movement of office, classroom and associated furniture items across the Affected Property;
 - 145.2.7. Dealing with deliveries of goods and mail at the Affected Property;
 - 145.2.8. Securing Affected Property after break-ins and the removal of graffiti;
 - 145.2.9. Gritting and snow clearance services;
 - 145.2.10. Managing health and safety incidents, e.g., spillages, trip hazards;

145.2.10. Building fabric checks; and

145.2.11. Adjusting clocks for UK summer / wintertime.

145.3. Any additional details of the service required will be provided in the Building Packs.

Work Package O: Occupancy and Property Management Services

146. Service O1 - Applications and Allocations Services

- 146.1. The following Standards apply to this Service - SP1.
- 146.2. The *Service Provider* shall provide a professionally managed accommodation occupancy and property management service for the Affected Property. These will include:
 - 146.2.1. Leasehold properties;
 - 146.2.2. PFI properties;
 - 146.2.3. Freehold properties.

This will be at an additional cost to the *Client* if instructed by the *Service Manager* and shall be managed via the Service Order process.

147. Service O2 - Occupancy Management

- 147.1. The following Standards apply to this Service - SO2.
- 147.2. The *Service Provider* shall administer and manage occupancy charging.
- 147.3. The *Service Provider* shall administer and manage all aspects of Contribution In Lieu of Council Tax (CILoCT).

148. Service O3 - Rental Services

- 148.1. The following Standards apply to this Service - SO3.
- 148.2. The *Service Provider* shall provide a property rental service for the private rental of Affected Property. The *Service Provider* is to provide a professional management service for the letting of surplus Affected Property and the full range of landlord management functions, including but not limited to:
 - 148.2.1. The advertising and promotion of the Affected Property;
 - 148.2.2. Accompanying prospective tenants when viewing the Affected Property;
 - 148.2.3. Obtaining references for the prospective tenants;
 - 148.2.4. Validating tenants' Right to Rent;
 - 148.2.5. Preparing tenancy agreements;
 - 148.2.6. Collection of rent, together with any deposit payable by the tenant.
 - 148.2.7. Arranging for the utilities provided to the Affected Property to be registered in the tenant's name for the period of the tenancy and carrying out meter readings at the commencement and the termination of the tenancy.
 - 148.2.7. Registering the tenant for Council Tax;

- 148.2.8. Recovery of the Affected Property and serve termination notice;
 - 148.2.9. Update and maintain records;
 - 148.2.10. Market rent assessments; and
 - 148.2.11. Recovery of any outstanding debts
- 148.3. Where the *Service Manager* instructs the *Service Provider* to let surplus property this shall be managed via the Service Order process.
- 148.4. The *Client* reserves the right to commission the services described above through an alternative route as deemed appropriate.

149. Service O4 - Emergency Accommodation

- 149.1. The following Standards apply to this Service - SO4.
- 149.2. The *Service Provider* shall provide emergency accommodation based on entitlement and value for money when a property has non-habitable faults at move in or when it becomes uninhabitable during occupancy. The *Service Provider* shall be in frequent contact with the affected person to manage the resolution of the issue.

150. Service O5 - Occupation Management

- 150.1. The following Standards apply to this Service - SO5.
- 150.2. The *Service Provider* shall provide an occupation management service for the Affected Property. This shall include:
- 150.3.1. Manage and undertake applications and allocations;
 - 150.3.2. Verify all move-in / void preparation tasks have been completed by the *Client's* accommodation maintenance service providers and third parties;
 - 150.3.3. Organise and attend all pre-move in appointments with the *Client's* accommodation maintenance service providers, third parties and occupants as required and undertake associated activities;
 - 150.3.4. Organise and attend all move in appointments and undertake associated activities;
 - 150.3.5. Manage and undertake all in-occupation activities and processes;
 - 150.3.6. Undertake all end of occupation administration activities;
 - 150.3.7. Organise and attend all pre-move out appointments and undertake associated activities;
 - 150.3.8. Organise and attend all move out appointments and undertake associated activities; and
 - 150.3.9. The *Service Provider* shall identify any void preparation works at pre-move out / move out which are required to prepare the property for subsequent occupation and notify the

accommodation maintenance service provider of these requirements.

150.4. The *Service Provider* shall be responsible for the management of the CAAS challenges, liaising with the *Client* and occupant to validate existing survey results and ensure assurance surveys are undertaken where required and the occupant is updated on the results of the challenge review.

150.5. The *Service Provider* shall undertake a CAAS check of the property at change of occupancy.

151. Service O6 - Housing Stock Management

151.1. The following Standards apply to this Service – SO6.

151.2. The *Service Provider* shall manage the Affected Property comprising housing stock with reference to, but not limited to:

151.3.1. Condition reporting (provided by housing maintenance provider);

151.3.2. Void property management;

151.3.2.1. Collect addressed mail during regular visits and pass to the *Client*. All other mail / leaflets to be collected, and recycled;

151.3.3. Planning (Life Cycle Replacement);

151.3.4. Forward Maintenance Register (provided by housing maintenance provider);

151.3.5. Production of property details; and

151.3.6. Interface with third-party providers;

152. Service O7 - Accommodation Stores Service

152.1. The following Standards apply to this Service – SO7.

152.2. The *Service Provider* shall provide an accommodation stores (AS) service to Service Family Accommodation (SFA).

152.3. The *Service Provider* shall use Government procurement contracts that have been set up to supply AS items. The *Service Provider* shall manage all interfaces between these procurement service providers. The acquisition of AS items will be funded by the *Client* as Government Furnished Equipment (GFE) and items will remain the property of the *Client* at all times.

152.4. The *Service Provider* shall carry out all ordering stock management, accounting & reporting. The service shall include maintaining an inventory of stored items and managing the receipt of new and replacement items.

152.5. The *Service Provider* shall manage the storage of all AS items within *Client* provided facilities.

152.6. The *Service Provider* shall provide a delivery and collection service to Affected Property. The *Service Provider* shall ensure that all stored items are issued in

compliance with *Client* supplied protocols and that the issue and return of all items are logged for inventory management purposes.

- 152.7. The *Service Provider* shall manage the repairs, write off and disposal process, in accordance with the *Client's* policies and procedures. The *Service Provider* shall manage all interfaces between Government procurement contracts for the repair and refurbishments. Minor repairs (such as swapping drawers/handles) shall be carried out by the *Service Provider*.
- 152.8. The *Service Provider* shall provide at each move-in the minimum furnishing standard. Further details will be provided on any additional furnishing requirements. Prior to issue to occupants all electrical appliances including, but not limited to, vacuum cleaners, kettles, irons, and lawn mowers are required to be PAT tested.

153. Service O8 - Special Need or Disability Adaptions

- 153.1. The following Standards apply to this Service – SO8.
- 153.2. The *Service Provider* shall interface with the *Service Manager* and the occupant to ensure that all requests associated with property modifications and adaptations linked to a special need or disability of the occupant at the Affected Property and leased property is managed effectively.
- 153.3. Further details of the requirement will be provided in the *Service Manager* instruction or will be in the Building Packs.

154. Service O9 - Third Party Claims

- 154.1. The following Standards apply to this Service – SO9.
- 154.2. Where it is necessary for the *Service Manager* to interact with an insurance company on behalf of the *Client* in order to progress 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 satisfactory. This shall include, but not limited to:
- 154.2.1. Undertaking a full investigation of the incident;
 - 154.2.2. Recording full details including photographic evidence;
 - 154.2.3. Establishing details of the third party;
 - 154.2.4. Certifying that where applicable, all repairs undertaken by third-parties on behalf of the insurer fully meet and are compliant with the standards of the *Client*; and
 - 154.2.5. Management of the claims process to ensure that all costs are recovered from the insurer on behalf of the *Client* as appropriate.
- 154.3. Further details of the requirement will be provided by the *Service Manager* once the *Service Provider* is instructed.

155. Service O10 - Customer Service Centre

- 155.1. The following Standards apply to this Service - SO10.
- 155.2. The *Service Provider* shall provide a customer service centre for all applications, allocations, and occupancy management services under its control during the Operational Working Hours.
- 155.3. The *Service Provider* shall provide a customer service centre linked for all property related fault reporting twenty-four (24) hours per day, seven (7) days of the week, fifty-two (52) weeks of the year.
- 155.4. The *Service Manager* and the *Service Provider* shall agree a reporting function in relation to the customer service centre requirements once the *Service Provider* is instructed.
- 155.5. The *Service Provider* shall ensure that the customer service centre services are capable of interacting with both the *Service Manager* and the *Client's* accommodation maintenance service providers' MIS / CAFM systems.
- 155.6. The *Service Provider* shall collaborate with the *Service Manager* and the *Client's* accommodation maintenance service providers to create, maintain and develop services which deliver a common user experience for all users of the service.
- 155.7. The *Service Provider* shall ensure that the customer service centre operates as both a strategic management and quality monitoring tool and shall also be the focus for all day-to-day operational activities across all aspects of the service.
- 155.8. The *Service Provider* shall ensure that the customer service centre provides an interactive multi-channel (including telephone) single point of contact (free of charge for *Client* staff and occupants residing in Affected Property and stakeholders from UK landlines).
- 155.9. The *Service Provider* shall only accept Service Requests from the *Service Manager*, Affected Property users, occupants residing in residential Affected Property and stakeholders who are requesting provision of any in scope service.
- 155.10. Where the *Service Provider* receives Service Requests for out-of-scope services, the *Service Provider* shall inform the *Service Manager* who will decide if the work proceeds or not.
- 155.11. The *Service Provider* shall ensure that all Service Requests are logged on to the MIS without unnecessary delay and allocated a unique reference number. Acceptable forms of media are to be agreed with the *Service Manager* but will include as a minimum:
 - 155.11.1 Telephone; and
 - 155.11.2 Email.
- 155.12. The *Service Provider* shall be responsible for the issue of an acknowledgment of receipt and shall issue an update to the *Service Manager* advising on the

action to be taken once the request has been logged on the MIS or upon request.

- 155.13. The customer service centre shall record details of the Service Request on the MIS, to include but not be limited to:
- 155.13.1. Name;
 - 155.13.2. Contact details, to include telephone number, email address and work location;
 - 155.13.3. Location of the Affected Property to which the request is related;
 - 155.13.4. Nature of the request;
 - 155.13.5. Date and Time;
 - 155.13.6. The actual response time as specified within Annex E: Service Delivery Response And Rectification Times to Annex A Standards and Processes;
 - 155.13.7. A unique Service Request reference number;
 - 155.13.8. Action taken; and
 - 155.13.9. Details of progress throughout the Service Order management lifecycle.
- 155.14. The *Service Provider* shall ensure that the person who raised the task is updated regarding the status and progress of any open Service Orders or service request through each stage of the process, including notifications of delays, closure or completion.
- 155.15. The *Service Provider* shall ensure that all necessary procedural and contact information is kept up to date at all times within the MIS.
- 155.16. The *Service Provider* shall make audio recordings of all telephone conversations and record all other interactive multi-channel requests for the purpose of monitoring and auditing customer service centre performance. The *Service Provider* shall retain such records / recordings for 12 months on a rolling programme.
- 155.17. The *Service Provider* shall provide appropriate staff to ensure that the customer service centre can operate within the requested performance parameters as agreed between the *Service Manager* and the *Service Provider*.
- 155.18. The *Service Provider* shall ensure that all staff appointed to operate in the customer service centre can access and report the status of all Service Requests at any such time as requested by the *Service Manager*.
- 155.19. The *Service Provider* shall provide all staff appointed to operate in the customer service centre with documented training, including but not limited to:
- 155.19.1. Training on the MIS package;
 - 155.19.2. Customer service skills;
 - 155.19.3. Service call management;

- 155.19.4. Listening skills;
- 155.19.5. Escalation procedures; and
- 155.19.6. *Client* procedures.

- 155.20. The *Service Provider* shall ensure that all staff appointed to operate in the customer service centre have the appropriate security clearance.
- 155.22. The *Service Provider* shall, through the customer service centre, allocate and schedule appointment dates and times with the occupants of residential housing for repairs, maintenance works, audits, and inspections.
- 155.23. Further details of the requirement will be provided by the *Service Manager* in individual Service Orders.

156. Service O11 - Future Accommodation Model (FAM)

- 156.1. The following Standards apply to this Service - SP11.
- 156.2. The *Service Provider* shall provide a professional property advice and management service for the private rental, management, and purchase of Service Family Accommodation. The *Client* requires the *Service Provider* to provide the full range of property advice and management functions, including but not limited to:
- 156.2.1. Advising potential occupants of the accommodation options, in accordance with *Client* accommodation policy, which may include use of Affected Property or the private rental sector;
 - 156.2.2. Administer accommodation allowances and payments to *Client's* personnel in accordance with accommodation policy; and
 - 156.2.3. The *Service Provider* shall procure properties from the private rental sector for service personnel.
- 156.3. Further details will be provided by the *Service Manager* in individual Service Orders.

157. Service O12 - Property Maintenance Support Desk Services

- 157.1. The following Standards apply to this Service - SP12.
- 157.2. The *Service Provider* shall provide a property maintenance support desk service linked to the CAFM system for all property maintenance related Service Requests and fault reporting, twenty-four (24) hours per day, seven (7) days of the week, fifty-two (52) weeks of the year.
- 157.3. The *Client* and the *Service Provider* shall agree a reporting function in relation to the property maintenance support desk requirements where the service is instructed by the *Service Manager*.
- 157.4. The *Service Provider* shall collaborate with the *Service Manager* and the *Client's* third-party service providers to create, maintain and develop services which deliver a common user experience for all users of the service.
- 157.5. The *Service Provider* shall ensure that the property maintenance support desk operates as both a strategic management and quality monitoring tool and shall

also be the focus for all day-to-day operational activities across all aspects of the *services*.

- 157.6. The *Service Provider* shall ensure that the property maintenance support desk provides a single point of contact for *Client* staff and the *Service Manager*.
- 157.7. The *Service Provider* shall ensure continued service delivery for all services under its control during the core service hours as specified by the *Client* in the Scope.
- 157.8. The *Service Provider* property maintenance support desk shall only accept Service Requests from the *Client's* third-party service provider who are the single point of contact reporting faults or requesting provision of any in scope service.
- 157.9. The *Service Provider* property maintenance support desk shall accept Service Requests raised via industry standard interactive multi-media applications to achieve industry good practice.
- 157.10. The *Service Provider* shall ensure that all Service Requests are logged on to the CAFM system without unnecessary delay.
- 157.11. The *Service Provider* property maintenance support desk shall be provided with recorded details of the Service Request form the customer service centre. Details to include:
 - 157.11.1. Name of requestor;
 - 157.11.2. Contact details, to include telephone number, email address and work location;
 - 157.11.3. Location of the Affected Property to which the request is related;
 - 157.11.4. Nature of the request;
 - 157.11.5. Date and time;
 - 157.11.6. The actual response time as specified within the agreed response times; and
 - 157.11.7. A 'unique Service Request' reference number.
- 157.12. The *Service Provider* shall provide the national customer service centre with:
 - 157.12.1. Action taken;
 - 157.12.2. Details of progress throughout the Service Request management lifecycle; and
 - 157.12.3. Further information will be provided by the *Client* in the Call-Off Procedure.
- 157.13. The *Service Provider* shall ensure that the customer service centre, who raised the task, are updated regarding the status and progress of any open Service Requests through each stage of the process, including notifications of delays, closure or completion.
- 157.14. The *Service Provider* shall ensure that where a Service Request was not completed in accordance with the timeframes specified in the agreed KPI they

reprioritise the Service Request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the *Service Manager*. The *Service Provider* shall ensure that all revisions to timeframes as agreed and authorised with the *Service Manager* are recorded on the CAFM system.

- 157.15. 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 on the CAFM system and issue daily reports to the *Client's* customer service centre.
- 157.16. The *Service Provider* shall ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM system.
- 157.17. The *Service Provider* shall provide appropriate staff to ensure that the property maintenance support desk can operate within the requested performance parameters as agreed between the *Service Manager* and the *Service Provider*.
- 157.18. The *Service Provider* shall ensure that all staff appointed to operate on the property maintenance support desk are capable of handling all faults and in scope Service Requests, irrespective of the time of the day.
- 157.19. The *Service Provider* shall ensure that all staff appointed to operate on the property maintenance support desk can access and report the status of all Service Requests at any such time as requested by the *Service Manager* or the *Client's* customer service centre.
- 157.20. The *Service Provider* shall provide all staff appointed to operate on the property maintenance support desk with documented training, including:
 - 157.20.1. Training on the CAFM system package;
 - 157.20.2. Customer service skills;
 - 157.20.3. Service call management;
 - 157.20.4. Listening skills;
 - 157.20.5. Escalation procedures;
 - 157.20.6. *Client* emergency procedures;
 - 157.20.7. Training in respect of all operational areas of the Affected Property; and
 - 157.20.8. Ensure that all staff appointed to operate on the property maintenance support desk have the appropriate security clearance.
- 157.21. The property maintenance support desk shall manage their resources to meet the appointment dates and times for all repairs, maintenance works, audits and inspections scheduled via the appointed customer service centre by the *Service Manager*.

158. Service O13 - Accommodation Compliance Services

- 158.1. The following Standards apply to this Service – SO13.
- 158.2. The *Service Provider* shall undertake the services in compliance with all applicable legislation, Good Industry Practice and where appropriate the requirements specified in the Scope.
- 158.3. The *Service Provider* shall manage all activities relating to compliance through the CAFM system and that the *Service Manager* has access to the data.
- 158.4. Where it is required, the *Service Provider* shall provide paper copies of all documentation associated with statutory compliance reports or documentation for retention at the Affected Property.
- 158.5. The *Service Provider* shall be responsible for the provision of all written schemes of examination as required at the Affected Property. These shall include but not be limited to:
 - 158.5.1. Hot water boiler and associated pressure systems;
 - 158.5.2. Lifts and stair lifts;
 - 158.5.3. Foul and surface water drainage systems;
 - 158.5.4. Gas installations and appliances including LPG installations, distribution networks and tank installations; and
 - 158.5.5. Oil installations including fuel tanks and bunds.

159. Service O14 - Accommodation Maintenance Services

- 159.1. The following Standards apply to this Service – SO14.
- 159.2. The *Service Provider* shall provide vacant/unoccupied property preparation and management services for the Affected Property, to include but not limited to:
 - 159.2.1. Works related to change in occupancy;
 - 159.2.2. At the end of occupancy, the *Service Provider* shall undertake all tasks associated with professional cleaning (as required) to ensure that the property meets the requirements of the Scope;
 - 159.2.3. Maintenance & repair;
 - 159.2.4. Grounds maintenance;
 - 159.2.5. Carrying out utility surveys to include provision of energy performance certificate (EPC), recording meter details and assessment of utility efficiency measures;
 - 159.2.6. The management and payment of any utility costs will be considered in accordance with the contract for all vacancy periods;
 - 159.2.7. Provision of security services;
 - 159.2.8. Wind and weather protection measures; and

159.2.9. Internal / external redecoration.

- 159.3. The *Service Provider* shall provide a professionally managed carpet, floor covering and curtain replacement service to ensure the Affected Property meets the requirements of the Scope. *Client* supply contracts will be utilised where appropriate.
- 159.4. The *Service Provider* shall provide a professionally managed carpet, curtain, and window blinds cleaning service to ensure that the properties meet the requirements of the Scope.
- 159.5. Curtains are to be removed from rails and cleaned by a suitable approved method. Care should be taken to maintain any guarantees on the carpets and curtains.

Work Package P: CAFM Services

160. CAFM System Overarching Requirement

- 160.1 The *Service Provider* is to provide a single CAFM system to ensure full compliance with the contract Scope (including the Building Pack requirements).
- 160.2 All services to be undertaken across the contract must be managed exclusively through the CAFM system.
- 160.3 For the avoidance of doubt, and subject to clause Z5 (Intellectual Property) of the conditions, all data within the CAFM system is the sole property of the *Client* and will remain so throughout and beyond the life of the contract.

161. Service P1 – Soft FM CAFM Services

- 161.1. The following Standards apply to this Service - SQ1.
- 161.2. The *Service Provider* shall provide the system and software required to Provide the Services for the *Client* in line with the contract Scope (including Building Packs). All services to be undertaken across the contract must be managed exclusively through the CAFM system.

Where the Scope requires a CAFM provision that interfaces with an existing *Client* system, the *Service Provider* shall be responsible for the provision of this interface. Costs for these services should be included within the *Service Provider* costs within the Prices.

- 161.3 The *Service Provider* shall be responsible for the provision of a minimum of eighty (80) *Client* licenses and training. Costs for this provision should be included within the *Service Provider* Prices. Further details of the allocation of *Client's* licenses across the Business Units will be provided during the Mobilisation Period.
- 161.4. The *Service Provider* shall be responsible for ensuring:
 - 161.4.1. The CAFM system has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed and monitored through the CAFM system;
 - 161.4.2. The *Service Manager* and the eighty (80) licensed *Client* users have full access to the live CAFM system data at all times and that the data can be accessed electronically via the *Client's* internal network i.e., a web-based application which can be accessed via a web browser;
 - 161.4.3. An application programming interface or export function for the systems data shall be available at all times to the *Service Provider*;
 - 161.4.4. All feedback information associated with its activities and information relating to the completion of Service Requests is promptly and accurately entered into the CAFM system including

but not limited to scheduling, re-scheduling, completion and non-completion of task details;

- 161.4.5. The necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM system to the mutual benefit of both the *Service Provider* and the *Client* as required. This shall include:
- 161.4.5.1. The adoption of point cloud survey information;
 - 161.4.5.2. Building information models;
 - 161.4.5.3. Photogrammetry;
 - 161.4.5.4. Telemetry; and
 - 161.4.5.4 Statistical analysis and modelling.
- 161.4.6. All response and rectification periods required by the Scope are maintained within the CAFM system and the CAFM system has the capability to produce alerts as reactive or planned works that are about to breach their KPI agreement;
- 161.4.7. The CAFM system has the capability to:
- Link duplicate Service Requests
 - Link parent and child Service Requests
 - Track Service Requests through the various stages to completion;
- 161.4.8. All parent and child relationships be codified and recorded within any data or information exchange from the CAFM system(s);
- 161.4.9. The CAFM system captures all costs including direct labour, Subcontractor labour, consumable and material costs;
- 161.4.10. Where required, the CAFM system is capable of interacting with the *Client's* IT systems, an independent helpdesk, assurance and / or performance partner;
- 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 *Service Manager* in the Service Order where instructed;
- 161.4.11. The *Service Provider* shall have the capability to operate its CAFM system in a way that integrates data with the *Client's* IT systems, the CAFM system of an independent helpdesk and / or assurance service provider where appropriate; and
- 161.4.12. The *Service Provider* shall have the capability to operate its CAFM system in a way that it enables the capture of third-party data where appropriate. For avoidance of doubt *Service Provider* subcontracted activity is required to be logged within the CAFM system.

- 161.5. The CAFM system shall have the capability to:
- 161.5.1. Record and report by each Affected Property or location;
 - 161.5.2. Review work assignment to Service Provider Staff and Subcontractors;
 - 161.5.3. record and track the history of planned and reactive work on specific Assets as required by the Scope;
 - 161.5.4. Track progress on logged activities, issue status updates and the provision of on-screen alerts;
 - 161.5.5. Provide automated email notifications of Service Requests;
 - 161.5.6. Provide automatic status updates to the *Service Manager*;
 - 161.5.7 Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all Affected Property (e.g., compliance dashboard);
 - 161.5.8. Provide search and visibility of calls and activities logged directly by *Client* staff via an interface or other electronic means;
 - 161.5.9. Provide automatic associated hazard warnings, for example asbestos alerts;
 - 161.5.10. Allocate and schedule appointment dates and times with the occupants of residential housing and *Client's* representatives within Affected Property for audits and inspections;
 - 161.5.11. Provide online portal systems to facilitate automated online booking systems to enable the *Service Manager* and residential housing occupants to schedule attendance for work related activities directly online;
 - 161.5.12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
 - 161.5.13. Provide clear and proactive management of KPI agreements;
 - 161.5.14. Provide accurate reporting Management Information and KPI performance data to meet the requirements of the *Client* and Authority;
 - 161.5.15. Log Service Requests via intranet and internet. The Service Provider should note that where visitor WiFi is available on site the Service Provider will be able to access it however not all sites may have accessible or any WiFi depending on their location, use and nature. The Service Provider should take steps to ensure connectivity;
 - 161.5.16. Automatically prioritise work and job escalation when appropriate;
 - 161.5.17 Accurately record the Affected Property unique reference number (URN) against all Service Requests and Service Orders

instructed. The Affected Property URN is to be clearly referenced in all reporting; and

161.5.18. Where requested manage room booking / workplace allocation, to include but not be limited to meeting rooms, conference rooms, community lettings, event spaces and workstation allocation for *Client* staff and visitors shall be booked and managed by a booking system to optimise as far as is practicable the use of space. The service shall include the facility to:

161.5.18.1. Accept electronic online bookings and confirmations;

161.5.18.2. Ensure no double bookings;

161.5.18.3. Provide a holistic range of ancillary services such as hospitality, room set-up and audio-visual support;

161.5.18.4. Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support;

161.5.18.5. Integrate with other facilities data to provide detailed financial and ownership details; and

161.5.18.6. Enable two-way communication including importing data from third party financial software or exporting to a data file.

161.6. The cost control functionality shall have the capability to:

161.6.1. Track costs through multi-level hierarchy of budgets, contracts and projects;

161.6.2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;

161.6.3. Discount purchase Orders or individual line items;

161.6.4. Provide purchase Order receipt acknowledgement;

161.5.5. Provide details of benchmarking data;

161.6.6. Navigate, search and view all budget information;

161.6.7. Link trade rates to the contractual resource rates agreed with the *Client*;

161.6.8. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;

161.6.9. Provide costs for all the Service Orders Requirements and Project Orders, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the *Client* in the Scope.

- 161.6.10. Easily distribute information to stakeholders;
 - 161.6.11. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis;
 - 161.6.12. Navigate data tree to ensure simple management and retrieval of all facilities information; and
 - 161.6.13. Manage health and safety equipment and Service Requests.
- 161.7. The property management functionality shall have the capability to:
- 161.7.1. Store all Affected Property related documents including contracts and lease agreements;
 - 161.7.2. Store all Affected Property related documentation as required for inclusion within the Affected Property logbook, to include but not be limited to:
 - 161.7.2.1. Health and safety documentation;
 - 161.7.2.2. COSHH risk assessments;
 - 161.7.2.3. Audit reports;
 - 161.7.2.4. Emergency isolation and utility metering data;
 - 161.7.2.5. Business continuity and disaster recovery data; and
 - 161.7.2.6. Emergency out-of-hour contact details.
 - 161.7.3. Store all details of the *Client's* residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;
 - 161.7.4. Navigate the storage of Affected Property contact information; and
 - 161.7.5. Generate property management reports.
- 161.8. The report functionality shall have the capability to:
- 161.8.1. Report on helpdesk performance management;
 - 161.8.2. Automatically generate reports;
 - 161.8.3. Provide direct email distribution to stakeholders;
 - 161.8.4. Produce specific corporate reporting requirements;
 - 161.8.5. Analyse data;
 - 161.8.6. Provide extensive reports as standard;
 - 161.8.7. Provide measured performance benchmarking
 - 161.8.8. Provide cost control and monitoring; and
 - 161.8.9. Provide all other reports identified in Annex H – Transparency Reports in a manner aligned to the requirements of Service A9 – Reporting.

- 161.9. The *Service Provider* shall ensure that that in line with industry good practice, the CAFM system has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.
- 161.10. At the end of the Service Period, or in the event of termination of the contract and for any reason, ownership of the *Client's* data contained within the CAFM system shall remain with the *Client*.

162. Service P2 - TFM / Hard FM CAFM Requirements

- 162.1. The following Standards apply to this Service – SP2.
- 162.2. Provision of a single TFM CAFM system to include hard and soft facilities management services in line with Scope (including Building Packs). All services to be undertaken across the contract must be managed exclusively through the CAFM system.

Where the Scope requires a CAFM provision that interfaces with an existing *Client's* CAFM system, the *Service Provider* shall be responsible for the provision of this interface. Costs for these Services should be included within the *Service Provider* costs within the Price.

- 162.3. The *Service Provider* shall be responsible for the provision of a minimum of a license for the *Service Manager* and eighty (80) *Client* licenses to allow access to the to the CAFM system. Costs for this provision should be included within the *Service Provider* costs within the Prices. Further details of the allocation of the *Client's* licenses across Business Units will be provided during the Mobilisation Period.
- 162.4. The *Service Provider* shall be responsible for ensuring:
- 162.4.1. The CAFM system has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed, and monitored through the CAFM system;
 - 162.4.2. The *Service Manager* and the eighty (80) licensed *Client* users shall have full live time access to the live CAFM system data at all times and that the data can be accessed electronically via the *Client's* internal network i.e., a web-based application which can be accessed via a web browser;
 - 162.4.3. The CAFM system has the capability to enable live reporting on levels of statutory compliance across all in-scope services and Affected Property;
 - 162.4.4. The availability of an application programming interface or export function for the systems data at all times to the *Service Manager*;
 - 162.4.5. The CAFM system has the capability to 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 system;

- 162.4.6. The necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM system to the mutual benefit of both the *Service Provider* and the *Client* are provided. This shall include:
 - 162.4.6.1. The adoption of point cloud survey information;
 - 162.4.6.2. Building information models;
 - 162.4.6.3. Photogrammetry; and
 - 162.4.6.4. Telemetry.
- 162.4.7. All response and rectification periods required by the Scope are maintained within the CAFM system and the CAFM system has the capability to produce automated alerts as reactive or planned works that are about to breach their KPI agreement.
- 162.4.8. The CAFM system has the capability to link duplicate Service Requests and parent and child Service Requests and track Service Requests through the various stages to completion.
- 162.4.9. All parent and child relationships be codified and recorded within any data or information exchange from the CAFM system(s).
- 162.5. The CAFM system shall have the capability to:
 - 162.5.1. Record and report by each Affected Property or location;
 - 162.5.2. Review work assignment to Service Provider Staff and Subcontractors;
 - 162.5.3. record and track the history of reactive work on specific Assets as required by the *Client*; and
 - 162.5.4. Track progress on logged activities, issue status updates and the provision of on-screen alerts;
 - 162.5.5. Provide automated email notifications of work requests within agreed helpdesk response timeframes;
 - 162.5.6. Provide automatic status updates to the *Service Manager*;
 - 162.5.7. Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all Affected Property (e.g., compliance dashboard);
 - 162.5.8. Provide search and visibility of calls and activities logged directly by *Client* staff via an interface or other electronic means;
 - 162.5.9. Provide automatic associated hazard warnings, for example asbestos alerts;
 - 162.5.10. Allocate and schedule appointment dates and times with the occupants of residential housing and *Service Manager* within Affected Property for audits and inspections;
 - 162.5.11. Provide online portal systems to facilitate automated online booking systems to enable the *Service Manager* and residential

- housing occupants to schedule attendance for work related activities directly online;
- 162.5.12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
- 162.5.13. Provide clear and proactive management of KPI agreements;
- 162.5.14. Provide accurate reporting Management Information and KPI performance data to meet the requirements of the *Client*;
- 162.5.15. Log Service Requests via intranet and internet. The Service Provider should note that where visitor WiFi is available on site the Service Provider will be able to access it however not all sites may have accessible or any WiFi depending on their location, use and nature. The Service Provider should take steps to ensure connectivity;
- 162.5.16. Automatically prioritise work and job escalation when appropriate;
- 162.5.17. Manage room booking / workplace allocation, to include but not be limited to meeting rooms, conference rooms, community lettings, event spaces and workstation allocation for *Client* staff and visitors shall be booked and managed by a booking system to optimise as far as is practicable the use of space. The service shall include the facility to:
- 162.5.17.1. Accept electronic online bookings and confirmations;
- 162.5.17.2. Ensure no double bookings;
- 162.5.17.3. Provide a holistic range of ancillary services such as hospitality, room set-up and Audio-Visual support;
- 162.5.17.4. Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support;
- 162.5.17.5. Integrate with other facilities data to provide detailed financial and ownership details; and
- 162.5.17.6. Enable two-way communication including importing data from third party financial software or exporting to a data file.
- 162.5.18. Individually reference all Assets and have the capability to identify Assets in four hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;
- 162.5.19. Having the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services

within any 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 for National Infrastructure (CPNI) guidance;

- 162.5.20. 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;
 - 162.5.21. Ensure that all Planned Preventative Maintenance and reactive maintenance activities are managed, executed and monitored through the CAFM system;
 - 162.5.22. Capture all greenhouse gas emission and carbon net zero related data as it applies to the *Client's* Assets and systems;
 - 162.5.23. Operate in a way that integrates data with the *Client's* IT systems, the CAFM system of an independent helpdesk and / or assurance service where this is appropriate;
 - 162.5.24. Operate in a way that it enables the capture of third-party data where appropriate;
 - 162.5.25. Interact with the *Client's* IT systems, an independent helpdesk, assurance and / or performance partner where appropriate. In such a situation, the *Service Provider* shall be required to use the *Client's* defined master data to report activities against;
 - 162.5.26. Record data which shall be aligned with the *Client's* Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime and/or requirements specified by the Scope;
 - 162.5.27. Produce and maintain a contract fixed Asset register in line with the Asset information requirements schedule as defined by the Scope. This shall be compiled from Condition Surveys, location surveys, schematic drawings, operating and maintenance manuals and all Asset register details entered into the CAFM system at the Affected Property; and
 - 162.5.28. Accurately record the Affected Property unique reference number (URN) against all Service Requests and Service Orders instructed. The Affected Property URN is to be clearly referenced in all reporting.
- 162.6. The *Service Provider* shall work collaboratively with the *Service Manager* to limit the requirement for further survey and Asset Verification (ensuring continual asset condition assessments are completed as part of regular service delivery) in the event of the coming to an end of their contract.
- 162.7. The *Service Provider* shall create a measure within the CAFM system which allows the suspension of any reactive activity (with the exception of critical, emergency or urgent activity) which results in a repair which cannot be completed due to the lead times of parts, components, or any other

replacement items needed to complete the repair or the need for the *Service Manager's* sanction of costs (e.g., automated delay request and authorisation process). The *Service Provider* shall agree in advance with the *Service Manager* the exact criteria for suspension.

- 162.8. At the end of the contract, the *Service Provider* shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a Construction Operations Building information Exchange. Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.
- 162.9. The *Service Provider* shall ensure that the Asset tracking functionality shall operate in line with the Asset information requirements of the *Client* and have the capability to:
- 162.9.1. Provide various forms of information relating to Assets including location, warranty, parts and maintenance records;
 - 162.9.2. Construction Operation Building Information Exchange (COBie) sheets;
 - 162.9.3. Building information models for new build and retrofit projects. This should include access to BIM object library where available;
 - 162.9.4. Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20, NRM3 and Uniclass 2015;
 - 162.9.5. Provide the ability to record planned and reactive maintenance information to enable full visibility of an Asset's service history;
 - 162.9.6. Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
 - 162.9.7. Identify movement and tracking of Assets within existing or external systems;
 - 162.9.8. Associate Assets to the *Client's* staff departments or locations;
 - 162.9.9. Associate Asset contract for automatic issue of related Service Requests to maintaining third party service providers;
 - 162.9.10. 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 and the classification standards of SFG20, NRM3 and Uniclass 2015;
 - 162.9.11. Provide full Asset reporting for distribution to interested parties as instructed by the *Service Manager*;
 - 162.9.12. Utilise the NRM3 standard to classify the information;
 - 162.9.13. Provide processes to allocate accommodation and manage *Client's* residential property portfolio;

- 162.9.14. Provide a dynamic link to property related Planned Preventative Maintenance activities;
 - 162.9.15. Provide storage and maintenance of hazardous related data, for example asbestos;
 - 162.9.16. Track the condition of the Affected Property including structure, fabric and mechanical elements;
 - 162.9.17. Monitor building lifecycle costs and energy efficiency;
 - 162.9.18. Provide status reports and updates on the level of statutory compliance at the Affected Property; and
 - 162.9.19. Provide a repository for all *Client* documents to include but not be limited to CAD drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats to include 2D, 3D and scanned documents.
- 162.10. The cost control functionality shall have the capability to:
- 162.10.1. Track costs through multi-level hierarchy of budgets, contracts and projects;
 - 162.10.2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;
 - 162.10.3. Provide details of spend for planned and reactive maintenance expenditure against specific Asset types and systems;
 - 162.10.4. Capture all costs including direct labour, Subcontractor labour, materials and consumable costs associated with Planned Preventative Maintenance and reactive maintenance services;
 - 162.10.5. Provide details of benchmarking data;
 - 162.10.6. Discount purchase Orders or individual line items;
 - 162.10.7. Provide purchase Order receipt acknowledgement;
 - 162.10.8. Navigate, search and view all budget information;
 - 162.10.9. Link trade rates to the contractual resource rates agreed with the *Service Manager*;
 - 162.10.10. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates, and stakeholders;
 - 162.10.11. Provide costs for all Service Orders and Project Orders, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the Scope;
 - 162.10.12. Easily distribute information to stakeholders;
 - 162.10.11. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis;

- 162.10.12. Navigate data tree to ensure simple management and retrieval of all facilities information; and
- 162.10.13. Manage health and safety equipment and Service Requests.
- 162.11. The property management functionality shall have the capability to:
 - 162.11.1. Use industry standard BIM tools to detail, plan and manage space allocation;
 - 162.11.2. Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure; and
 - 162.11.3. Ensure easy movement and tracking of Assets within the CAFM system.
 - 162.11.4. Store all Affected Property related documents including contracts and lease agreements;
 - 162.11.5. Store all Affected Property related documentation as required for inclusion within the Affected Property logbook, to include but not be limited to:
 - 162.11.5.1. Health and safety documentation;
 - 162.11.5.2. Written schemes of examination;
 - 162.11.5.3. Written schemes of control;
 - 162.11.5.4. Fire risk assessments;
 - 162.11.5.5. Electrical testing data;
 - 162.11.5.6. Asset data / registers;
 - 162.11.5.7. Asset condition data;
 - 162.11.5.8. Planned Preventative Maintenance schedules;
 - 162.11.5.9. Asbestos management plans;
 - 162.11.5.10. COSHH risk assessments;
 - 162.11.5.11. Energy performance / utility usage data;
 - 162.11.5.12. Audit reports;
 - 162.11.5.13. Asset data;
 - 162.11.5.14. Insurance inspection records;
 - 162.11.5.15. Water risk assessments;
 - 162.11.5.16. Emergency isolation and utility metering data;
 - 162.11.5.17. Business continuity and disaster recovery data;
 - 162.11.5.18. Emergency out-of-hour contact details; and
 - 162.11.5.19. Permits to work.

- 162.11.6. Store all details of the *Client's* residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;
 - 162.11.7. Navigate the storage of Affected Property contact information; and
 - 162.11.8. Generate property management reports.
- 162.12. The report functionality shall have the capability to:
- 162.12.1. Report on helpdesk performance management;
 - 162.12.2. Report on levels of statutory compliance and remedial activity;
 - 162.12.3. Automatically generate reports;
 - 162.12.4. Provide direct email distribution to stakeholders;
 - 162.12.5. Produce specific corporate reporting requirements;
 - 162.12.6. Analyse data;
 - 162.12.7. Provide extensive reports as standard;
 - 162.12.8. Provide measured performance benchmarking;
 - 162.12.9. Provide cost control and monitoring; and
 - 162.12.10. Provide all reports as identified in Annex H - Transparency Reports.
- 162.13. The *Service Provider* shall ensure that that in line with industry good practice, the CAFM system has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.
- 162.14. At the end of the Service Period, or in the event of termination of the contract and for any reason, ownership of the *Client's* data contained within the CAFM system shall remain with the *Client*.
- 162.15. Subject to clause Z5 (Intellectual Property) of the *conditions of contract*, all data regarding the *Client* and the *Client's* facilities and assets within the CAFM system will be the sole property of the *Client* and the *Service Provider* will provide the *Service Manager* with monthly FM and asset data backups in an agreed format (e.g., .csv for asset data and .dxf for CAD drawings) on an agreed form of media or cloud storage.

Work Package Q: Helpdesk Services

163. Service Q1 – Helpdesk Services

- 163.1. The following Standards apply to this Service - SQ1.
- 163.2. 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, seven (7) days a week, fifty-two (52) weeks a year. The *Service Manager* and the *Service Provider* shall agree a reporting function in relation to the helpdesk requirements during the Mobilisation Period and in line with A9 and Annex H - Transparency Reports.
- 163.3. The *Service Provider* shall:
 - 163.3.1. Collaborate with the *Service Manager* to create, maintain and develop services which deliver a common user experience for all users of the service; and
 - 163.3.2. Ensure that the helpdesk operates as both a strategic management and delivery for all services under its control during the core service hours (as detailed in the Scope and Building Pack).
- 163.4. 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.
- 163.5. Where the *Service Provider* helpdesk receives Service Requests for out-of-scope services, the *Service Provider* shall accept and record details on the CAFM system and forward the details to the *Service Manager*.
- 163.6. The *Service Provider* helpdesk shall accept Service Requests raised by telephone calls, emails, text messages and web portals.
- 163.7. 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:
 - 163.7.1. Telephone call requests within twenty (20) seconds;
 - 163.7.2. Text message requests within ten (10) minutes;
 - 163.7.3. Email requests within fifteen (15) minutes; and
 - 163.7.4. Portal requests within five (5) minutes.
- 163.8. The *Service Provider* shall be responsible for the issue of an acknowledgment within five (5) minutes of the timescales within 163.7 and shall issue an update to the *Service Manager* advising on the action to be taken within one (1) hour of the request being logged on the CAFM system or upon request in line with priority SLAs.
- 163.9. 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.

163.10. The *Service Provider* helpdesk shall record details of the Service Request on the CAFM system, to include:

163.10.1. Name;

163.10.2. Contact details, to include telephone number, email address and work location;

163.10.3. Location and unique reference number of the Affected Property to which the request is related;

163.10.4. Nature of the request;

163.10.5. Date and time;

163.10.6. The actual response time as specified within the agreed SLA;

163.10.7. A 'Unique Service Request' reference number;

163.10.8. Action taken; and

163.10.9. Details of progress throughout the Service Request management lifecycle.

163.11. 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.

163.12. The *Service Provider* shall ensure that where a Service Request was not completed in accordance with the timeframes specified in the agreed KPI and or 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 *Service Manager*. The *Service Provider* shall ensure that all revisions to timeframes as agreed and authorised with the *Service Manager* are recorded on the CAFM system.

163.13. 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 and or SLA on the CAFM system and issue daily reports to the *Service Manager*.

163.14. The *Service Provider* shall:

163.14.1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM system;

163.14.2. 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.

- 163.14.3. Provide sufficient number of appropriate staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the *Service Manager* and the *Service Provider*;
 - 163.14.4. 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;
 - 163.14.5. Ensure that all staff appointed to operate on the helpdesk can access and report the status of all Service Requests at any time;
 - 163.14.5. Provide all staff appointed to operate on the helpdesk with documented training, including:
 - 163.14.5.1. Training on the CAFM system package;
 - 163.14.5.2. Customer service skills;
 - 163.14.5.3. Service call management;
 - 163.14.5.4. Listening skills;
 - 163.14.5.5. Escalation procedures;
 - 163.14.5.6. *Client* emergency procedures; and
 - 163.14.5.7. Training in respect of all operational areas and TFM service activities of the Affected Property.
 - 163.14.6. Ensure that all staff appointed to operate on the helpdesk have the appropriate security clearance to work on a *Client* account;
 - 163.14.7. Where required provide a room booking service via the helpdesk;
 - 163.14.8. Where required provide a car park booking and management service via the helpdesk; and
 - 163.14.9. Where required, the *Service Provider* shall be required to support the wider Government Hub strategy and / or hybrid working arrangements via the provision of a workplace booking service managed via the helpdesk and CAFM system.
- 163.15. The provision of multilingual helpdesk operators and translation services as may be required to meet the Scope.

Work Package R: Service Orders and Project Orders (X27)

164. Service R1 - Service Orders and Project Orders (X27)

- 164.1. The following Standards apply to this Service - SR1.
- 164.2. The *Service Provider* shall comply with the requirements contained within Annex I - Service Orders and Project Orders and Standard SR1 when delivering all such Service Orders and Project Orders.
- 164.3. The *Service Provider* shall be aware that the *Client* has the option to deliver Installation Works, Service Orders or Project Orders or any part of them outside of the contract via alternative *Client* appointed service providers, procured either directly by the *Client* or via alternative CCS procurement solutions.
- 164.4. The *Service Provider* shall be responsible for ensuring the resources required to successfully deliver and manage these services are provided in accordance with the Scope. These shall include but not be limited to:
 - 164.4.1. Service Order and Project Order Quantity Surveyor (QS) Personnel;
 - 164.4.2. Service Order and Project Order Management Personnel; and
 - 164.4.3. Service Order and Project Order administrative support Personnel.
- 164.5. Where the *Client* has for whatever reason aborts work being managed by the *Service Provider* via the Service Order or Project Order process the *Client* will pay for works to the point of the *Service Manager* notification of cancellation of the Service Order or Project Order where such costs have been agreed by the *Service Manager*.
- 164.6. The *Service Provider* shall recognise the *Client's* option to introduce specific Service Orders and Project Orders 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 in accordance with the requirements detailed within Schedule 2 (Pricing Details) and Annex C - KPI and Payment.
- 164.7. Where the *Client* opts for the *Service Provider* to deliver Projects the *Service Provider* shall manage the projects in accordance with the RIBA Plan of Work 2020 (or subsequent updates). The costs for the management services shall be as defined within the rates specified within the *Service Provider's* Prices.
- 164.8. The *Service Manager* shall be final arbiter on whether the Service Orders and Project Orders are classified as a project requiring the RIBA management approach.
- 164.9. The *Service Provider* shall carry out Installation Works in accordance with any installation programme agreed by the *Service Manager* and the *Service Provider*.

- 164.10. The Installation Works shall be executed in the manner instructed in the Service Order or Project Order to the reasonable satisfaction of the *Service Manager*.
- 164.11. The *Service Manager* or an authorised representative or adviser of the *Client* shall have, at all reasonable times and upon giving reasonable notice, the right to inspect the state and progress of the Installation Works and to ascertain whether they are being properly executed.
- 164.12. The *Service Provider* shall carry out the testing and commissioning of the Installation Works in accordance with the testing and commissioning requirements of Annex E – Mobilisation and Testing and all current relevant regulations and legislation.
- 164.13. No rights of estoppel or waiver shall arise as a result of the acceptance by the *Service Manager* of the Installation Works.
- 164.14. 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 Service Orders and / or Project Orders.

Part C – Change Log

Details of changes to the original CCS specification have been provided to show all changes made in a tracked changes format. This document superseded the original CCS Specification in all areas.

Part D - Site Access Management (SAM) - Specific to Driver and Vehicle Standards Agency (DVSA)

1. DVSA provides Approved Training Bodies (ATB's) 'supervised' access to the Motorcycle Manoeuvring Areas (MMA's) in set 'slots' at the DVSA's test centres for training purposes. i.e., to prepare candidates in the 'off-road' manoeuvres in preparation for their motorcycle test.
2. Available slots are allocated by DVSA on pre-determined days where there is no DVSA testing programmed. Available slots are either for an entire morning or afternoon during working hours or at weekends and/or evenings. The frequency and location of this provision is variable based on customer demand and may vary from season to season e.g., during the winter months slots are likely to be less frequent.
3. DVSA requires Site Access Management Services (SAMs) on pre-determined days at sites as indicated in the Building Packs where Module 1 motorcycle tests are carried out or subject to a *Service Manager* instruction being notified.
4. Notice will be given as follows:
 - 4.1 A six (6)-week forward look report will be sent to the *Service Provider* as the DVSA slots as they are opened up to the training bodies. This will be provided once a week;
 - 4.2 The *Service Provider* will receive a 'Send Security Company Schedules' notification report showing the status of the slots which are booked or available, thirteen (13) days prior to the booked date;
 - 4.3 Seven (7) days before the test date the 'Send Security Company Notifications' report will be sent to the *Service Provider* showing the booking details of the slots that are booked;
 - 4.4 Seven (7) days before the booked date the *Service Provider* will receive a 'Cancellation Report'. This is only provided where there are no slots booked at a site for the booked date. If any slots are re-booked then a further notification will be sent with the details. If no slots are booked the SAM's can be cancelled;
 - 4.5 More detailed information will be provided three (3) days prior to the booked date and again one (1) day prior to the booked date. This information will be sent on a daily rolling basis via email, one (1) document per site per day; and
 - 4.6 Any late change notifications will be sent in the same format up to one (1) day prior to the booked date.
5. SAM site service requirements cancelled with less than three (3) days' notice will be paid at the minimum rate agreed.

6. The *Service Provider* responsibilities in the provision of SAM and supervision services are to deter:
 - 6.1 Deter unauthorised entry;
 - 6.2 Trespass;
 - 6.3 Theft;
 - 6.4 Vandalism;
 - 6.5 Damage;
 - 6.6 Loss through negligence;
 - 6.7 Fire;
 - 6.8 Flood; and
 - 6.9 Breaches of Health & Safety or confidentiality.
7. It will be the sole responsibility of the *Service Provider* to adequately control ingress and egress to the premises. All Service Provider Staff delivering this service must have successfully completed training such as SIA and be in possession of a first-aid responder qualification.
8. The SAM duties include, but are not limited to:
 - 8.1 Opening up the premises on time, disarming the alarm and switching on of lights;
 - 8.2 Reporting any building issues to the Helpdesk for copy to the *Service Manager*;
 - 8.3 Ensure that the MMA is free from debris including all substances likely to affect the safety of motorcyclists;
 - 8.4 Ensure that the MMA is correctly set out including cones and speed measuring equipment to ensure the site is ready for use;
 - 8.5 Reporting any equipment issues to the Helpdesk for copy to the *Service Manager*;
 - 8.6 Meet and greet all ATBs and make sure that all ATB's sign the log sheet;
 - 8.7 Ensure all ATBs adhere to their pre booked time slots;
 - 8.8 Check the ATB holds the correct instructor certificate for the training that is booked;
 - 8.9 Where necessary, show the trainer how to operate the speed measuring equipment;
 - 8.10 Observe the training to ensure that the user agreement is adhered to;
 - 8.11 Ensure adherence to the training schedules and deal with any disputes ensuring compliance with the *Client's* customer service standards at all times;

- 8.12 Act as first point of contact for trainers for queries and liaison with the Agency's Customer Service Unit if necessary;
 - 8.13 Deal with minor fuel spillages and other issues with the MMA (oil spillage kits are provided at MPTC's);
 - 8.14 Reporting of any near misses, incidents or accidents in line with DfT policies;
 - 8.15 At the end of each day ensure that the speed measuring equipment is correctly placed on charge and securely stored;
 - 8.16 At the end of each day check the building / MMA is empty and that all windows are closed and secured, ensure lights are switched off; re-arm the alarm and ensure that the premises are locked and secured;
 - 8.17 Where necessary, cone layout, collection, and secure storage. This will be notified to the *Service Provider* on an individual MPTC basis;
 - 8.18 Where necessary, water or sand filled barrier layout utilising the pallet truck provided on site. This will be notified to the *Service Provider* on an individual test centre basis; and
 - 8.19 When applicable, ensure that any booked slots that fail to be conducted are reported back to the Service Manager on the next working day following the booked day. This will require the SAM to clarify the reason for the slot not going ahead. A list of reason codes will be provided.
9. DVSA will provide basic information and training including but not limited to the layout of the Motorcycle Manoeuvring Areas (MMA) cones, set-up and operation of the speed measuring equipment, and instruction on the fuel and oil spillage kits. The initial training will be undertaken at an agreed time and venue during the Mobilisation Period. The *Service Provider* will be responsible for cascading this information and training to its SAMs throughout the Service Period.
 10. The *Service Provider* shall be responsible for the provision of 'supervision' and SAM services at the Affected Property indicated in the Building Packs and any additional sites when instructed by the *Service Manager*.
 11. The *Service Provider* will also be responsible for ensuring that Service Provider Staff are aware of and implement working patterns which accommodate the specific site by site differences.
 12. DVSA occasionally allows approved Community User Groups (CUG's) 'supervised' access to the MMA's.
 13. The *Service Provider* will be expected to ensure that they have sufficiently trained staff to undertake duties for unexpected or planned absence. All such replacement staff shall be fully trained on the layout of the cones; operation of the speed measuring equipment and site-specific criteria prior to assuming responsibility for SAM duties.
 14. The *Service Provider* shall provide a proposed hourly rate and a minimum charge rate for a part day or cancellation within (3) days as part of their Tender for providing this service.

**TRAS3093 Department for Transport Third Generation Total Facilities Management
Attachment 3 - Specification**

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15. This service is additional to the Prices and costs incurred will be reconciled and approved monthly by the *Service Manager*. Once approved payment will be included in the *Service Provider's* monthly application for payment.