**CROWN COMMERCIAL SERVICE**

**and**

**SUPPLIER**

**REF: Rm6089**

**DEFENCE HOUSING MAINTENANCE SERVICES REGIONAL**

**sub lot 2b**

**FRAMEWORK SCHEDULE 1d SPECIFICATION**

**REGIONAL ACCOMMODATION MAINTENANCE SERVICES**

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

**Part A - Specification**

Work Package A – Contract Management

Work Package B – Contract Mobilisation

Work Package C – Maintenance Services

Work Package D – Horticultural Services

Work Package E - Statutory Obligations

Work Package F – Computer Aided Facility Management (CAFM)

Work Package G – Property Maintenance Support Desk Services

Work Package H – Management of Billable Works and Additional Services

Work Package I – Property Management

Work Package J – Accommodation Management

**Part B - Annexes**

Annex A - Accommodation Service Standards

Annex B - Legislative Standards

Annex C - Property Maintenance Support Desk Response Times

Annex D - Service Delivery Response Times

Annex E - Standards

Annex F - Property Classification

**Part C - Appendices**

Appendix 1 – Complaints, Failure and Recall Process

Appendix 1.1 Process Map 1 – Complaints

Appendix 1.2 Process Map 2 – Failure

Appendix 1.3 Process Map 3 - Recall

Appendix 2 – Billable Works and Approval Process

Appendix 2.1 Process Map 1 – Billable Works and Approval Process

Appendix 2.2 Process Map 2 – Issuing Quotation by Supplier Process

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

**PART A: SPECIFICATION**

1. **SCOPE OF THE SERVICES**
   1. The Services to be provided under the Accommodation Maintenance Services (AMS) Framework are set out below.
   2. The Suppler shall provide a professionally managed accommodation facilities management service across all the Buyer's premises assigned for residential occupancy. These services shall include but not be limited to all housing stock, garages, communal areas (such as stairs, bin areas and foyers), grounds, roads, fences, play areas, recreational facilities, sheds, pathways and Infrastructure and office accommodation linked to the provision of the Services.
   3. A AMS Service Standard has been provided within the relevant Service below, where applicable.
   4. Each Service states it is mandatory and whether it is to be priced at Framework or Call-Off.
   5. The Buyer may amend figures in square brackets [ ] to suit their individual requirements at Call-Off stage.

**SERVICE REQUIREMENTS**

**Work Package A – Contract Management**

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

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

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

1. **Service A:11 – Performance Self-Monitoring**
   1. Service A:11 – Performance self-monitoring is **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply – SA11
   3. The Supplier is required to undertake a performance self-monitoring regime which is to be agreed with the Buyer. This shall be inclusive of all Services delivered by third party suppliers and partners. Within the performance self-monitoring regime, the Supplier is required to:
      1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
      2. Monitor the performance of the Services via a programme of internal and external audits and inspections and trend analysis of recorded data in the CAFM System and produce [Monthly] performance reports for the Buyer; and
      3. Maintain a Management Information System (MIS) in accordance with the buyers IS/IM strategy to analyse information on the performance of each required Service. It shall be capable of reporting performance against defined performance requirements.
   4. The CAFM system, utilised by the Supplier, shall at all times be capable of monitoring performance of Services, notwithstanding any changes in work practices, technology and agreed performance Standards.
   5. The Supplier shall be responsible for maintaining the CAFM software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.
   6. The Supplier shall work with the Buyer and support their internal management processes. The Supplier’s self-monitoring regime shall recognise these processes and capture feedback from Buyer audits and inspections, to include independent audits scheduled by the Buyer. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.
2. **Service A:12 - Business Continuity and Disaster Recovery (BCDR) Plan**
   1. Service A:12 – Business Continuity and Disaster Recovery Plan is **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply – SA12
   3. In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have a BCDR Plan to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract.
   4. The Supplier shall:
      1. Notify the Buyer as soon as it becomes aware of a Disaster event or a likely Disaster event. The Supplier shall collaborate with the Buyer to ensure that the BCDR Plan interfaces seamlessly to support the Buyer's business;
      2. Liaise with the Buyer to ensure that appropriate communication lines are maintained;
      3. Ensure that its BCDR Plan addresses the loss of or disruption to all energy supplies and shall ensure that these have been reviewed and Tested to a programme agreed with the Buyer. The Supplier shall coordinate the BCDR Plan with the Buyer and utilities providers;
      4. Ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Buyer of all scheduled interruptions to any energy supply if it may affect the Buyer's operations; and
      5. Provide its BCDR Plan within thirty [30] Working Days (or as otherwise agreed by the Buyer at 'Call-Off' procedure) following the Call-Off Start Date. The BCDR Plan shall be reviewed on a regular basis and as a minimum once every six [6] months.
   5. At the request of the Buyer, the Supplier shall assist in Testing the Buyer's BCDR Plan at intervals to be agreed by both Parties.
   6. The Buyer may require the provision of professional advice in relation to its own BCDR Plan, including the safe evacuation of premises during an emergency and the operation of emergency systems. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each Buyer Premises. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.
   7. The Buyer's BCDR Plan is confidential and the Buyer will decide which information will be divulged to the Supplier for the purpose of the contract to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Buyer.
3. **Service A:13 – Quality Management System**
   1. Service A:13 – Quality Management System is **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply – SA13
   3. The Supplier shall have in place ISO 9001 accreditation.
   4. The Supplier shall maintain such accreditation throughout the Framework Contract Period and as instructed by the Buyer at Call-Off.
   5. The Supplier shall provide the Buyer with evidence of its ISO 9001 accreditation upon request at any time during the Framework Contract Period.
   6. The Supplier shall implement a Quality Management Plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining the Buyer's existing ISO 9001 accreditation and its related systems and for delivering continuous improvement
   7. The Supplier shall be responsible for undertaking an annual review of their quality management system with the Buyer to ensure compliance with ISO 9001 to ensure the management systems continue to be suitable, adequate and effective.
   8. Where requested by the Buyer, the Supplier's quality management system shall be accredited by the UK Accreditation Service (UKAS). Further details of the requirement will be provided at Call-Off.
4. **Service A:14 – Staff and Training**
   1. Service A:14 – Staff and Training is **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply – SA14
   3. The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.
   4. The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate training to ensure the successful and safe Delivery of the Services, these shall include the SDP, quality management plan, the health and safety (Safe System of Work) plan and sustainability plan. The training shall be programmed such that it includes induction, refresher and awareness training.
   5. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including:
      1. Use of CAFM and associated IT systems;
      2. Business processes;
      3. Health and Safety;
      4. Site Induction training.
      5. Further details of these requirements will be provided at Call-Off stage.
   6. The Supplier shall maintain appropriate staff records and training records for all Supplier Staff. The Supplier shall also maintain records of any training provided to the Buyer’s staff.
   7. The Supplier shall work collaboratively with the Buyer by employing the Buyer’s staff on a secondment basis to assist their personal development by:
      1. Gaining hands on work experience;
      2. Receiving training;
      3. Gaining professional qualifications; Gaining experience of work in the private sector.
      4. Details of requirements will be defined by the Buyer at Call-Off stage.
   8. The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
   9. Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.
   10. Any Supplier Staff who has not received the clearance required by the Buyer, and who are required to be at the Buyer's Premises must be accompanied and supervised at all times by a member of the Supplier's Staff who has the appropriate level of clearance.
   11. The Supplier shall provide an induction programme for all Staff and for any relevant Buyer Staff, and also participate in any relevant Buyer induction programme.
   12. The Supplier shall investigate where more than one [1] substantiated complaint is made against any individual member of its Staff within any [Month]. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the [Monthly] performance reports as required through the Call-Off Contract with the Buyer.
   13. The Supplier shall be responsible for the provision of all equipment, workwear, uniforms and Personal Protective Equipment (PPE) for their personnel for use on the Contract.
5. **Service A:15 - Selection and Management of Sub-contractors**
   1. Service A:15 –Selection and management of Subcontractors is **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply – SA15
   3. The Supplier is required to actively manage all aspects of Sub-contract involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract. Key aspects of the role include the Services set out below:
      1. Protecting the Buyer's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Call-Off Contract;
      2. Ensuring that all Sub-contractors operate a Safe System of Work and that all activities at the Buyer’s Premises are delivered in compliance with the Supplier’s Health & safety Policy Statement and Management Plan;
      3. Performance monitoring against agreed KPIs;
      4. Benchmarking and market testing of Services against other Service providers;
      5. Problem solving and Dispute prevention and resolution where issues exist;
      6. Auditing and inspecting the Sub-contractors' work, ensuring that it complies with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
      7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Sub-contractors;
      8. Receiving, checking and authorising invoices for payment for additional Services/ Billable Works; and
      9. Monitoring Subcontractors' approach to rectifying defects and ensuring these are satisfactorily addressed.
6. **Service A:16 – Electronic Property Information Mapping Service**
   1. Service A:16 – Electronic Property Information Mapping Service (e-PIMS) is **Mandatory: Framework and Call Off**
   2. In addition, the following standards to this Service apply – SA16
   3. The Buyer may require the Supplier to maintain up-to-date, accurate metrics including cost and performance data on its behalf
   4. Further details will be provided at Call-Off.
7. **Service A:17 – Sustainability**
   1. Service A:17 – Sustainability is **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply – SA17
   3. The Supplier shall develop, maintain and implement a Sustainability Management Plan in line with the Buyer’s sustainability requirements. The content, structure and format of the sustainability management plan shall be agreed between the Buyer and the Supplier at Call-Off.
   4. The Supplier shall submit the Sustainability Management Plan for the Buyer’s Approval within three [3] Months of the Call-Off Start date.
   5. The Supplier shall ensure that the Sustainability Management Plan complies with Government Buying Standards (GBS) and all Buyer requirements which will be defined at Call-Off stage.
   6. The Sustainability Management Plan shall include the Supplier’s approach to:
      1. Energy management;
      2. Water, to include system infrastructure maintenance and waste water management;
      3. Waste prevention and management including waste Hierarchy and segregation;
      4. Minimising transport use.
      5. Further details of the Buyer’s specialist management requirements will be provided at Call-Off.
   7. The Supplier shall ensure that where they have a responsibility to deliver project works on behalf of the Supplier, all new propertiesshall meet the Building Research Establishment Environmental Assessment Method (BREEAM) or equivalent schemes to excellent standard, and that retrofits meet the very good standard.
   8. The Supplier shall provide the availability of a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Buyer Premises if required by the Buyer. This Service shall be upon request and by mutual agreement between the Buyer and the Supplier and be managed via the Billable Works process. The scope of any advice provided shall include:
      1. Reduction in running Costs;
      2. Measurement and improvement of the performance of Buyer Premises;
      3. Development of action plans;
      4. Reporting of performance.
      5. Historic buildings
   9. The Supplier shall notify the Buyer in writing of the potential implications of not implementing the recommendations of any advice given.
   10. The Supplier shall take account of and comply with the Buyer’s energy strategy and action plan and its targets under the Greening Government Commitments and any subsequent Government policy. This shall include, but not be limited to:
       1. Working with the Buyer to meet external and internal targets for reducing energy consumption; and
       2. Supporting the Buyer’s initiatives for energy-saving strategies including separate heating, lighting and ventilation strategies and co-operate with the Buyer in achieving agreed objectives.
   11. The Supplier shall take account of and comply with the Buyer’s water strategy, action plan and its targets and commitments under the Greening Government Commitments policy.
   12. The Supplier shall be aware of and comply with existing and future water-related statutory requirements and legislation put in place. Where detailed at Call-Off the Supplier shall take responsibility for water efficiency, working with the Buyer to strive to meet external and internal targets for reducing water consumption.
   13. The Supplier shall:
       1. Keep a schedule of potential and recommended water efficiency projects which could be implemented given the required funding, including the value of reduced water use. This shall be kept up-to-date in order that the Supplier can quickly advise the Buyer on options, should funding become available.
       2. Details of the Buyer's Premises where water infrastructure maintenance and management is required will be detailed at Call-Off.
   14. The Supplier shall take responsibility for waste management and work with the Buyer to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and continuous improvements as advances in technology arise.
   15. The Supplier shall provide information to the Buyer on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by the Buyer). The Supplier shall assure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill.
   16. If required by the Buyer, the Supplier shall develop a waste minimisation plan to reduce product consumption by rethinking the need, redeploying, repairing, refurbishing, leasing and/or hiring Assets as appropriate using a formal mobile Asset management plan.
   17. The Supplier shall collect and dispose of all waste in line with the waste hierarchy and best practice.
   18. The following waste hierarchy shall apply:
       1. Eliminate;
       2. Reduce;
       3. Re-use and repair;
       4. Recycle or compost;
       5. Recover (energy recovery); and
       6. Dispose.
   19. A full audit trail of waste management shall be maintained by the Supplier and waste handling must be compliant with the Environment Agency's guidelines.
   20. The Supplier shall agree with the Buyer the process relating to the retention of certificates of destruction.
   21. The Supplier shall comply with the Accommodation Service Standards in relation to recycling requirements unless otherwise specified by the Buyer.
   22. Prior to any waste removals from the Buyer’s custody a signed waste transfer note, season ticket or a hazardous waste consignment note must be prepared. The Supplier shall ensure that this Documentation is completed correctly and submit consignee’s returns to the producer as required by the legislation. It is recommended that the Supplier use the e-Doc system.
   23. The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES).
   24. All timber and wood derived products must be compliant with all relevant UK legislation e.g. EU Timber Regulations and with the requirements of the CITES.
   25. The Supplier shall work to reduce the amount of travel undertaken by Supplier Staff and third party suppliers by combining deliveries of Goods to each Buyer Premises.
   26. The Supplier may be requested to collect and provide the appropriate data to the Buyer. Frequency to be provided at Call-Off.
   27. The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Buyer to share effective strategies across its regions.
   28. The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.
8. **Service A:18 – Social Value**
   1. Service A:18 – Social Value is **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply – SA18
   3. The Public Services (Social Value) Act requires public authorities to have regard to economic, social and environmental wellbeing in connection with public Services contracts and for connected purposes as well as allowing for national and local strategies around this area.
   4. The Supplier shall be required to identify at Call-Off proposed social value initiatives, proportionate and relevant to the Contract. The Supplier shall be responsible for recording and reporting performance against agreed Social Value scorecards. These initiatives shall include:
      1. Creating supply chain opportunities for Small Medium Enterprises (SME);
      2. Appointment of apprenticeships;
      3. Providing additional opportunities for individuals or groups facing greater social or economic barriers;
      4. Supporting work placements to school children and young adults;
      5. Recruitment of locally engaged labour;
      6. Recruitment of long-term unemployed labour;
      7. Recruitment of Young People Not in Education, Employment or Training (NEET) labour;
      8. Recruitment of local supply chain partners;
      9. Procurement and sourcing of sustainable Services and products;
      10. Encouraging ethical and fair-trade procurement; and
      11. Encouraging community engagement.
   5. The Supplier shall ensure that they adopt a positive stance on delivering community benefits throughout the life of the Contract Period and any Call-Off Contracts.
   6. The Public Sector in the UK is committed to the Delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
   7. Public bodies in the UK are adopting fair work practices, which include:
      1. A fair and equal 'pay policy' that includes a commitment to supporting the Living Wage, including, for example being a 'Living Wage Accredited Employer';
      2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to apprenticeships and the development of the UK’s young workforce;
      3. Promoting equality of opportunity and developing a workforce which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
      4. Support for learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
      5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance; and
      6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice.
      7. To ensure the highest Standards of service quality in this Contract the Public bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

**Work Package B – Contract Mobilisation**

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

**Work Package C – Maintenance Services**

1. **General Maintenance Requirements**
   1. In addition, the following Standards to this Service apply – WPC-General Requirements
   2. In respect of all the Services, the Supplier shall provide a comprehensive PPM system in accordance with SFG20 or, if not applicable, with good industry practice and Standards defined by the Buyer at Call-Off stage.
   3. The Supplier will be responsible for the delivery of all planned maintenance services and shall ensure that Statutory Compliance is achieved and maintained at all Buyer Premises. The service shall be inclusive of the delivery of all statutory inspections, risk assessments, written scheme of examination and insurance inspections as required to achieve full Statutory Compliance at Buyer premises.
   4. The Supplier shall recognise Buyer requirements in regard to the Delivery of planned maintenance that may be in addition to or in replacement of SFG20 requirements that exist at the Buyer Premises. The Supplier shall be responsible for ensuring these requirements are fully captured in the planned maintenance regime and managed via the CAFM System, in accordance with the Asset information requirements, to ensure that all Services are Delivered in full compliance with the Buyer’s legal, statutory and lease obligations.
   5. Where SFG20 is not applicable to a planned maintenance activity or where the Buyer has specified bespoke requirements for the maintenance of systems and / or Assets are applicable, the Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer’s requirements in accordance with SFG20. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and upload to their SFG20 / CAFM System.
   6. The Supplier shall ensure that the PPM schedule capture the requirements outlined within the Supplier's Quality Management Plan and Sustainability Management Plan.
   7. Where agreed with the Buyer, the PPM schedule should include any agreed maintenance system, such as business focussed maintenance (BFM), condition based maintenance (CBM) etc. The revised planned maintenance processes and scheduling shall be reflected within SFG20 where appropriate and be managed via the Supplier’s CAFM System.
   8. The Supplier shall provide installation work associated with planned and reactive maintenance works and Billable Works without compromising the integrity of any historic Buyer’s Premises and in a manner so as to avoid damage. Prior to carrying out work to a historic Buyer’s Premises the Supplier shall undertake a written scheme of investigation, prepare a method statement and Safe System of Work and discuss their proposal with the Buyer to seek formal approval to proceed with any works.
   9. PPM tasks shall be generated, in advance, through the CAFM System on a frequency to be agreed with the buyer during Call-Off. The Supplier 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 Buyer Premises. The process for agreeing and managing the PPM schedule will be confirmed during Call-Off and may include some of the following:
      1. Fire detection and Alarm Maintenance
      2. Gas installations and appliances including LPG installations, networks and tank installations
      3. PAT of buyer owned appliances
      4. Oil installations including fuel tanks and bunds
      5. Solar heating installations
      6. Street lighting installations
      7. Playground equipment
   10. The annual planned maintenance programme will be agreed between the Supplier and the Buyer.
   11. In the absence of any comments from the Buyer, the Supplier is in no way relieved of any of its obligations under this Framework Schedule 1d - Specification including this PPM strategy.
   12. The Supplier shall, subject to any Inclusive Repair Threshold that may be applied, maintain Assets leased to or leased by the Buyer in accordance with the requirement of the lease or as specified by the Buyer. All planned maintenance regimes will be approved by the Buyer prior to upload on the CAFM System and undertaking any works. Further details of the Services required shall be defined at Call-Off stage.
   13. The Supplier shall prioritise work on the system and make any proposed improvements and adjustments to suit availability of resources. Any such proposed improvements and adjustments shall be submitted to the Buyer and the Buyer’s Representative for Approval.
   14. The annual PPM programme shall detail the frequency, schedule of tasks, input requirements, maintenance Standards to be applied and resource requirements for all Services.
   15. The Supplier shall ensure they operate a Safe System of Work in accordance with their Health and Safety Policy. Risk assessments shall reference, where appropriate, the following:
       1. Asset criticality;
       2. Any relevant equipment manufacturers’ recommendations;
       3. Industry Standard specification;
       4. The Supplier’s experience of similar equipment and Services; and
       5. The risk to and/or impact upon the Buyer that could result from failure of the Asset.
   16. The Supplier shall ensure that:
       1. The PPM works task sheet clearly identifies the Asset, location, task instruction and frequency or if not applicable, details of the work required and frequency as defined and agreed with the Buyer;
       2. Where the time between activities is greater than one year, those activities are to be undertaken on an appropriate rolling programme as agreed with the Buyer at Call-Off stage; and
       3. All consumable items and replacement parts which are required to satisfactorily maintain the Assets are of the same quality and type or better as provided for the original installation. Replacement components shall be of the same manufacturer as the equipment being serviced wherever possible. Costs for the provision of these consumables and replacement parts / components shall be included in the Charges.
   17. The Supplier shall be responsible for the safe keeping and storage of any materials that may be directly delivered to the Buyer Premises required to deliver the Services.
   18. The Supplier shall agree access arrangements in advance with the National Customer Service centre and/or Buyer in order to avoid being denied entry and delaying the execution of the Services.
   19. The Supplier shall liaise with landlords, landlord’s representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' in respect of all of the Services in multi-occupancy buildings.
   20. The Supplier shall agree with the Buyer the process relating to the retention of all statutory and mandatory certificates and related documentation.
   21. The Supplier shall provide expert and technical advice on all maintenance matters upon the request of the Buyer.
2. **Service C:1 - Mechanical and Electrical Engineering Maintenance**
   1. Service C:1 - Mechanical and Electrical Engineering is a **Mandatory Service: Framework and Call Off**
   2. In addition, the following Standards to this Service apply - SC1.
   3. The Supplier shall provide a professionally managed Mechanical and Electrical (M&E) Maintenance Service which ensures the maintenance and operation of all items of plant and equipment within the Buyer Premises, are in accordance with manufacturer’s servicing guidelines and the Buyer’s requirements.
   4. The Supplier shall ensure the successful operation and optimum condition of all the Buyer’s mechanical, electrical and plumbing systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers’ and installers’ recommendations and statutory obligations. A list of plant and systems to be maintained shall be listed within the Asset registers in Call-Off Schedule 22 - Call-Off Tender.
   5. For the avoidance of doubt, these requirements include but are not limited to, the maintenance of all gas, coal, biomass, solar heating, LPG and oil-fired systems and all associated infrastructure, to include storage tanks, pipework, flues, chimneys and air supply systems, cylinder storage facilities, bund storage equipment and detection systems as present within the Buyer Premises.
   6. The Supplier shall be responsible for the inclusion of all Assets irrespective of their inclusion in Call-Off Schedule 22 - Call-Off Tender.
   7. The Supplier shall implement an annual PPM programme that fully meets the maintenance requirements of the Chartered Institution of Building Service Engineers (CIBSE) SFG20, or if not applicable, the maintenance requirements specified by the manufacturers, the Heating and Ventilation Contractors Association (HVCA) and other relevant professional bodies. The overriding responsibility of the Supplier shall be to ensure that maintenance Services to the built and installed Assets within the Buyer Premises are delivered as required throughout the Call-Off Contract.
   8. The Supplier shall provide and review the current PPM schedule during the mobilisation period.
   9. The Supplier shall ensure the maintenance and operation of the built and installed Assets, within the Buyer Premises are maintained and operational for the duration of the Call-Off Contract.
   10. Information on the specific built and installed Assets, in the form of reports and surveys has been included within Call-Off Schedule 22 - Call-Off Tender. This information is given to the Supplier to assist them in preparing a relevant and competitive Tender, but in no way limits the overall responsibility of the Supplier.
   11. The Supplier shall satisfy itself as to the accuracy of the information provided by the Buyer.
   12. It is a fundamental requirement of the Services that the Supplier is cognisant of the intimate relationship between operational elements and those elements of life cycle management. The Supplier shall provide the Buyer with a demonstration of the appropriate methodologies. The Supplier shall look to implement a holistic annual PPM schedule to maximise the life of all built and installed Assets.
   13. The Supplier shall transmit notification of the planned maintenance via the Buyer Premises based CAFM System to the Buyer. The Buyer shall agree access arrangements for restricted areas in order to avoid any interruption to business.
   14. The Supplier shall monitor the Services so that operating conditions can be maintained and the quality of service provision can be recorded. The Supplier shall be responsible for establishing and maintaining the necessary systems including the use of the CAFM System to log and record responses to problems as they occur as well as recording performance of equipment, systems and Supplier Staff.
   15. Special note shall be made of specific warranty period maintenance requirements.
3. **Service C:2 - Fire Detection and Firefighting Systems Maintenance**
   1. Service C:2 - Fire alarm, detection and firefighting systems maintenance is **Mandatory: Framework.**
   2. In addition, the following Standards to this Service apply - SC2.
   3. The Supplier shall be responsible for ensuring all fire alarm, detection and fire-fighting equipment and systems are tested in accordance with the applicable British Standards, Approved Codes of Practice, manufacturer’s recommendations and industry best practice.
   4. All systems shall be tested including:
      1. Extinguishers;
      2. Evacuation chairs;
      3. Lift evacuation systems; and
      4. Emergency communications systems (refuges).
   5. The Supplier shall be responsible for operating fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date.
   6. The Supplier shall undertake the tests at a time to be agreed with the buyer and residents.
   7. The Supplier shall be responsible for resetting all equipment upon completion of the fire alarm testing, to include air conditioning systems, gas supplies and gas suppression systems.
   8. The Supplier shall test fire detection systems in a manner that ensures full functionality of the fire system and associated devices.
   9. All abnormal test results shall be immediately advised to the Buyer through the National Customer Service Centre, and dealt with under the auspices of the reactive maintenance Services.
   10. It is the responsibility of the Supplier to notify the National Customer Service Centre of each instance where works are raised as a result of testing of firefighting or detection systems.
   11. The Supplier shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Buyer Premises.
   12. The Supplier shall inform the Buyer's Authorised Representative when they are to undertake maintenance work to the fire safety systems. This shall be carried out in line with the Buyer’s policies at a Buyer Premises.
4. **Service C:3 - Lifts, Hoists and Conveyance Systems Maintenance**
   1. Service C:3 - Lifts, hoists and conveyance systems maintenance is a **Mandatory: Framework.**
   2. In addition, the following Standards to this Service apply - SC3.
   3. The Supplier shall provide a fully comprehensive maintenance regime to the lifts, hoists and conveyance systems within the Buyer Premises. The Supplier shall be responsible for meeting minimum response times contained within the performance regime if there are problems with the system’s components, items and panels.
   4. The Supplier shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM System. The Supplier shall:
      1. Manage the thorough examination of lifts by an independent competent person and forward reports to the Buyer;
      2. Keep lift records;
      3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
      4. Inform the Buyer of any work required costing more than the Inclusive Repair Threshold;
      5. Inform the Buyer of any lift that is out of service, the reason why and the time the lift will be back in service;
      6. Ensure that lift cars are taken out of service in the case of dangerous situations;
      7. Ensure the competency of those who carry out the work and train Supplier staff in the rescue and freeing of trapped passengers;
      8. Ensuring the availability of replacement parts;
      9. Carry out a detailed risk assessment for all works; and
      10. Include fireman lifts and lift evacuation systems.
5. **Service C:4 - Internal and External Building Fabric Maintenance**
   1. Service C:4 - Internal and external building fabric maintenance is a **Mandatory: Call Off.**
   2. In addition, the following Standards to this Service apply – SC4.
   3. The Supplier shall provide a professionally managed, "Planned Preventative Building Fabric Maintenance Service" in accordance with a system and programme of building fabric maintenance. This programme shall take account of the Asset registers, planned maintenance schedules and all relevant lease obligations.
   4. Variations from periodic maintenance shall be agreed between the Supplier and the Buyer in advance.
   5. Planned Maintenance tasks shall be generated through the CAFM System on a [Monthly] basis, in advance. The Supplier shall provide day-to-day repairs to the internal and external fabric. The Supplier shall submit notification of the day-to-day repairs via the Buyer Premises based CAFM System to the National Customer Service Centre and allocate tasks to the appropriate tradesmen. This may be by raising a Service request via the CAFM system if an independent Property Maintenance Support Desk is utilised. The works task sheet shall clearly identify the Asset type, location and work required.
   6. The Supplier shall ensure that in instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety when replacing lamps in addition to ensuring consistency in colour balancing throughout the area and in keeping with the Buyer’s requirements.
   7. The Supplier shall acknowledge the Buyer’s PPM schedules contained within Call-Off Schedule 22 - Call-Off Tender. The Supplier shall include all building fabric maintenance tasks within this Framework Schedule 1d - Specification, 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.
   8. The Supplier shall be responsible for the maintenance of the buildings, to include all outbuildings and fixed furniture items contained therein.
   9. The Supplier shall be responsible for the sweeping chimneys to open fireplaces where present at Buyer Premises at a frequency that will maintain them in a safe working order.
   10. The Supplier shall be required to undertake Maintenance and redecoration works during the change of occupancy period to bring the properties up to the Buyer defined acceptable condition and standards.
   11. Any redecoration work required as a result of reactive maintenance shall be included with the reactive maintenance work.
   12. The Supplier shall provide a gutter clearance service and shall ensure drainage systems including but not limited to pipes, gutters, manholes and parapet gutters remain clear. The Supplier shall ensure that these are kept functional and remain free from debris, leaves and other blockages at all times. The frequency shall be determined at Call-Off Stage. Where Buyer Premises exceed four [4] storeys and have no fixed roof access equipment fitted to enable the delivery of the gutter cleaning service the Supplier shall be responsible for the provision of the portable equipment required to deliver the service.
   13. The Supplier shall provide a securing and making safe Service in the event of break–ins, vandalism or damage to the external building on a reactive basis within the timescales detailed in the Annex D – Service Delivery Response Times. This shall include but shall not be limited to boarding up windows on a temporary basis and re-glazing of broken windows as a minimum requirement.
   14. The Supplier shall be responsible for the safe storage and maintenance of all equipment issued to them for their use on the Contract by the Buyer. All maintenance works undertaken shall be in accordance with the manufacturer’s recommendations.
   15. The Supplier shall be responsible for the provision of:
       1. Repairs;
       2. Replacement equipment;
       3. Operator Training;
       4. Insurance cover;
       5. Certification;
       6. Risk assessments; and
       7. Calibration.
   16. The Supplier shall, at the end of the Contract Period, be responsible for the return of all items issued to them by the Buyer for their use on the Call-Off contract in their original condition, allowing for fair wear and tear, and in good working order. Any items missing or damaged, other than by fair wear and tear, shall be replaced by the Supplier at no cost to the Buyer. Details of the equipment to be issued to the Supplier will be defined at Call-Off stage.
   17. The Supplier shall execute the Service during working hours. The Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise.
   18. The Supplier shall be responsible for the maintenance and statutory inspections of the Buyer’s Health and Safety and building protection systems including:
       1. Safety eye-bolts;
       2. Fixed roof edge protection handrail systems;
       3. Free-standing roof edge protection handrail systems;
       4. Cradle access systems;
       5. Fall and arrest safety lifelines and man-safe systems;
       6. Lightning protection systems;
       7. Waste storage and recycling facilities;
       8. External fire exits and fire escape routes;
       9. Doors including locks and door furniture;
       10. External lighting systems, including pathway and street lighting; and
       11. External vehicle storage facilities; e.g. cycle and motorcycle enclosures.
   19. The Supplier shall ensure that fire doors are maintained and in efficient working order and carry out inspections to ensure that the fire door:
       1. Closes fully into its frame;
       2. The intumescent and smoke seals are fitted and not damaged;
       3. The gap between the door and its frame is between 3-5mm; and
       4. The door has no sign of physical damage and the door has appropriate signage in line with the Buyer’s policies and statutory requirements.
   20. The Supplier shall submit a report for the reporting of the condition of the PPM items which shall be agreed with the Buyer prior to the commencement of the first round of inspections.
   21. The report shall be submitted to the Buyer within five [5] Working Days of undertaking the inspection and shall be reported by the Supplier within twenty-four [24] hours of the inspection of any defects of a health and safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection.
6. **Service C:5 - Reactive Maintenance Services**
   1. Service C:5 - Reactive maintenance is a **Mandatory: Call-Off**
   2. In addition, the following Standards to this Service apply - SC5.
   3. The Supplier shall provide a professionally managed Service for reactive repairs and maintenance [24] hours per day, [365] days per year.
   4. This Service shall be managed through the CAFM System. All reactive maintenance works (including labour, materials, profit, overheads and any other relevant Costs) up to an Inclusive Repair Threshold (threshold to be agreed at Call-Off stage) shall be carried out and included within the Supplier’s Charges.
   5. All reactive repairs and maintenance (including labour, materials, profit, overheads and any other relevant Costs) and works arising from planned maintenance above the Inclusive Repair Threshold (threshold to be agreed at Call-Off stage), are to be managed using the Billable Works process and additional services as outlined Call-Off Schedule 4A.- Billable Works and Projects. All Works Arising from Planned Maintenance (including labour, materials, profit, Overheads and any other relevant Costs) up to an Inclusive Repair Threshold (threshold to be agreed at Call-Off stage) shall be carried out and included within the Supplier’s Charges.
   6. The Supplier will be notified and tasked by the National Customer Service Centre for all reactive maintenance services.
   7. The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning and shall advise the Buyer when the cost of repairing and/or maintaining an Asset outweighs the cost of replacing it (Beyond Economic Repair) and is likely to cause on-going unplanned downtime or pose potential health and safety risks.
   8. When an Asset is Beyond Economic Repair it shall be replaced at the Buyer’s cost. The Buyer shall be the final arbiter on whether an Asset is Beyond Economic Repair but will act reasonably in reaching such decisions taking into account any one of the following:
      1. If the projected cost of the repair exceeds the cost of replacing the Asset;
      2. If the part(s) required to repair the Asset are no longer available unless there is a possibility of manufacture of part as a cost-effective alternative; and/or
      3. Any recommendations carried out as a result of Condition Surveys.
      4. Where replacement has been deemed appropriate by the Buyer, the Supplier shall assist the Buyer in determining a suitable replacement option taking into account operational use, whole life cost and required life factor.
   9. The Supplier shall proceed with emergency tasks in accordance with Work Package G (Property Maintenance Support Desk), in the event of critical or emergency tasks to mitigate health and safety or Business Continuity and Disaster Recovery risks (as further explained in Call‑Off Schedule 8 – Business Continuity and Disaster Recovery). The Supplier shall seek formal Approval from the Buyer and shall keep the Buyer advised at all times on the status, technical issues and cost of the task.
   10. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
   11. The Supplier shall ensure that all its conducting maintenance work remain fully engaged to ensure a fault free operation. The inherent skills of the Supplier’s Staff shall ensure the timely identification and rectification of faults. Both faults identified by Buyer and the Supplier’s Staff shall be logged through the CAFM System for quality analysis. Each and every reactive Service request shall have an associated history, including completion date and time, within the Property Maintenance Support Desk system.
   12. Where the Supplier encounters reactive maintenance tasks which they believe have been caused by wilful damage or vandalism, they shall be required to produce a damage report in support of their assessment which shall include:
       1. The date and time the damage was identified;
       2. A summary of the findings upon inspection;
       3. Photographic evidence of the damage; and
       4. Details of the condition at the previous maintenance work or inspection; and
       5. An estimate of the cost of repair or replacement.
   13. The Supplier will remain responsible for all reactive works within the Inclusive Repair Threshold.
   14. The Supplier shall ensure that all Supplier Staff attend to calls, with suitable and sufficient equipment and suitable training to deal with the reactive maintenance repair in a competent, safe and efficient manner.
   15. The Supplier shall at all times ensure that its Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive maintenance. The Supplier shall ensure that Supplier Staff who are dispatched to reactive activities are appropriately trained to deliver a first-time fix. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be evidenced.
   16. The Supplier shall provide the following Reactive Maintenance Service on Residential properties, communal areas and assets through the Billable Works process:
       1. Buyer owned Street lighting
       2. Buyer owned roads (those roads not adopted by the local council Highways department)
       3. Lifecycle Replacement works
       4. Upgrade Works to improve condition of Housing Stock
       5. Further details will be defined at Call-Off stage.
7. **Service C: 6 - Television Cabling Maintenance**
   1. Service C: 6 - Television cabling maintenance is a **Mandatory: Framework.**
   2. In addition, the following Standards to this Service apply - SC6.
   3. The Supplier shall maintain the existing cabling infrastructure and aerials which is designated for the transmission of television pictures~~.~~
   4. Further details will be defined by the Buyer at Call-Off.
8. **Service C:7 - Locksmith Services**
   1. Service C:7 - Locksmith Services is a **Mandatory: Framework.**
   2. In addition, the following Standards Reference applies to this Service: SC7.
   3. The Supplier shall:
      1. Provide a specialist locksmith Service to repair or replace ironmongery at the Buyer Premises;
      2. Ensure that notification of a requirement for locksmith Services will be satisfied in accordance with Annex D – Service Delivery Response Times;
      3. Demonstrate through the appropriate level of security clearance, as specified by the Buyer, that any of its Staff involved in these Services are appropriate to the operating environment.

**Work Package D – Horticultural Services**

1. **Service D:1 - Grounds Maintenance Services**
   1. Service D:1 - Grounds Maintenance Services is a **Mandatory: Call-Off**
   2. In addition, the following Standards Ref apply to this Service SD1.
   3. The Supplier shall provide Hard Landscaping Maintenance which includes:
      1. Un-adopted Footways/footpaths/pavements/road surfaces (including road drainage and storm drains);
      2. Steps and ramps to entrances;
      3. Car parking areas;
      4. Kerbs, edgings and pre-formed channels;
      5. Fencing, gates and boundaries;
      6. Lighting columns and lit bollards;
      7. External furniture including wooden furniture, bicycle shelters and sculptures; and
      8. Road and playground markings.
   4. The Supplier shall ensure that all external hard surfaces are kept safe, clean and tidy.
   5. The Supplier 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.
   6. The Supplier shall ensure that fences, gates and boundaries are maintained and replaced to deter unauthorised access and retain the appearance of well-kept facilities.
   7. The Supplier shall ensure that all external wooden furniture, bicycle stores and the like are well maintained, regularly cleaned and kept in good repair.
   8. The Supplier shall respond to requests for Reactive Maintenance placed via the National Customer Service Centre. The Supplier shall ensure that a pro-active approach is taken to maintenance of hard landscaping and shall include these activities in the PPM schedule.
   9. The Supplier shall provide a fully comprehensive, professionally managed soft landscaping and maintenance Service outside individual residence boundaries (Communal Areas) at the Buyer Premises. 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 Supplier shall maintain all external planted areas and shall maintain healthy and vigorous plants within tidy weed free borders and planted areas.
   10. The Supplier shall provide a Horticultural Service in respect of the provision and maintenance of external planting in beds and containers in communal areas outside individual residence boundaries. Further details to be provided at Call-Off. 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.
   11. The Supplier shall provide a maintenance service in respect of all grassed areas outside the boundary of individual residences which shall be maintained to a good aesthetic standard at all times with grass cuttings removed from site.The Buyer will outline the maintenance Standards and inspections to be adopted with regard to any all-weather surfaces, communal play areas and/or multi-use games areas.
   12. The Supplier shall ensure that:
       1. All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice;
       2. 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;
       3. Maintained areas of soft landscaping and planting are safe and free of defects;
       4. That they prevent any dangers or hazards;
       5. All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
       6. All trees are maintained to ensure the safety of Buyer Staff, residential occupants and visitors.
       7. An annual tree survey is undertaken;
       8. Soil improvers shall not contain peat or sewage sludge;
       9. Growing media shall not contain peat;
       10. All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;
       11. Growing media should meet quality Standards as set out in under the PAS100 and the Quality protocol;
       12. 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
       13. All debris arising from the performance of the works is promptly removed from the Buyer Premises and disposed of in an environmentally preferable manner.
   13. The Supplier shall consider in every instance whether the use of any form of chemical, including fertilizer, pesticide and herbicide, is strictly necessary before application. The Supplier 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 Supplier shall ensure compliance with the Buyer’s policy on Greening Government Commitments at all times.
   14. Where invasive weeds are present at a Buyer Premises, the Supplier shall inform the Buyer and be responsible for putting in place surveillance regimes to identify notifiable and invasive weeds to initially control and stop their spread with an objective to totally eradicate them.
   15. The Supplier shall ensure that all chemicals are applied in accordance with manufacturers’ instructions and in accordance with all relevant Health and Safety codes. Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi and maintaining soil fertility. The Supplier shall substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna.
   16. In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:
       1. Annual pruning and maintenance
2. **Service D:2 - Pest Control Services**
   1. Service D:2 - Pest control Servicesis a **Mandatory Service: Call Off**
   2. In addition, the following Standards Ref apply to this Service SD2.
   3. The Supplier shall provide a planned and reactive pest control Service to keep the Buyer’s Premises free from pest species.
   4. The Supplier shall provide a full pest control action plan for dealing with the range of pests encountered within the Buyer Premises. Consideration shall be given to humane pest control whilst developing the pest control action plan.
   5. A detailed survey of the Buyer Premises is necessary before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
   6. The Supplier shall give priority to infestations that present a major risk to health, safety and welfare and Deliver an emergency reactive Service and respond to emergency pest control requirements within twenty-four [24] hours of being notified.
   7. The Supplier shall respond to routine pest control requirements within five [5] Working Days of being notified.
   8. In instances where there are repeated infestations that reduce occupancy capability, the Supplier shall be responsible for the implementation of a preventative regime to avoid re-infestation. The Supplier shall report repeated infestations or instances of poor house-keeping to the Buyer and record all details on the CAFM System.
   9. Where pests are known to be active at certain and regular periods of the year the Supplier shall produce a pest control management plan implementing both pro-active and long-term preventative measures to ensure against damage to the Buyer's Premises.
   10. The Supplier shall where necessary align the pest control management plan with the Grounds Maintenance regime to maximise potential synergies with these Services.
   11. The Supplier shall remove dead creatures, either as a result of the pest control Service or other means.
3. **Service D:3 - Tree Surgery (Arboriculture)**
   1. Service D:3 - Tree Surgery (Arboriculture) is a **Mandatory: Call-Off**
   2. In addition, the following Standard Reference applies to this Service SD3.
   3. The Supplier shall develop and implement an arboriculture management plan for the Buyer Premises.
   4. The Supplier shall provide tree surgery services. Further details will be provided at Call-Off.
   5. The Supplier shall ensure that Supplier 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 Sub-contractors used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.
   6. The Supplier shall seek Approval from the Buyer before trimming or felling any trees, particularly trees which are protected via a Tree Preservation Order or located within a Conservation Area and will be responsible for securing all necessary consents for these works.
4. **Service D:4 - Professional Snow and Ice Clearance – Communal Areas**
   1. Service D:4 - Professional snow and ice clearance is **a Mandatory Service: Call-Off**
   2. In addition, the following Standard Reference applies to this Service SD4
   3. The Supplier shall be responsible for the provision of salt bins and salt at Buyer Premises, and shall maintain stock levels.
   4. Further details will be provided at Call-Off stage.

**Work Package E - Statutory Obligations**

1. **Generic Statutory Obligations and Requirements**
   1. In addition, the following Standards Reference applies to this Service: General Requirements.
   2. The Supplier shall at all times ensure that:
      1. The maintenance of the Buyer's Premises and Delivery of the Accommodation Maintenance Services are undertaken in compliance with all applicable legislation, Good Industry Practice, manufacturer’s recommendations and where appropriate, the requirements specified by the Buyer as defined at Call-Off stage;
      2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Buyer or Supplier Staff) at the Buyer Premises;
      3. It operates a Safe System of Work in accordance with their Health and Safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and
      4. It ensures all activities relating to Statutory Compliance is managed through their CAFM System and that the Buyer has access to the data, via electronic interface or direct access to the Supplier’s CAFM System.
   3. The Supplier shall be responsible for the production, review and update of all risk assessments and written schemes of examination to meet all statutory requirements as required as they apply to the Statutory Compliance services specified by the Buyer.
   4. The Supplier shall provide paper copies of all Documentation associated with Statutory Compliance reports or Documentation for retention at the Buyer Premises. These requirements will be defined at Call-Off stage.
2. **Service E:1 –Asbestos Management**
   1. Service E:1 - Asbestos Management is a **Mandatory: Call-Off**
   2. In addition, the following Standards Ref apply to this Service SE1.
   3. The Supplier shall be responsible for ensuring that services provided to all Buyer Premises are statutory compliant in accordance with The Control of Asbestos Regulations: 2012.
   4. The Supplier shall undertake an initial review of the Buyer’s Asbestos Management Plan within the first sixty [60] days of the Contract and be responsible for undertaking regular (at least annual) reviews of the Asbestos Management Plan thereafter.
   5. Where Buyer premises are non-compliant and do not have an asbestos risk assessment in place, the Supplier will be responsible for undertaking a review and for producing a new asbestos risk assessment on the behalf of the Buyer. Costs for this service shall be rechargeable and be managed via the Billable Works and Additional Works process.
   6. The Supplier shall maintain the Asbestos register such that it contains a comprehensive Schedule of all areas within each Buyer Premises which contain asbestos or asbestos-based products or other deleterious Asbestos Containing Materials (ACM).
   7. The Supplier shall be responsible for the delivery of asbestos surveys and for the updating of the asbestos register following refurbishment and demolition works. Where these works were undertaken by Buyer appointed third-party suppliers the costs for the work shall be rechargeable and be subject to the Billable Works and Additional Works process.
   8. Where asbestos removal works are required by the Buyer the works shall be undertaken by the Supplier the costs for the works above the inclusive repair limit shall be rechargeable and be subject to the Billable Works and Additional Works process.
   9. The Supplier shall publish and convey the contents of the Asbestos register to all its Staff, appointed sub-contractors and Buyer’s representative (NAMS) that are likely to be at risk of interfacing with this substance or have an interface with activities which may expose them to this substance. This should include advice and action to be taken in the event of any damage together with contact details for further information. Occupants will be informed of an asbestos risk by the Buyer’s representative (NAMS).
   10. The Supplier shall ensure that:
       1. The process of identifying, signing and tagging all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements;
       2. All identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist;
       3. Notifications are issued to HSE for licensed works as required; and
       4. That all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full risk assessments and method statements for safe execution of their task.
   11. The Supplier shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.
3. **Service E:2 - Water Hygiene Maintenance**
   1. Service E:2 - Water Hygiene Maintenance is a **Mandatory: Call-Off**
   2. In addition, the following Standards Ref apply to this Service SE2.
   3. The Supplier shall be responsible for ensuring that services provided to all Buyer Premises are statutory compliant.
   4. The Supplier shall undertake an initial review of the Buyer’s Water Management Plan within the first six [6] months of the Contract and be responsible for undertaking regular (at least annual) reviews of the water management plan and legionella risk assessment thereafter and shall issue a detailed report which outlines areas of risk, recommendations to remove the risks, schematic drawings and photographic evidence of all areas of risk.
   5. Where Buyer premises are discovered to be non-compliant and do not have a water risk assessment in place, the Supplier shall be responsible for undertaking a review and for producing a new legionella risk assessment on the behalf of the Buyer. Costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.
   6. The Supplier shall have a written scheme of examination and maintain a water hygiene log book.
   7. The Supplier shall provide a Water Hygiene Service that includes a cleaning and disinfection regime in accordance with current Health and Safety requirements as specified within the FM Service Standards and water treatments to include hard water treatments and PH level testing. These Services shall include the provision of all associated consumables to include water softening cartridges, PH testing equipment and ultraviolet (UV) filters.
   8. The Supplier shall produce and implement an inspection and monitoring regime to check systems and plant for performance, cleanliness, contamination and damage.
   9. Temperatures shall be monitored to ensure that the required Standard of control is reached within the code of practice guidelines.
   10. The Supplier shall report any anomalies that may be detected and detail corrective works where required. Buyer Premises records shall be audited and amended.
   11. The Supplier shall produce and implement a regime of bacteria sampling to detect Legionella, e-coli and any other water bound bacteria using an UKAS accredited laboratory.
   12. The Supplier shall empty tank bunds of all contaminated and uncontaminated water and dispose of water in a manner that accords with the level of contamination.
4. **Service E:3 - Statutory Inspections**
   1. Service E:3 - Statutory inspections is a **Mandatory: Call-Off**
   2. In addition, the following Standards Reference applies to this Service SE3.
   3. The Supplier shall be responsible for ensuring that the Buyer premises achieve full Statutory Compliance at all times.
   4. The Supplier shall be responsible for the delivery of all statutory inspections, certification, air monitoring, risk assessments, written schemes of examination and insurance inspections as required to achieve and maintain Statutory Compliance. The service shall be fully inclusive of all Buyer’s systems and assets including M&E systems, safety access equipment, building protection systems, gas systems, water systems, pressure systems and fire protection systems.
   5. The Supplier shall ensure Energy Performance Certificates (EPC) are provided, where required, by the required date. The Supplier shall appoint an accredited energy surveyor and ensure all EPCs are displayed by the required date.
   6. The Supplier 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, best practice and manufacturer’s guidelines as appropriate.
   7. The Supplier will ensure that any specific requirements of the Buyer are included in the planning and Delivery of these works.
   8. The programme shall be issued to the Buyer sixty [60] days in advance of all works taking place.
   9. The Supplier shall at all times comply with all relevant statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the Buyer’s concerns with that aspect of performance.
   10. Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the Buyer Authorised Representative, landlord and other such persons. The Supplier shall co-operate with the persons executing these inspections.
   11. The control and execution of this Service shall be managed entirely by the CAFM System and subject to the specified performance Standards, whether fulfilled directly by the Supplier's Staff or by a third party supplier.
   12. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM System.
   13. Further details to be provided at Call-Off.
5. **Service E:4 - Compliance Plans, Specialist Surveys and Audits**
   1. Service E:4 - Compliance plans, specialist surveys and Audits is a **Mandatory: Call-Off**
   2. In addition, the following Standards Ref apply to this Service SE4.
   3. Within ninety [90] days of contract commencement or at a frequency specified by the Buyer at Call-Off, the Supplier shall provide a statement on whether the Buyer Premises in its current condition and currently use is fully compliant with all statutory requirements.
   4. The Supplier shall produce and submit a compliance plan detailing remedial action required to ensure compliance with the Buyer’s statutory and/or insurance obligations. The Supplier shall include costs for the provision of this compliance plan within the contract Charges.
   5. Where remedial action is required and is agreed by the Buyer it shall be managed via the Billable Works and Additional Works process.
   6. Where additional surveys, specialist surveys and audits may be required by the Buyer, these shall be provided upon request and be rechargeable via the Billable Works and Additional Works process.
   7. The Supplier shall develop and agree their quality Audit programme with the Buyer during Contract mobilisation, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall show registration body inspection visits, Buyer audits, internal Supplier assessor visits and audits Delivered by independent bodies. Requirement to be further defined at Call-Off.
   8. The Supplier shall ensure the appointment of independent auditors and inspection bodies is approved by the Buyer prior to the commencement of any works at the Buyer Premises.
   9. The Supplier shall allow the Buyer or the Buyer’s Representative (NAMS) to attend third party surveillance visits by its registration body throughout the period of the Contract.
   10. The results of the audits and inspections shall be made available to the Buyer within four [4] weeks of completion of the Audit and shall be recorded on the Supplier’s CAFM System.
   11. The Supplier shall be responsible for undertaking an annual review of their Quality Management System (QMS) with the Buyer to ensure compliance with ISO 9001 to ensure the management systems continue to be suitable, adequate and effective for the Contract.
   12. The Supplier shall provide assistance and information to the Buyer and be responsible for making arrangements for any independent audits organised by the Buyer at the Buyer Premises upon request. These may include:
       1. National Audit Office;
       2. Specialist staff inspections including medical or logistics;
       3. Defence Internal Audit Office;
       4. Environmental Health inspection;
       5. Trading Standards inspection;
       6. All Statutory legislative inspections;
       7. Site inspections and compliance inspections and audits.
   13. The Supplier shall always and immediately upon discovery notify the Buyer when a Buyer Premise becomes non-compliant at any time and/or for any reason.
   14. The Supplier shall ensure that all records of inspection are shared with the Buyer and linked to the space location and componentry associated to the inspection of the Asset through the Asset information requirements.
   15. The Buyer may require Building Research Establishment Environmental Assessment Methodology (BREEAM) in-use or similar assessment of the building's performance to be carried out at agreed intervals. This Service shall be provided upon request and be managed via the Billable Works and Projects process.
   16. The Supplier shall provide a professionally managed planned programme of Condition Survey Service that shall cover all Accommodation Assets on the Buyers Premises and will be carried out by competent and qualified staff in accordance with the Buyer defined survey methodology.
   17. The Supplier shall update the Condition Surveys where this is required within five [5] Working Days following upgrade or replacement of Assets. The Condition Surveys to be available in hard and electronic format. The Condition Surveys shall form the basis of the Forward Maintenance Register to identify improvements in the standard of accommodation.
   18. Results from Condition Surveys shall be connected to the relevant Asset and shall have a link to (or be stored in) the CAFM System and any other relevant Buyer IT system.
   19. Where the Buyer requires ad-hoc Condition Surveys these shall be delivered upon request. This ad-hoc service shall be chargeable as per the Billable Works and Additional Works process detailed in Schedule F1 Specification, Appendix 3 Billable Works and Approvals Process.
   20. Based on the Decent Homes Standard, the Combined Accommodation Assessment System (CAAS) surveys will be undertaken every four [4] years, or following significant works, to identify and drive improvements in the standard of accommodation. Further details of the survey methodology shall be provided by the Buyer at Call-Off.
6. **Service E:5 - Electrical Testing** 
   1. Service E:5 – Electrical Testing is a **Mandatory: Call-Off.**
   2. In addition, the following Standards Ref apply to this Service - SE5.
   3. The Supplier shall undertake electrical inspections and produce an electrical installation condition report in accordance with Electricity at Work Regulations and BS 7671 (as amended). Further details to be provided at Call-Off.
7. **Service E:6 – Portable Appliance Testing (PAT)** 
   1. Service E:6 – Portable Appliance Testing (PAT) is **Mandatory: Call-Off.**
   2. In addition, the following Standards reference applies – SE6
   3. The Supplier shall undertake Portable Appliance Testing (PAT) of Buyer electrical appliances and equipment, including but not limited to:
      1. Buyer supplied white goods and temporary electrical heaters. Electrical equipment identified as personal equipment belonging to housing residents is excluded;
      2. PAT testing shall be risk based and take cognisance of individual equipment’s usage and location. The Supplier shall intimate the expected frequency based on the risk presented to the Class 1 and Class 2 electrical and electronic equipment of the Buyer by the working environments within the Buyer’s Premises;
      3. As an integral part of the maintenance Service, the Supplier shall test any item of equipment introduced to the Buyer’s Premises prior to this being used. The Supplier shall then tag and log the equipment.
      4. The Supplier shall ensure that Supplier Staff who control and execute the Service are managed entirely by the CAFM System in line with the overall PPM schedule and shall be subject to the same performance Standards. All reports and recommendations shall be held centrally within the CAFM System.
8. **Service E:7 - Fire Risk Assessments** 
   1. Service E:7 – Fire Safety is a **Mandatory: Call-Off**
   2. In addition, the following Standards Ref apply to this Service - SE7.
   3. The Supplier shall review the fire risk assessment and fire safety plans and undertake subsequent reviews as an in-scope Service. The Costs for these Services shall be included in the Charges.
   4. Where Buyer premises are discovered to be non-compliant and do not have a fire risk assessment in place, the Supplier be responsible for undertaking a review and for producing a new fire risk assessment on the behalf of the Buyer. Costs for this service and any associated remedial works shall be rechargeable and be managed via the Billable Works and Projects process.
9. **Service E:8- Building Information Modelling ("BIM") and Government Soft Landings ("GSL")**
   1. Service E:8 - Building Information Modelling ("BIM") and Government Soft Landings ("GSL") are a **Mandatory: Call-Off**
   2. In addition, the following Standards Ref apply to this Service SE8.
   3. The Supplier shall support the Buyer requirements for delivery of a number of strategic priorities related to the wider Government policy by the adoption of measures to improve efficiency and value for money. These shall include:
      1. Delivering projects in line with Government’s Common Minimum Standards where applicable;
      2. Government Soft Landings (GSL); and
      3. Building information Modelling (BIM) Level 2 for all Projects.
   4. The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.
   5. The Supplier shall comply with BIM Level 2 Standards and any updates to these Standards. Where Buyer requirements exceed this level, further information will be provided at Call-Off.
   6. The Supplier should be aware that for the purposes of this Framework PAS 1192:2 relates to project Delivery within the suite of BIM Standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.
   7. It is expected that the classification Standards applied should as a minimum reference Uniclass 2015, SFG20 and the NRM3 to enable the ease of transfer between projects and Asset management operations.
   8. The Buyer shall be responsible, upon request, for the provision of a fully complete Asset register as a minimum codified in line with the above Standards and presented using a Construction Operations Building information Exchange (COBie) file either in .XLS or .XML.
10. **Service E:9 – Radon Gas Management** 
    1. Service E:9 – Radon Gas Management is **Mandatory: Call-Off**
    2. In addition, the following Standards Reference applies to this Service SE9
    3. The Supplier will be required to deliver on behalf of the Buyer, the Buyer’s landlords responsibilities under the Housing Act to provide a safe home where Radon is identified as a potential hazard in dwellings.
    4. The need for action is defined by the Housing Health and Safety Rating System, which the Supplier will manage on behalf of the buyer. If the scores exceed national trigger points the Supplier will be obliged to inform the Buyer of the scope and cost of works required on behalf of the Buyer to meet the Buyer’s landlord obligations.
    5. Full details of Radon gas management requirements will be available during Call-Off.

**Work Package F – Computer Aided Facility Management (CAFM)**

1. **Service F:1 - CAFM System**
   1. Service H:1 - CAFM System is a **Mandatory Service: Call-Off**
   2. In addition, the following Standards Reference applies to this Service SF1.
   3. The Supplier shall provide the CAFM System and associated software required to deliver the services for the Buyer and should include Costs in the Charges.
   4. The Supplier shall be responsible for recording data within their CAFM system or associated system, which is aligned with the Buyers Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime.
   5. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract and for any reason, ownership of the Buyer’s data contained within the CAFM System shall remain with the Buyer.
   6. The Supplier shall ensure that all managerial quality monitoring, complaints. PPM and reactive activities are managed, executed and monitored through the CAFM System.
   7. The Supplier shall ensure that the Buyer and the National Accommodation Supplier has full access to the live CAFM System data at all times and shall provide the Buyer and the National Accommodation Supplier with five [5] licences for access to the CAFM system. The Supplier shall be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web based application which can be accessed via a web browser.
   8. An Application Programming Interface (API) or export function for the systems data should be available at all times to the Buyer.
   9. The Supplier shall work closely with the Buyer during the mobilisation period to produce and maintain a contract fixed Asset register in line with the Asset information requirements schedule as defined by the Buyer. This shall be compiled from condition surveys, location surveys, operating and maintenance manuals and all Asset register details entered into the CAFM System at the Buyer Premises.
   10. At the end of the Contract, the Supplier shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a COBie. Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.
   11. The Supplier will work with the Buyer to limit the requirement for further survey and Asset verification in the event of the coming to an end of their Contract.
   12. The Supplier shall ensure that all feedback information associated with its activities and information relating to the completion of Service requests is promptly and accurately entered into the CAFM System.
   13. The Supplier shall provide the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM System to the mutual benefit of both itself and the Buyer. This shall include:
       1. The adoption of point cloud survey information;
       2. Building information models;
       3. Photogrammetry; and
       4. Telemetry.
   14. The Supplier shall ensure that:
       1. All Assets are individually referenced and capable of being identified in four hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;
       2. The CAFM System has the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any Buyer Premises. The Supplier shall take into account the appropriate data security considerations of how this information is stored and be aware of the Centre for Protection for National Infrastructure (CPNI) guidance;
       3. All Assets which are scheduled for maintenance or require attention due to malfunction are clearly identified on job sheets, using digital formats / forms wherever possible, with respect to type and accurate location;
       4. The CAFM System has the ability to record and track the history of reactive work on specific Assets as required by the Buyer; and
       5. All response and rectification periods required by the Buyer are maintained within the CAFM System and the CAFM System has the capability to produce alerts as reactive or planned works that are about to breach their agreed KPI.
   15. The Supplier shall create a measure within the CAFM System which allows the suspension of any reactive activity which results in a repair which cannot be completed due to lead times of replacement parts or the need for the Buyer’s sanction of Costs (e.g. automated delay request and authorisation process). The Supplier shall agree in advance with the Buyer the exact criteria for suspension.
   16. The Supplier shall ensure that the CAFM System has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.
   17. All parent and child relationships should be codified and recorded within any data or information exchange from the CAFM System(s).
   18. The Supplier shall ensure that the CAFM System captures all Costs including maintenance, direct labour and Subcontractor labour, in addition to material Costs for each Asset.
   19. The Supplier shall ensure that they are capable of interacting with the Buyer’s IT systems, National Customer Service Centre and assurance service Supplier where appropriate. In such a situation the Supplier shall be required to use the Buyer’s defined master data to report activities against. This will be defined at Call-Off.
   20. The CAFM shall have the capability to:
       1. Record and report by each Buyer Premises or location;
       2. Review work assignment to both maintenance staff and Subcontractors;
       3. Track maintenance activity, status updates and the provision of on-screen alerts;
       4. Provide automated email notifications of work requests;
       5. Provide automatic status updates to the Buyer’s Representatives;
       6. Provide search and visibility of calls and activities;
       7. Provide automatic associated hazard warnings, for example asbestos alerts;
       8. Provide status reports and updates on the level of Statutory Compliance at the Buyer Premises;
       9. Allocate and schedule appointment dates and times with the occupants of residential Accommodation and Buyer’s representatives within Buyer Premises for maintenance works, audits and inspections;
       10. Provide online portal systems to facilitate automated online booking systems to enable the Buyer’s representatives and residential Accommodation occupants to schedule attendance for works directly online;
       11. Provide a repository for all Buyer documents to include but not be limited to Computer Aided Design (CAD) drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats to include 2D, 3D and scanned documents;
       12. Provide automated facilities for online invoicing, and payment processes;
       13. Provide clear and proactive management of agreed KPIs;
       14. Automatically prioritise work and job escalation when appropriate.
       15. The Service shall include the facility to accept electronic online bookings and confirmations;
   21. The Asset tracking functionality shall operate in line with the Asset information requirements of the Buyer and have the capability to:
       1. Provide various forms of information relating to Assets including location, warranty, parts and maintenance records;
       2. COBie sheets;
       3. Building information Models for New Build and Retrofit projects. This should include access to BIM object library where available;
       4. Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20, NRM3 and Uniclass 2015;
       5. Provide the ability to record planned and reactive maintenance information to enable full visibility of an Assets service history;
       6. Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
       7. Integrate with other facilities data to provide detailed financial and ownership details;
       8. Identify movement and tracking of Assets within existing or external systems;
       9. Associate Assets to the Buyer’s staff departments or locations;
       10. Associate Asset contract for automatic issue of related Service requests to maintaining third party suppliers;
       11. Support secure integration capabilities for exchange of asset, work task, condition and event data to third party applications using application programming interface ("API"), XML Message-based transactions (over HTTPS) and also interoperable file formats aligned to the information structure of COBie and the classification Standards of SFG20, NRM3 and Uniclass 2015;
       12. Provide full Asset reporting for distribution to interested parties defined by the Buyer; and
       13. Provide the ability for two-way communication including importing data from third party financial software or exporting to a data file.
       14. Ensure that robust procedures are in place for the detection & remediation of data exchange errors.
   22. The cost control functionality shall have the capability to:
       1. Track costs through multi-level hierarchy of budgets, contracts and projects;
       2. Provide transparency of full facilities spend and generation of single or multi-line purchase orders;
       3. Utilise the NRM3 standard to classify the information
       4. Discount purchase orders or individual line items;
       5. Provide purchase order receipt acknowledgement;
       6. Navigate, search and view all budget information;
       7. Link trade rates to the contractual resource rates agreed with the Buyer;
       8. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;
       9. Provide costs for all Billable Works;
       10. Easily distribute information to stakeholders;
       11. Ensure financial reports are available for ad hoc reporting or scheduled generation basis;
       12. Navigate data tree to ensure simple management and retrieval of all facilities information;
       13. Manage Service requests; and
       14. Manage health and safety equipment
   23. The property management functionality shall have the capability to:
       1. Provide a dynamic link to property related planned maintenance activities;
       2. Provide storage and maintenance of hazardous related data, for example asbestos;
       3. Track the condition of the Buyer Premises including structure, fabric and mechanical elements;
       4. Monitor building lifecycle costs and energy efficiency;
       5. Store all Buyer Premises related documents including contracts, lease agreements and health and safety documents;
       6. Store all details of the Buyer’s residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;
       7. Navigate the storage of Buyer Premises contact information;
       8. Use industry standard BIM tools to detail, plan and manage space allocation;
       9. Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure; and
       10. Ensure easy movement and tracking of Assets within the CAFM System.
   24. The report functionality shall have the capability to:
       1. Report on FM Support Desk performance management;
       2. Automatically generate reports;
       3. Provide direct email distribution to stakeholders;
       4. Produce specific corporate reporting requirements;
       5. Analyse data;
       6. Provide reports as standard;
       7. Provide measured performance benchmarking; and
       8. Provide cost control and monitoring.
   25. The Supplier shall ensure that that in line with best practice, the CAFM System has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of service without degradation.

**Work Package G – Property Maintenance Support Desk Services**

1. **Service G:1 – Property Maintenance Support Desk Services**
   1. Service G:1 – Property Maintenance Support Desk Services is a **Mandatory: Call Off**
   2. In addition, the following Standards Reference applies to this Service SG1.
   3. The Supplier 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 [365] days per year.
   4. The Supplier shall ensure that the Property Maintenance Support Desk services are capable of interacting with the Buyer’s and the Buyer Representative’s (NAMS) IT systems. Further details of the requirement will be provided at Call-Off.
   5. The Buyer and the Supplier shall agree a reporting function in relation to the Property Maintenance Support Desk requirements at Call-Off stage.
   6. The Supplier shall collaborate with the Buyer, the Buyer’s Representative (NAMS) and the Buyer’s third party Suppliers to create, maintain and develop Services which deliver a common user experience for all users of the Service.
   7. The Supplier shall ensure that the 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 FM Services.
   8. The Supplier shall ensure that the Property Maintenance Support Desk provides a single point of contact for Buyer Staff and the Buyer’s Representative (NAMS).
   9. The Supplier shall ensure continued Service Delivery for all Services under its control during the core service hours as agreed by the Buyer at Call-Off.
   10. The Supplier Property Maintenance Support Desk shall only accept Service requests from the Buyer’s third party Supplier delivering NAMS who are the single point of contact reporting faults or requesting provision of any in scope service.
   11. The Supplier Property Maintenance Support Desk shall accept Service requests raised via industry standard interactive multi-media applications to achieve industry best practice.
   12. The Supplier shall ensure that all Service requests are logged on to the CAFM System without unnecessary delay.
   13. The Supplier Property Maintenance Support Desk shall be provided with recorded details of the Service request form the National Customer Service Centre. Details to include:
       1. Name of requestor;
       2. Contact details, to include telephone number, email address and work location;
       3. Location of the Buyer Premises to which the request is related;
       4. Nature of the request;
       5. Date and time;
       6. The actual response time as specified within the agreed Response Times;
       7. A 'Unique Service Request' reference number;
       8. Further information will be provided by the Buyer at Call-Off.
   14. The Supplier shall provide the National Customer Service Centre with:
       1. Action taken;
       2. Details of progress throughout the Service request management lifecycle;
       3. Further information will be provided by the Buyer at Call-Off.
   15. The Supplier shall ensure that the Buyer’s NAMS 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.
   16. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the Buyer. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the CAFM System.
   17. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the CAFM System and issue daily reports to the Buyer’s NAMS Customer Service Centre. Further information will be provided at Call-Off.
   18. The Supplier shall ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System.
   19. The Supplier shall provide appropriate staff to ensure that the Property Maintenance Support Desk can operate within the requested performance parameters as agreed between the Buyer and the Supplier.
   20. The Supplier 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.
   21. The Supplier 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 Buyer or the Buyer’s NAMS Customer Service Centre.
   22. The Supplier shall provide all staff appointed to operate on the Property Maintenance Support Desk with documented training, including:
       1. Training on the CAFM System package;
       2. Customer Service skills;
       3. Service call management;
       4. Listening skills;
       5. Escalation procedures;
       6. Buyer emergency procedures;
       7. Training in respect of all operational areas of the Buyer Premises; and
       8. Ensure that all staff appointed to operate on the Property Maintenance Support Desk have the appropriate security clearance to work on a Buyer account.
   23. The Property Maintenance Support Desk shall manage their resources to meet the appointment dates and times for all repairs, maintenance works, audits and inspections provided by the Buyer’s Representative Customer Service Centre. Further details of the requirement will be provided at Call-Off.

**Work Package H – Management of Billable Works and Additional Services**

1. **Service H:1 -** **Management of Billable Works and Additional Services**
   1. Service H:1 - Management of Billable Works and Additional Works is **Mandatory: Call-Off**
   2. In addition, the following Standards to this Service apply - SH1 and Call-Off Schedule 4A
   3. Where the Buyer opts for the Supplier to Deliver Projects at Call-Off, the Supplier shall manage the projects in accordance with the Buyer’s Standards or the Royal Institute of British Architects (RIBA) Plan. The costs for the management Services shall be as defined within the rates specified at Framework.
   4. The Buyer shall be final arbiter on whether new works are classified as a project requiring the RIBA management approach.

**Work Package I –Property Management**

1. **Service I:1 – Housing Stock Management**
   1. Service I:1 –Housing Stock Management is a **Mandatory: Framework and Call Off**
   2. In addition, the following Standards to this Service apply - SI1
   3. The Supplier shall manage the Housing Stock including but not limited to:
      1. Condition reporting,
      2. Planning (Life Cycle Replacement),
      3. Forward Maintenance Register,
      4. Interface with third party providers
      5. Review all method statements and risk assessments from third party suppliers prior to the start of any maintenance, repair and improvement related activities to ensure:
         1. The works processes and control measures are compliant with all Health and Safety and Buyer requirements; and
         2. All Supplier Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works.
      6. Further details of the requirement will be provided at Call-Off.
2. **Service I:2 – Third Party Claims**
   1. Service I:2 –Third Party Claims is a **Mandatory: Framework and Call-Off**
   2. In addition, the following Standards to this Service apply – SI2
   3. Where it is necessary for the Buyer to interact with an insurance company in order to make a claim from a third-party, the Supplier shall act on behalf of the Buyer and carry out all necessary actions to complete the claim and ensure that all subsequent repairs are completed satisfactory. This shall include, but not limited to:
      1. Undertaking a full investigation of the incident
      2. Recording full details including photographic evidence
      3. Establishing details of the third party
      4. Certifying that where applicable, all repairs undertaken by third-parties on behalf of the insurer fully meet and are compliant with the standards of the Buyer
      5. Management of the claims process to ensure that all costs are recovered from the insurer on behalf of the Buyer as appropriate
      6. Further details of the requirement will be provided at Call-Off.
3. **Service I:3 –Accommodation Stores Service**
   1. Service I:3 –Accommodation Stores Service is a **Mandatory: Framework and Call-Off**
   2. In addition, the following Standards Reference applies to this Service SI3.
   3. The Supplier shall provide an Accommodation Stores (AS) Service to Service Families Accommodation (SFA).
   4. The Supplier shall use Government procurement contracts that have been set up to supply AS items. The Supplier shall manage all interfaces between these procurement contractors. The Acquisition of AS items will be funded by the Buyer as Government Furnished Equipment (GFE) and items will remain the property of the Buyer at all times.
   5. The Supplier 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.
   6. The Supplier shall manage the storage of all AS items within Buyer provided facilities
   7. The Supplier shall provide a delivery and collection service to Buyer’s Premises. Further details will be provided at Call-Off.
   8. The supplier shall ensure that all stored items are issued in compliance with Buyer supplied protocols and that the issue and return of all items are logged for inventory management purposes. Further details to be supplied at Call-Off.
   9. The Supplier shall manage the repairs, write off and disposal process, following all applicable Buyer rules and regulations. The Supplier 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 Supplier.
   10. The Supplier 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 require to be PAT tested.
   11. Further details to be provided at Call-Off.

**Work Package J – Accommodation Management**

1. **Service J:1 - Accommodation Compliance**
   1. Service J:1 – Accommodation Compliance is a **Mandatory: Framework and Call Off**
   2. In addition, the following Standards Reference applies to this Service SJ1
   3. The Supplier shall undertake the Services in compliance with all applicable legislation, Good Industry Practice and where appropriate the requirements specified by the Buyer as defined at Call-Off.
   4. The Supplier shall manage all activities relating to compliance through the CAFM system and that the Buyer has access to the data.
   5. The Supplier shall provide paper copies of all documentation associated with Statutory Compliance reports or documentation for retention at the Buyer’s Premises.
   6. The Supplier shall be responsible for the provision of all Written Schemes of Examination as required at the Buyer’s Premises. These shall include but not be limited to:
      1. Hot Water Boiler and associated pressure Systems;
      2. Lifts and Stair lifts
      3. Foul and Surface water drainage systems
      4. Gas Installations and appliances including LPG installations, distribution networks and tank installations.
      5. Oil installations including fuel tanks and bunds
      6. Further details of the requirement will be provided at Call-Off.
2. **Service J:2 –** **Accommodation Maintenance**
   1. Service J:2 – Accommodation Maintenance is a **Mandatory: Framework and Call Off**
   2. In addition, the following Standards Reference applies to this Service SJ2
   3. The Supplier shall provide Vacant / Unoccupied Property Preparation and Management services for the Buyer's Premises, to include but not limited to:
      1. Works related to change in occupancy
      2. At end of occupancy, the Supplier shall undertake all tasks associated with professional cleaning (as required) to ensure that the property meets the Buyer's acceptable conditions and standards at Move-in as defined at Annex A (Move-in Guide). Further details will be provided at Call-Off.
      3. Maintenance & repair
      4. Ground Maintenance
      5. Carrying out utility surveys to include provision of Energy Performance Certificate (EPC), recording meter details and assessment of utility efficiency measures.
      6. The management and payment of any utility costs will be considered in accordance with the Contract for all vacancy periods
      7. Provision of security services
      8. Wind and weather protection measures
      9. Internal / External redecoration.
   4. The Supplier shall provide a professionally managed carpet, floor covering and curtain replacement service to ensure the Buyer's Premises meet the Buyer's acceptable conditions and standards. The Buyer supply contracts will be utilised where appropriate. Further details will be provided at Call-Off.
   5. The Supplier shall provide a professionally managed carpet, curtain and window blinds cleaning Service to ensure that the properties meet the Buyer's acceptable conditions and standards.
   6. 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.
3. **Service J:3 -** **Special Need or Disability Adaptations**
   1. Service J:3 – Residential Planned Maintenance is a **Mandatory: Call-Off**
   2. In addition, the following Standards Reference applies to this Service SJ3
   3. The Supplier shall ensure that all work requests associated with property modifications and adaptations linked to a special need or disability of the occupant at the Buyer’s Premises is delivered effectively. These works will be managed via the Billable Works and additional services process and be outside the Total Charges.
   4. Further details of the requirement will be provided at Call-Off.

**PART B - ANNEXES**

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

|  |  |  |
| --- | --- | --- |
| **WORK PACKAGE A: CONTRACT MANAGEMENT** | | |
| **Service Reference** | **Service Description** | **Service Standard (RM- )** |
| A:1 | Integration | SA1 |
| A:2 | Health & Safety | SA2 |
| A:3 | Management Services | SA3 |
| A:4 | Service Delivery Plans | SA4 |
| A:5 | Fire Safety | SA5 |
| A:6 | Permit to Work | SA6 |
| A:7 | Accessibility Services | SA7 |
| A:8 | Risk Management | SA8 |
| A:9 | Customer Satisfaction | SA9 |
| A:10 | Reporting | SA10 |
| A:11 | Performance Self-Monitoring | SA11 |
| A:12 | Business Continuity and Disaster Recovery (BCDR) Plans | SA12 |
| A:13 | Quality Management System | SA13 |
| A:14 | Staff and Training | SA14 |
| A:15 | Selection and Management of Subcontractors | SA15 |
| A:16 | Electronic Property Information Mapping Service (e-PIMS) | SA16 |
| A:17 | Sustainability | SA17 |
| A:18 | Social Value | SA18 |
| **WORK PACKAGE B: CONTRACT MOBILISATION** | | |
| **Service Reference** | **Service Description** | **Service Standard (RM- )** |
| B:1 | Contract Mobilisation | SB1 |
| **WORK PACKAGE C: MAINTENANCE SERVICES** | | |
| **Service reference** | **Service Description** | **Service Standard (RM-)** |
| General Requirements |  |  |
| C:1 | Mechanical and Electrical Engineering Maintenance | SC1 |
| C:2 | Fire Detection and Firefighting Systems Maintenance | SC2 |
| C:3 | Lifts, Hoists & Conveyance Systems Maintenance | SC3 |
| C:4 | Internal and External Building Fabric Maintenance | SC4 |
| C:5 | Reactive Maintenance Services | SC5 |
| C:6 | Television Cabling Maintenance | SC6 |
| C:7 | Locksmith Services | SC7 |
| **WORK PACKAGE D: HORTICULTURAL SERVICES** | | |
| **Service Reference** | **Service Description** | **Service Standard (RM-)** |
| D:1 | Grounds Maintenance Services | SD1 |
| D:2 | Pest Control | SD2 |
| D:3 | Tree Surgery (Arboriculture) | SD3 |
| D:4 | Professional Snow and Ice Clearance – Communal Areas | SD4 |
| **WORK PACKAGE E: STATUTORY OBLIGATIONS** | | |
| **Service Reference** | **Service Description** | **Service Standard (RM-)** |
| General Requirements |  |  |
| E:1 | Asbestos Management | SE1 |
| E:2 | Water Hygiene Maintenance | SE2 |
| E:3 | Statutory Inspections | SE3 |
| E:4 | Compliance Plans, Specialist Surveys and Audits | SE4 |
| E:5 | Electrical Testing | SE5 |
| E:6 | Portable Appliance Testing (PAT) | SE6 |
| E:7 | Fire Risk Assessments | SE7 |
| E:8 | Business Information Modelling (“BIM”) and Government Soft Landings (“GSL”) | SE8 |
| E:9 | Radon Gas Management | SE9 |
| **WORK PACKAGE F: COMPUTER AIDED FACILITY MANAGEMENT (CAFM)** | | |
| **Service Reference** | **Service Description** | **Service Standard (RM-)** |
| F:1 | CAFM System | SF1 |
| **WORK PACKAGE G: PROPERT MAINTENANCE SUPPORT DESK SERVICES** | | |
| Service Reference | Service Description | Service Standard (RM-) |
| G:1 | Property Maintenance Support Desk Services | SG1 |
| **WORK PACKAGE H: BILLABLE WORKS AND ADDITIONAL SERVICES** | | |
| Service Reference | Service Description | Service Standard (RM-) |
| General Requirements |  |  |
| H:1 | Management of Billable Works | SH1 |
| **WORK PACKAGE I: PROPERTY MANAGEMENT** | | |
| Service Reference | Service Description | Service Standard (RM-) |
| General Requirements |  |  |
| I:1 | Housing Stock Management | SI1 |
| I:2 | Third Party Claims | SI2 |
| I:3 | Accommodation Stores Services | SI3 |
| **WORK PACKAGE J: ACCOMMODATION MANAGEMENT** | | |
| Service Reference | Service Description | Service Standard (RM ) |
| J:1 | Accommodation Compliance | SJ1 |
| J:2 | Accommodation Maintenance | SJ2 |
| J:3 | Special Need or Disability Adaptions | SJ3 |

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| WORK PACKAGE A – CONTRACT MANAGEMENT | |
| **Service A:1** | 1. SA1: Integration |
| Standard | The Supplier shall provide an innovative and professional FM Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer.  As a minimum the Supplier shall be compliant with, or provide evidence that they are working towards, ISO 44001 Collaborative Working |
| **Service A:2** | 1. SA2: Health and Safety |
| Legislation, ACoP or similar industry or Government guidelines | The Supplier shall be compliant with Annex B including:   * + 1. Legislative Standards;     2. UK Legislation;     3. BS/ISO/EN Standards;     4. Guidance Notes / Codes of Practice; and     5. Building Regulations (England & Wales only). |
| Standard | As a minimum, the Supplier shall produce and comply with the following documents:   * + 1. A forward maintenance register;     2. Planned and preventative maintenance schedule;     3. Accident/Incident reports (RIDDOR);     4. Fire evacuation drill reports;     5. Statutory inspection reports, assessments and reviews;     6. Risk assessment reports and reviews;     7. Compliance certificates;     8. Security incident reports;     9. Disability discrimination assessments and reports;     10. Method statements for meeting the Buyer’s requirements;     11. Health and safety policies and procedures; and     12. Scope and Services objectives.   The Supplier shall at all times ensure that:   * + 1. The operation of the Buyer Premises and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;     2. It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;     3. It produces detailed procedures for a variety of emergency situations in conjunction with Buyer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually;     4. It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;     5. It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;     6. It programmes and implements Health and Safety inspections of the Buyer Premises and Service delivery annually, and provides evidence to the Buyer on request;     7. It conducts and reviews all risk assessments relevant to the operation of the Buyer Premises and the delivery of Services in accordance with current statutory health and safety legislation;     8. It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier's or Buyer's staff using the Buyer Premises or to the Supplier's delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;     9. It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Buyer;     10. It complies with all health and safety obligations including at all the Buyer’s Properties which are occupied under leasehold arrangements;     11. It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier staff on the Buyer Properties; and     12. It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer’s specific requirements. |
| **Service A:3** | 1. SA3: Management Services |
| Legislation, ACoP or similar industry or Government guidelines | ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).  Call-Off Schedule 7 - Key Staff.  Call-Off Schedule 3 - Continuous Improvement.  Call-Off Schedule 15 - Contract Management. |
| Standard | The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer.  The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.  The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards. |
| **Service A:4** | 1. SA4: Service Delivery Plans |
| Standard | Call-Off Schedule 13 - Mobilisation Plan and Testing.  As a minimum, the buildings and Asset maintenance management Service Delivery Plan shall contain:   * + 1. Scope and Services objectives;     2. Approach and methodology;     3. Asset management method statement for meeting the Buyer’s requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;     4. Variation procedures and additional work requests;     5. Operational structure including resource proposals;     6. Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;     7. Quality statement;     8. Procurement of Services;     9. Procurement of materials taking account of embodied carbon and recycled content;     10. Management of energy use including lighting;     11. Scope of Service;     12. Planned preventative maintenance methodology/schedule;     13. Computerised Asset management system;     14. Building management system;     15. Routine maintenance;     16. Formulation of the planned preventative maintenance programme;     17. Maintenance management, recording and reporting;     18. Critical spares management;     19. Inspections;     20. Conservation and sustainability;     21. Maintenance and renewal;     22. Management arrangements;     23. Quality management;     24. Operational liaison;     25. Reactive Maintenance Works; and     26. Reactive vandalism maintenance Service.   In use and occupied space shall be maintained to appropriate Standards which are deemed ‘fit for function’ by type (i.e. office).  Vacant space shall be maintained to appropriate Standards (e.g. mothballing & re-commissioning, as BESA SFG 30). |
| **Service A:5** | 1. SA5: Fire Safety |
| Legislation, ACoP or similar industry or Government guidelines | Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.  BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.  BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.  BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance. |
| Standard | The Supplier shall provide professional and technical fire related advice to the Buyer upon request. |
| **Service A:6** | 1. SA6: Permit to Work |
| Standard | The Supplier shall deliver the Permit to Work systems on behalf of the Buyer.  The Supplier be responsible for managing compliance of Permit to Work systems on behalf of the Buyer for all works being undertaken or managed by the Supplier, including hot works, confined spaces, live electrical working, , excavations, temporary disconnection of safety systems and working at height.  The Supplier shall be responsible for the provision of all suitably qualified, skilled and accredited Staff to successfully deliver the Permit to Work system for the Buyer. |
| **Service A:7** | 1. SA7: Accessibility Services |
| Legislation, ACoP or similar industry or Government guidelines | The Equality Act 2010. |
| Standard | The Supplier shall provide professional advice on accessibility, occupational health, disability and safety advice to meet the requirements of the Buyer.  The Supplier shall provide specialist furniture to meet the requirements of the Buyer. Cost for the provision of these furniture items will be managed via the Billable Works and Projects process. |
| **Service A:8** | 1. SA8: Risk Management |
| Legislation, ACoP or similar industry or Government guidelines | ISO 31000: Risk Management where requested by the Buyer. |
| Standard | The Supplier shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.  The Supplier shall produce and comply with any and all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and Statutory Compliance required by or produced by third parties such as landlords. |
| **Service A:9** | 1. SA9: Customer Satisfaction |
| Standard | * 1. Call-Off Schedule 3 - Continuous Improvement.   2. The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.   3. The Supplier shall deliver a complaints management process which manage and maintain the Buyer’s customer satisfaction targets.   4. The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer. |
| **Service A:10** | 1. SA10: Reporting |
| Standard | * 1. The Supplier’s CAFM system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.   2. The Supplier shall be responsible for the provision of all interfaces between their own and third-party CAFM systems to facilitate the real-time transfer of data.   3. The Buyer’s data contained within the Supplier’s CAFM system shall be able to be uploaded to third-party CAFM systems where required by the Buyer.   4. The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan. |
| **Service A:11** | 1. SA11: Performance Self-Monitoring |
| Legislation, ACoP or similar industry or Government guidelines | ISO 9001:2015 Quality Management System. |
| Standard | The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.  The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer’s internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).  The Supplier shall provide a system to manage, control and record and report on the delivery of all Services provided as part of any Call-Off Contract.  The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the FM Framework Contract and within specified response times.  The Supplier will develop and agree with the Buyer the management reporting regimes for recording Statutory Compliance, performance against social value targets and balanced scorecard returns. |
| **Service A:12** | 1. SA12: Business Continuity and Disaster Recovery Plans |
| Legislation, ACoP or similar industry or Government guidelines | Call-Off Schedule 8 - Business Continuity and Disaster Recovery.  Centre for the Protection of the National Infrastructure (CPNI).  BS 25999: Business Continuity Management.  ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).  ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).  ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).  ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.  ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).  ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security. |
| Standard | The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.  The Supplier’s CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance.  The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.  The Supplier’s CAFM System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation. |
| **Service A:13** | 1. SA13: Quality Management System |
| Legislation, ACoP or similar industry or Government guidelines | The Supplier shall hold and maintain valid ISO9001, ISO14001 and OHSAS 18001 accreditation or equivalent at all times for the duration of the Call-Off Contract. |
| Standard | The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date. |
| **Service A:14** | 1. SA14: Staff and Training |
| Standard | The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.  Where the Buyer has nominated management roles and/or positions as key roles on the Contract, the Supplier shall ensure their recruitment and business continuity processes comply with Buyer requirements as defined within the Service Delivery Plan.  The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures. |
| **Service A:15** | 1. SA15: Selection and Management of SubContractors |
| Standard | The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.  The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.  The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.  The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties.  The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes. |
| **Service A:16** | 1. SA16: ELECTRONIC Property Information Mapping Service (E-PIMS) |
| Standard | There is no Standard for this service. The Buyer requirements shall be fully met. |
| **Service A:17** | 1. SA17: Sustainability |
| Legislation, ACoP or similar industry or Government guidelines | Compliance with Government Buying Standards for Cleaning Products and Services  All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that:   * + 1. Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline;     2. Government to ensure that redundant IT equipmentis re-used (within Government, the public; sector or wider society) or responsibly recycled; and     3. Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services.   Compliance with the Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list.  Appendix I - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:   * + 1. Sustainable food production; meeting high standards of farming and food processing;     2. Nutrition, including food procurement, menu development and provision, food preparation and food service;     3. Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;     4. Social and economic value – achieving wider social benefits for the community; and     5. Quality of service provision.   Compliance with Government hospitality policies is essential at all times.  The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics.  All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:   * + 1. A legal source; and     2. A sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.   1. The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the Call-Off Contract meets this requirement.   In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.   * 1. Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna.   All debris arising from the performance of the works shall promptly be removed from the Buyer Premises and disposed of in an environmentally preferable manner.  Compliance with Government Buying Standards for sustainability as they apply to scanners.  The Government Buying Standards for the sustainable procurement of furniture.  All timber signage shall comply with the requirements of the Government’s Timber Procurement Policy.  Provision and maintenance of vehicles shall be in line with the Government Buying Standard for transport (vehicles).  All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance.  Compliance with:   * + 1. Government carbon management strategy;     2. The Mainstreaming Sustainable Development Package sets out the Government’s vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing**;**     3. All initiatives must at least meet the agreed Greening Government Commitments and any successor framework;     4. Government Buying Standards; and     5. The Waste and Resources Action Programme’s (WRAP) Resource Management and Mobile Asset Management Planning tools.   The Mainstreaming Sustainable Development Package sets out the Government’s vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing**.**  All initiatives must at least meet the agreed Greening Government Commitments and any successor framework.  Government Buying Standards for the public procurement of sustainable goods and services are mandatory at the minimum level for the central Government estate and related agencies.  For all major refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects.  Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money.  Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.  All Defra guidelines where mandatory shall be adhered to. Non-mandatory requirements shall be adopted where practicable.  Waste and Resources Action Programme (WRAP) Guidance for refurbishment and fit-out professionals  Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.  In addition, there are Government Buying Standards for a range of electrical goods.  All Defra guidelines where mandatory shall be adhered to. Non-mandatory requirements shall be adopted where practicable. |
| Sustainability |  |
| Standard | The Supplier will develop and agree a Sustainability Plan incorporating all the requirements outlined above with the Buyer. |
| **Service A:18** | 1. SA18: Social Value |
| Legislation, ACoP or similar industry or Government guidelines | Public Services (Social Value) Act 2012. |
| Standard | The Supplier will develop a Social Value initiatives and objectives with the Buyer.  The Supplier will meet the requirements of the Buyer’s Social Value requirements.  The Supplier will meet the reporting requirements to measure Supplier performance and compliance. |
| WORK PACKAGE B – CONTRACT MOBILISATION | |
| **Service B:1** | 1. SB1: cONTRACT MOBILISATION |
| Standard | The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing. |
| WORK PACKAGE C - MAINTENANCE SERVICES | |
| 1. General Requirements | |
| Legislation, ACoP or similar industry or Government guidelines | BS8544 2013 Life Cycle Costing;  RICS New Rules for Measurement Part 3 for Maintenance (NRM3);  HVCA Standard Maintenance Specification, Vol’s I – V;  C.I.B.S.E guidelines;  SFG20 Maintenance Schedules (published with the consent and support of B&ES Publications);  Building Research Establishment Conservation Support Unit guidance;  BSRIA guidance;  BS 7671.2008 (2011);  Fire Safety Order 2005;  S.I. 1989 No 635, the Electricity at Work Regulations;  Environmental Cleaning Specification (1063);  PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals / The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual;  FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene;  Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100);  Mechanical and Electrical Specification (1027);  PD5454:2012;  **Asbestos ACOP L143;**  Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning;  PAS 2050-1:2012;  Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3);  Heating and Ventilation Contractors’ Association Standard Maintenance Specification, Volumes I – V;  Chartered Institution of Building Services Engineers’ guidelines;  Building Services Research and Information Association guidance;  Government’s Timber Procurement Policy;  Institute of Baths and Recreation Management (IBRM);  Pool Water Treatment Advisory Group (PWTAG);  Swimming Pool and Allied Trades Association (SPATA);  Institute of Swimming Pool Engineers;  The Health and Safety (Safety Signs and Signals) Regulations 1996;  PAS;  BS5499-1:1990;  BS5499-4:2000; and  The Traffic Signs Regulations and General Directions (TSRGD) 2002. |
| Standard | The General Requirements for Maintenance Services shall apply.  There are many regulations that apply to the work within the maintenance and service industry and which may be detailed in this section. It should be noted that no piece of legislation stands alone as they all interact with each other. They stipulate the *minimum* Standards for safe working but also have absolute requirements in respect of particular areas of the legislation. All Supplier Staff involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to.  The Supplier shall be responsible for:   * + 1. The provision of a safe and comfortable environment for all Buyer users through the provision of a complete building and Asset maintenance management Service for the Buyer Premises;     2. The provision of preventative, cyclical and Reactive Maintenance to the Buyer Property to ensure that the Assets provide full operational functionality at all times;     3. Provision and maintaining of a Full Asset list of all plant and equipment, kept regularly updated – to a level applicable for performing Planned Preventative Maintenance (PPM) and for also undertaking full condition/ remaining life surveys on all built Assets (in scope);     4. Ensuring that buildings and associated engineering services and external works shall be sound and operationally safe;     5. Ensuring that the Asset’s condition remains commensurate with age and life cycle replacement date;     6. Ensuring that maintainable Assets, including non-fixed plant and equipment, within the Buyer properties and identified from the Asset list and Condition Survey, are maintained to the required ‘*fit for function’* performance level, and compliant with all statutory/legal and mandatory obligations;     7. Ensuring that the maintenance regime is required to suit the built environment (for in use and also mothballing of vacated facilities) taking due regard for the manufacturers and installers recommendations;     8. Meeting Reactive Maintenance responsiveness requirements - see the FM Support Desk and CAFM System section;     9. Provision of Asset listing and Condition Surveys to include plant and equipment. This is to be regularly updated to allow for any additions and /or forward maintenance plans - identifying short, medium and long term maintenance proactive maintenance shall include periodic management inspections of Buyer Properties (e.g. plant tours, inspections/monitoring);     10. Ensuring the management and administration levels to be appropriate to the specific Service Requirements; and     11. Tailoring the Service to appropriately maintain the relevant Assets to suit the defined functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).   All statutory requirements and safety practices shall be adhered to in respect to the method of completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable.  Prior to carrying out tasks within this section, site specific risk assessments shall be produced and where it is identified from them, method statements will also be required. Some tasks due to their nature will require permits and a method statement as a matter of course. This will ensure a Safe System of Working has been adopted before work commences. Always ensure that the correct Personal Protective Equipment (PPE is made available and worn and that an asbestos register is checked before Works are carried out. Supplier should also be made aware of the Buyer Premises hazard and emergency procedures.  **Buildings and Asset Maintenance:**   * 1. The Supplier shall deliver a buildings and Asset maintenance management Service that meets the requirements in Annex E – Service Delivery Response Times:      1. The Supplier shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:      2. Produce a schedule of programmed maintenance in the form of an annual five (5) Year rolling plan or forward maintenance register with respect to planned maintenance. The schedule of programmed maintenance will be updated annually and on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review will be undertaken prior to the end of each Year of the Call-Off Contract and a revised plan presented to the Buyer in accordance with the Call-Off Contract.      3. Provision of a thirty (30) year lifecycle replacement profile for the Buyer Premises;      4. Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result;      5. Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work;      6. Submit a [Monthly] report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the annual service plan;      7. State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call-Off Contract;      8. Specify minimum redecoration cycles for internal and external elements. The minimum cycles may be split into various areas around the buildings with front of house and all public areas taking precedence. The aim is to ensure that the facilities are maintained in a reasonable decorative standard through the whole Buyer Premises during the Call-Off Contract;   When carrying out Services the Supplier shall:   * + 1. Discuss the proposed works with the Buyer and Buyer Representative and seek agreement in relation to timescales;     2. Ensure that any reasonable requirements of the Buyer are taken into account in the proposed works;     3. Ensure that the operations of Buyer can continue but the extent of maintenance is at the discretion of the Supplier unless governed by statutory requirements;     4. Confirm the start and completion dates and hours of working;     5. Protect all Buyer users and their belongings during such works;     6. Provide advice and instructions on the use of any new equipment and/or installations;     7. Liaise with the Buyer at the Buyer Premises or the Buyer Representative on access issues, including restrictions to areas that may be out of use;     8. Maintain and make good any incidental damage caused;     9. Remove all rubbish and clean up after completing tasks at the end of each Working Day;     10. Carry out all works in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer’s instructions and otherwise in compliance with Good Industry Practice.     11. Undertake all Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE and Statutory Buyer guidance and all legislative requirements;     12. Test and service all plant and equipment within the responsibility of the Supplier, as required by legislation;     13. Provide competent Supplier Staff on an ad hoc basis to undertake New Works (not associated with building maintenance) as requested by the Buyer;     14. Survey the Buyer Premises in accordance with the Buyer’s Service Level Requirements to establish condition, hazards, remaining elemental life etc. of the fabric and building services and record the information which will be provided to the Buyer on request or by pre-agreed programme. Findings to be incorporated in next annual service plan; and     15. Record and periodically update all building development, replacement works and maintenance work undertaken in each in the form of a shared electronic database or any other format agreed with Buyer.   Planned Maintenance:   * + 1. The Supplier shall take cognisance of the Buyer’s Planned Preventative Maintenance schedules. The Supplier shall include all building fabric maintenance tasks currently indicated within these to any additional Buyer requirements;     2. The Supplier documents in addition shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The Supplier shall agree an annual plan of works with the Buyer that complies with the following requirements;     3. The forward maintenance register will be developed and submitted for agreement to the Buyer on an annual basis as part of the Service Delivery Plan at least two (2) months prior to the start of each Year of the Call-Off Contract. Any such agreement will not constitute a limitation on the extent of the maintenance requirement;     4. Modifications to the schedule of programmed maintenance will also be submitted to the Buyer for approval, providing at least four (4) weeks term time notice;     5. The Supplier must comply with the schedule of programmed maintenance which shall be designed to meet SFG20 requirements and ensure compliance with the performance standards;     6. Access for performing maintenance functions and all other works will be restricted in accordance with the performance standards of the Buyer (see also Security). The Supplier must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of the Buyer, its staff, Building Users, and the overall Buyer Premises;     7. A programme of inspection reports shall be submitted to the Buyer one (1) month post the Call-Off Contract Commencement Date;     8. The Supplier shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the Buyer prior to the Call-Off Contract Commencement Date;     9. The report shall be submitted electronically to the Buyer within five [5] Working Days of undertaking the inspection;     10. The Supplier shall report via email within twenty-four [24] hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection;     11. The Supplier shall submit by the end of the Mobilisation Period, its Planned Preventative Maintenance (PPM) Programme, which should include (and clearly identify) all statutory and routine tasks;     12. The Service shall be delivered in line with Appendix I - Property Classification; and     13. All maintenance routines with a frequency:         1. Statutory tasks shall be performed on the date required to maintain Statutory Compliance in accordance with all appropriate legislation;         2. of 2 weeks or less shall be performed +/- 1 Working Day of the due date;         3. of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date; and         4. of greater than 13 weeks shall be performed +/- 2 weeks of the due date.   Replacement Materials:   * + 1. The Supplier shall ensure that the programmed replacement of materials and components comply with the requirements of the Buyer’s requirements;     2. Replacement materials used shall be of the same quality and specification for existing building facilities with an equivalent life span (as detailed elsewhere) and meet Government Buying Standards where applicable, taking into account advancements in materials development and Good Industry Practice and embodied carbon and recycled content at the time of replacement, unless the Buyer agrees otherwise. External materials will maintain the vernacular of the building;     3. Reused or reconditioned parts or replacements will only be used where the Supplier can clearly show that the lifecycle and performance of the item is at least equivalent to a new replacement item and performance will not be affected; and     4. Maintenance and replacement will be affected in accordance with Good Industry Practice, such that at the end of the Call-Off Contract, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement. |
| **Service C:1** | 1. SC1: Mechanical and Electrical Maintenance (M&E) |
| Standard | SFG20.  The General Requirements for maintenance management shall apply.  The Supplier shall ensure the successful operation and optimum condition of all of the Buyer’s mechanical, electrical, plumbing and drainage systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers’ and installers’ recommendations and statutory obligations. The Supplier shall ensure that the Asset register is accurate and all Assets are maintained according to this Standard.  The Supplier shall develop and implement a fifty-two (52) week maintenance planner and associated resource management plan (format and structure to be agreed with the Buyer at the Call-Off Contract Commencement Date) outlining the maintenance requirements for each Buyer Premises.  The Supplier is to be responsible for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production as required by the Buyer.  In line with manufacturers recommendations and common Good Industry Practices. |
| **Service C:2** | 1. SC2: Fire Detection and Fire Fighting Systems Maintenance |
| Legislation, ACoP or similar industry or Government guidelines | Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.  BS 5839-1:2017 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises.  BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.  BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.  BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance. |
| Standard | All Fire Fighting equipment and systems shall be tested in accordance with the manufacturer’s recommendations, the relevant applicable British Standards, Approved Codes of Practice and industry best practice.  Fire systems log book shall be checked to ensure completeness and retention of appropriate records and documents including certification; fire risk assessment, test register and zone charts/device listing. |
| **Service C:3** | 1. SC3: Lifts, Hoists and Conveyance Systems Maintenance |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * + 1. Lifting Operations and Lifting Equipment Regulations 1998. |
| Standard | The General Requirements for maintenance management shall apply.  Supplier shall operate and maintain all lifts, hoists and conveyance systems in line with manufacturers’ recommendations and common Good Industry Practices.  In accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems. |
| **Service C:4** | 1. SC4: Internal and External Building Fabric Maintenance |
| Standard | The Supplier shall work alongside the Buyer in forward planning and providing cost estimates for financial planning of forward maintenance activities where requested to do so.  The Buyer may require BREEAM in-use or similar assessment of the Buyer Premises performance to be carried out at agreed intervals.  The Supplier shall apply the use of BS8544 2013 in relation to Life Cycle Costing and RICS New Rules for Measurement Part 3 for Maintenance (NRM3).  The Supplier shall ensure that ad hoc repairs to the external fabric are carried out in accordance with the Buyer’s requirements.  Where response times are appropriate these shall be adhered to. |
| **Service C:5** | 1. SC5: Reactive Maintenance SERVICES |
| Standard | The Supplier shall be responsible for meeting minimum response times as set out in Annex D– FM Support Desk Response Times and Annex E – Service Delivery Response Times, or as defined by the Buyer, to ensure that all Reactive Maintenance activities are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the Buyer.  The Supplier shall inform the Buyer of all breaches of Health and Safety regulations together with a programme for rectification and measures to safeguard against a repeat.  The Supplier shall inform the local Buyer Representative (in line with the Buyer’s policies e.g. Fire Safety Order 2005) at a Buyer Premises where the Supplier is proposing to undertake maintenance work to the fire safety systems.  The Supplier shall be responsible for meeting minimum response times as required by the Buyer for each Buyer Premises to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the Buyer. Service requests may fall into three main categories:   * + 1. Those which involve a Business Critical Event;     2. Those requests of an emergency nature where the health and safety of any person is threatened or where the incident or activity has an impact on the physical security of the premises or its Building Users; and     3. Those repair activities required on a daily basis to ensure the functionality of each Buyer Premises, which have not been catered for by the programmed element.   The Supplier shall at all times ensure that sufficient, competent, appropriately trained and skilled Supplier Staff are deployed to cater for the spectrum of planned and unplanned demands on the Maintenance Services. The Supplier shall ensure that only appropriately trained Supplier Staff are dispatched to Reactive Maintenance activities.  Supplier Staff attending calls, particularly in relation to an emergency call, shall attend with suitable and sufficient equipment and suitable training to respond to the Reactive Maintenance repair in a competent, safe and efficient manner.  Where Reactive Maintenance requires replacement of any plant, equipment or consumable it shall be carried out, so far as is practicable, on a like-for-like or equal-and-approved basis, taking into consideration energy efficiency, aesthetics and reliability; where this may not be practicable, an equivalent or better standard and specification basis shall be substituted.  If an out of hours engineer system is to be implemented, the Supplier shall ensure that the rotas do not comprise the core team numbers the following Working Day.  The Service shall be delivered in line with Appendix I - Property Classification. |
| **Service C:6** | 1. SC6: Television Cabling Maintenance |
| Standard | The General Requirements for maintenance management shall apply.  In line with manufacturers recommendations and common Good Industry Practices. |
| **Service C:7** | 1. SC7: Locksmith Services |
| Standard | * 1. The Service shall be provided in conjunction with any Handyman Service requests and comply with local security requirements.   2. In areas of doubt the Departmental Security Officer (DSO) shall be contacted for clarification. |
| WORK PACKAGE D: HORTICULTURAL SERVICES | |
| **Service D:1** | 1. SD1: Grounds Maintenance Services |
| Legislation, ACoP or similar industry or Government guidelines | When required BS5837:2012 shall apply. |
| Standard | The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance.  All plants in beds and containers shall be maintained so as to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive.  Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the Buyer Premises and recycled or taken off-site and recycled.  It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.  The use of chemicals specifically approved for the purpose for which it is intended shall be applied 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.  All chemicals shall be applied in accordance with manufacturers’ instructions and in accordance with all relevant Health and Safety codes.  A maintenance schedule shall be implemented to ensure:   * + 1. All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;     2. All pots/ containers are cleaned and replaced where necessary;     3. 213213433uiAll external soft landscaped areas are kept safe, clean and tidy;     4. Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Buyer, its staff and Building Users;     5. All areas are kept free of an accumulation of leaves, weeds and any other solid matter;     6. The Supplier is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;     7. All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;     8. All trees are maintained to ensure the safety of the Buyer, its staff and Building Users; and     9. In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the Buyer, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys.   Reactive snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.  The Service shall be delivered in line with Appendix I - Property Classification.  When required BS5837:2012 shall apply. |
| **Service D:2** | SD2: Pest Control |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * + 1. Prevention of Damage by Pests Act 1949;     2. The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and     3. Protection of Animals (as amended). |
| Standard | There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:   * + 1. British Pest Control Association (BPCA); and     2. The Royal Society for Public Health (RSPH).   A risk assessment shall be carried out to determine what pest control methods are to be used.  A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function. |
| **Service D:3** | 1. SD3: Tee Surgery (Arboriculture) |
| Standard | The Supplier shall ensure that staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to the requirements of the relevant British Standard.  Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.  The supplier is required to seek both Buyer and local Buyer approval before trimming or felling any trees.  The Supplier shall ensure that Supplier Staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to BS 3998. Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association. |
| **Service D:4** | 1. SD4: Professional / Planned Snow and Ice Clearance |
| Standard | Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service. |
| WORK PACKAGE E – STATUTORY OBLIGATIONS | |
| 1. General Requirements | |
| Legislation, ACoP or similar industry or Government guidelines | The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties. |
| Standard | The Supplier shall manage compliance through their CAFM system using SFG20.  The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties. |
| **Service E:1** | 1. SE1: Asbestos MANAGEMENT |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * + 1. Control of Asbestos Regulations 2012. |
| Standard | The Supplier shall maintain, update and review the Buyer Premises asbestos register in accordance with statutory legislation.  The Supplier shall ensure that Supplier Staff are appointed and appropriately trained to carry out inspections.  The Supplier shall operate the appropriate Permit to Work scheme. |
| **Service E:2** | 1. SE2: Water Hygiene MAINTENANCE |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * + 1. Water Act 2003;     2. Water Industry Act 1991; and     3. The Private Water Supplies Regulations 2009. |
| Standard | All water systems shall be subject to a Written Scheme of Examination (WRA) to ensure compliance with the relevant Standards applicable at that time.  The Supplier shall provide a water hygiene log book and it shall be the responsibility of the Supplier to ensure this is maintained as current.  The Supplier is responsible for ensuring the appointment of trained and competent Supplier Staff specific to the Buyer Premises. |
| **Service E:3** | 1. SE3: Statutory Inspections |
| Standard | The Supplier shall meet the requirements in respect of Statutory Tests and Inspections. For the avoidance of doubt, the Statutory Tests are to include all of those tasks that are not explicitly mentioned in the relevant Legislation but are recognised within the industry as having complied with duty of care obligations (e.g. The Electricity at Work Act does not specifically require periodic electrical testing of fixed circuits, however carrying these out at five (5) Yearly intervals is generally accepted as having made reasonable endeavours to comply. Similarly, complying with HSE Approved Codes of Practice on water testing and treatment demonstrates exercising a duty of care in terms of preventing the risk of legionella).  The Service shall include:   * + 1. Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works);     2. Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections);     3. Pollution audits;     4. Deleterious materials;     5. Environmental audits i.e. kitchens, water, ventilation;     6. Insurance inspections (where not required by the Buyer under specified statutory test and inspections);     7. Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and     8. Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety).   The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place, and shall be the sole point of contact for any of the Buyer’s concerns with that aspect of performance.  Electrical testing shall be undertaken in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.  Fixed wiring installations shall be subject to testing at intervals not exceeding five years. Reference to all appropriate Statutory Instruments (S.I.) will be made, e.g. S.I. 1989 No 635, the Electricity at Work Regulations or equivalent and other relevant Standards or legislation. |
| **Service E:4** | 1. SE4: Compliance Plans, Specialist Surveys and Audits |
| Legislation, ACoP or similar industry or Government guidelines | ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).  ISO 14001 Environmental Management.  Equality Act 2010. |
| Standard | The Service shall include:   * + 1. Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works);     2. Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections);     3. Pollution audits;     4. Deleterious materials;     5. Environmental audits i.e. kitchens, water, ventilation;     6. Insurance inspections (where not required by the Buyer under specified statutory test and inspections);     7. Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and     8. Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety) |
| **Service E:5** | 1. SE5: ELCECTRICAL TESTING |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Electricity at Work Regulations 1989 and BS 7671 (as amended). |
| Standard | * 1. The Supplier shall undertake electrical testing in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.   2. Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) years. |
| **Service E:5** | SE5: PORTABLE APPLIANCE TESTING |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Electricity at Work Regulations 1989 and BS 7671 (as amended). |
| Standard | * 1. The Supplier shall undertake electrical testing in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.   2. Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) years. |
| **Service E:7** | 1. SE7: FIRE RISK ASSESSMENTS |
| Legislation, ACoP or similar industry or Government guidelines | * 1. Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.   BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.  BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.  BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance. |
| Standard | The Supplier shall manage and deliver fire risk assessments and fire safety plans on behalf of the Buyer.   * 1. The Supplier manage compliance with all fire regulations and standards. |
| **Service E:8** | 1. SE8: Business Information Modelling (BIM) and Government Soft Landings (GSL) |
| Standard | The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.  The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset r shall have re is no standard for this service. |
| **Service E:9** | 1. SE9: RADON GAS MANAGEMENT |
| Standard | Housing Act |
| WORK PACKAGE F – CAFM | |
| **Service F:1** | 1. SF1: CAFM |
| Legislation, ACoP or similar industry or Government guidelines | Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning  Centre for the Protection of the National Infrastructure (CPNI).  BS 25999: Business Continuity Management.  ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).  ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).  ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).  ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.  ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).  ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.  The CAFM system shall have the capability to meet the requirements of Government Soft Landings (GSL).  The CAFM system shall have the capability to meet the requirements of Business Information Modelling (BIM) mandated requirements across Central Government (currently BIM Level 2).  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.  The CAFM system shall have the capability to codify Asset to Uniclass 2015, NRM3 and SFG20 coding.  Uniclass Classification Tables.  National Rules of Measurement (NRM3). |
| Standard | The CAFM System will be bespoke by the very nature in relation to the Buyer activity. The Supplier shall automate the collection of Data and thereby influence the maintenance of the built environment and the delivery of facilities management Services. Typically, they track and maintain the following core facilities activities:   * + 1. Strategic planning - real estate, business operations, headcount requirements, forecasting future space;     2. Space planning & management - allocations, inventory, churn;     3. Planned Preventative Maintenance Programme;     4. forward maintenance register;     5. People management – occupancy rates, staff;     6. Maintenance management - demand (reactive) and scheduled (preventive maintenance);     7. Emergency management – business continuity;     8. Disaster planning – business recovery;     9. Health and safety information – CDM, asbestos, Radon;     10. Capital project management - construction/renovation, large scale move management;     11. Lease management - property financial data (rentals and insurances);     12. Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets;     13. Building information management – integration and interaction with other programs;     14. Sustainability – energy, water and waste performance, building certifications; and     15. Building information.   While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.  The Buyer should have real time live access to the Supplier’s CAFM System.  Business Continuity and Disaster Recovery:   * + 1. The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;     2. In line with common industry practice the CAFM System facilities will have its own Business Continuity contingency plan in place to enable continuity of the Services without degradation;     3. The Supplier shall ensure that the CAFM System can support the Buyer during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and   The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the Buyer:   * + 1. Property Maintenance Support Desk including:        1. IT Support; and        2. Other services as required and defined by the Buyer at Call-Off.     2. The FM Support Desk shall also:        1. Record and report by each Buyer Property or region;        2. Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests;        3. automated status updates to the Buyer;        4. easily search and ensure visibility of calls/activities;        5. automate associated hazard warnings, including asbestos alerts;        6. allow cost allocation;        7. Ensure clear and proactive management of Service Level Agreements;        8. Log all Calls via Interactive multimedia; and        9. Automate prioritisation of work and job escalation when appropriate.     3. Asset Management:        1. Asset labelling is required either as a bar code or unique number linked into CAFM System;        2. Relevant Assets shall be included in the forward maintenance register, which must then be updated during the life of the contract as Assets are added or deleted;        3. Numerous elements of data storage against Assets including location, warranty, parts and maintenance records;        4. Asset data to be coded to be compliant with the requirements of SFG20, Uniclass:2015 and NRM3;        5. Link between facilities Property Maintenance Support Desk and planned maintenance enables full visibility of an Asset’s service history;        6. Future actions and maintenance requirements will generate alerts at the appropriate time;        7. Integration with other facilities Data provides detailed financial and ownership details;        8. Movement and tracking of Assets within existing or external systems;        9. Association of Assets to personnel departments or locations;        10. Asset contract association for automatic issue of related Service Requests to maintaining Supplier;        11. Easy export of Asset Data to third party applications or generation of an Asset register;        12. Full Asset reporting available for automatic distribution to interested parties;        13. Ability for two-way communication, import data from third party financial software or export to a data file;        14. Asset lifecycle reporting including repair details and costs per Asset;        15. Update of Assets with Condition Survey details to feed into an annual life cycle report for the Buyer consideration; and        16. Identify Assets that are replaced or retired so that the Buyer can track against its financial records.     4. Costs:        1. Costs tracked through multi-level hierarchy of budgets, contracts and projects;        2. Transparent views of full facilities spend and generation of single or multi-line purchase orders;        3. Ability to discount purchase orders or individual line items;        4. Purchase order receipt acknowledgement;        5. Easy to navigate, search and view all budget information;;        6. Projects functionality enables tracking of project spend, key dates and stakeholders;        7. Easy distribution of information to stakeholders;        8. Financial reports available for ad hoc reporting or scheduled generation;        9. Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;        10. Management of Health and Safety equipment and Service Requests; and        11. Consider applying a purchase threshold over which the Buyer needs to authorise.     5. Property Management:        1. Dynamic link to property related planned maintenance activities;        2. Storage and maintenance of hazardous element Data such as asbestos;        3. Ability to track condition of building elements including structure, fabric and mechanical;        4. Monitoring of building lifecycle costs and energy efficiency;        5. Storage of all property related documents such as contracts, lease agreements and Health and Safety documents;        6. Easy to navigate storage of all company and building contact information;        7. Generation of property management reports;        8. Use of familiar AutoCAD tools to detail and manage space allocation;        9. Map spaces, Assets and assign attributes;        10. Two-way communication between facilities drawings and the Database; and        11. Easy movement and tracking of Assets.     6. Management Information:        1. Property Maintenance Support Desk performance management;        2. Automatic generation of reports;        3. Direct email distribution to stakeholders;        4. Specific corporate reporting requirements easily created;        5. Analyse the Data using reporting functionality;        6. Extensive reports provided as standard;        7. Measured performance benchmarking;        8. Cost Control and monitoring;        9. Ensure there is the capability to link ‘parent’ & ‘child’ Service Requests and track Service Requests through the various stages to completion; and        10. Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests.     7. Reporting:        1. The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| WORK PACKAGE G – PROPERTY MAINTENANCE SUPPORT DESK SERVICES | |
| **Service G:1** | 1. SG1: PROPERTY MAINTENANCE Support Desk |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * + 1. Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning. |
| Standard | The Supplier shall ensure that Supplier Staff manning the Property Maintenance Support Desk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement.  The Supplier shall ensure that all Supplier Staff manning the FM Support Desk are provided with documented training, to including:   * + 1. Extensive training on the CAFM System package;     2. Buyer service skills;     3. Service call management;     4. Listening skills;     5. Escalation Procedures;     6. Supplier site inductions;     7. Knowledge of Access and Permit to Work procedures;     8. Buyer BCDR and Emergency procedures;     9. Training in respect of all operational areas of the Buyer’s premises; and     10. Property Maintenance Support Desk Response Times are detailed in Appendix E – Property Maintenance Support Desk Response Times.   The FM Support Desk shall also:   * + 1. Provide a Freephone number from UK landlines to the Buyer;     2. Record and report by each Buyer Property or region across all Service lines;     3. Review work assignment to both maintenance staff and Subcontractors;     4. Track all logged work orders, provide status updates and the provision of on-screen alerts automate email notifications of work requests and provide status updates to the Buyer; and     5. Record and manage customer satisfaction processes and complaints. |
| WORK PACKAGE H – MANAGEMENT OF BILLABLE WORKS AND ADDITIONAL SERVICES | |
| 1. General Requirements | |
| Legislation, ACoP or similar industry or Government guidelines | Compliance with Call-Off Schedule 4a – Billable Works and Projects.  RIBA Plan of Work 2013. |
| Standard | The General Requirements for Management Services shall apply.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| **Service H:1** | 1. SH1: Billable Works AND ADDITIONAL SERVICES |
| Legislation, ACoP or similar industry or Government guidelines | Call-Off Schedule 4a – Billable Works and Projects.  For all minor refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects.  Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money.  Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.  Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.  In addition, there are Government Buying Standards for a range of electrical goods.  All Defra guidelines where mandatory shall be adhered to. Non-mandatory requirements shall be adopted where practicable:  The Service shall be delivered in line with Appendix I - Property Classification. |
| WORK PACKAGE I – PROPERTY MANAGEMENT | |
| 1. General Requirements | |
| Legislation, ACoP or similar industry or Government guidelines | JSP 464 Tri-Service Accommodation Regulations   * 1. Volume 1: Buyer’s Premises (SFA) and Substitute Service Family Accommodation – UK and Overseas      1. Part 1: Directive      2. Part 2 - Guidance   Volume 3: JSP 464 Tri Service Accommodation Regulations – CAAS and 4TG.   * + 1. Part 1 - Directive     2. Part 2 - Guidance   JSP 752 Tri Service Regulations for Expenses and Allowances  Compliance with Call-Off Schedule 4a – Billable Works and Projects. |
| Standard | The General Requirements for Management Services shall apply.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| service I:1 | 1. Housing STock management |
| Standard | The General Requirements for Management Services shall apply**.**  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements**.** |
| service I:2 | 1. Third Party claims |
| Standard | * 1. The General Requirements for Management Services shall apply.   The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements |
| service I:3 | 1. ACCOMMODATION STORES SERVICES |
| Legislation, ACoP or similar industry or Government guidelines | Compliance with JS/1 - Optional Furnishings for Service Families Accommodation (All Types)  Compliance with JS/7 - Minimum Furnishing Standard for Service Families Accommodation (All Types) |
| Standard | * 1. The General Requirements for Management Services shall apply.   The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements |
| WORK PACKAGE J – ACCOMMODATION MANAGEMENT | |
| 1. General Requirements | |
| Legislation, ACoP or similar industry or Government guidelines | JSP 464 Tri-Service Accommodation Regulations   * 1. Volume 1: Buyer’s Premises (SFA) and Substitute Service Family Accommodation – UK and Overseas      1. Part 1: Directive      2. Part 2 - Guidance   Volume 3: JSP 464 Tri Service Accommodation Regulations – CAAS and 4TG.   * + 1. Part 1 - Directive     2. Part 2 - Guidance   JSP 752 Tri Service Regulations for Expenses and Allowances  Compliance with Call-Off Schedule 4a – Billable Works and Projects. |
| Standard | The General Requirements for Management Services shall apply.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| service J:1 | 1. SJ1: ACCOMMODATION compliance |
| Legislation, ACoP or similar industry or Government guidelines | The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties. |
| Standard | * 1. The Supplier shall manage compliance through their CAFM system   The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| service J:2 | 1. SJ2: ACCOMMODATION Maintenance |
| Legislation, ACoP or similar industry or Government guidelines | The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.  Compliance with Call-Off Schedule 4a – Billable Works and Projects.  RIBA Plan of Work 2013. |
| Standard | The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |
| service J:3 | 1. SJ3: Special Needs or Disbility Adaptations |
| Legislation, ACoP or similar industry or Government guidelines | * 1. JSP 464 Tri-Service Accommodation Regulations   2. Volume 1: Buyer’s Premises (SFA) and Substitute Service Family Accommodation – UK and Overseas      1. Part 1: Directive      2. Part 2 - Guidance   Volume 3: JSP 464 Tri Service Accommodation Regulations – CAAS and 4TG.   * + 1. Part 1 - Directive     2. Part 2 - Guidance   JSP 752 Tri Service Regulations for Expenses and Allowances  Compliance with Call-Off Schedule 4a – Billable Works and Projects. .  RIBA Plan of Work 2013. |
| Standard | The General Requirements for Management Services shall apply.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |

**ANNEX B – LEGISLATIVE STANDARDS**

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

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

**Table 1: Legislation**

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

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

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

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

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

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

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

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

**Table 5: Miscellaneous:**

|  |  |
| --- | --- |
| **No.** | **Title** |
| 1 | At request of Fire Officer |
| 2 | Local Act |
| 3 | SFG 20 Guidelines |
| 4 | Buyer specific work practices and standards |
| 5 | RIBA (Royal Institute of British Architects) Plan of Work: 2013 |

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

ANNEX C- PROPERTY MAINTENANCE SUPPORT DESK /SERVICE DESK RESPONSE TIMES

1. Service requests of any nature shall be acknowledged within (15) minutes and the caller informed of the action to be taken. The response times for activities managed through the central Property Maintenance Support Desk for all Services shall be as follows:
   1. Each Category 'A' work request to be available to both the appropriate Supplier and Buyer Authorised Representative within five (5) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
   2. Oral escalation to the Buyer Authorised Representative (within (20) minutes of allocation to the Supplier of those Category 'A' work requests unacknowledged by the Supplier ten (10) minutes after such allocation.
   3. All Category B reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within fifteen (15) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
   4. All Category C reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within thirty (30) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

ANNEX D - SERVICE DELIVERY RESPONSE TIMES

1. over-arching response requirements

It is required when sending a person/engineer to attend a reactive event, at the time of despatch the person/engineer despatched is suitably qualified and is able to complete the repair or task.

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

When the activity in 1.2 above is closed or concluded, within fifteen (15) minutes, an email/text/electronic communication is sent to the originator of the event advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

1. ON-SITE FM SERVICE DELIVERY RESPONSE TIMES

* The following Table A describes the reactive response time(s) for Service calls raised or made to the Property Maintenance Support Desk where the Service required is supported and Delivered by the Supplier from an on-site facility at the Buyer Premises.
* The Supplier shall meet these reactive response times in relation to the Buyer requirements.

**Table A – Response and Rectification Times**

| **Category** | **Call Type** | **Description** | **Initial Attendance** | **Interim Solution (if applicable)** | **Completion Due** |
| --- | --- | --- | --- | --- | --- |
| **A** | Emergency | An incident that threatens imminent risk of injury to persons or presents a high risk of extensive property damage | Immediate response within  [3 ] hours | As soon as reasonably practicable | After the situation is made safe the response should then be Critical, Urgent, or routine |
| **B** | Critical | Substantial damage or defect to property that make it unsuitable for habitation or causing severe inconvenience or hardship  Matters that prevent or severely restrict the Buyer from conducting normal operations. | [3] hours |  | within [12] hours |
| **C** | Urgent | Defects that may cause either serious discomfort or may lead to significant damage to the property or fittings. (includes loss of power, lighting, HW, or heating during winter months. |  |  | [5] Working Days |
| **D** | Routine | Repairs not covered by above  Matters of a routine nature. |  | n/a | [15] Working Days |
| **E** | Billable Works | New Work, change or cosmetic requests. | n/a | n/a | Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA) |
| **F** | Wind and Weatherproof | Lack of security or penetration of the external envelope which permits deterioration. |  | n/a | Rectify within 20 days |

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

ANNEX e – STANDARDS

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

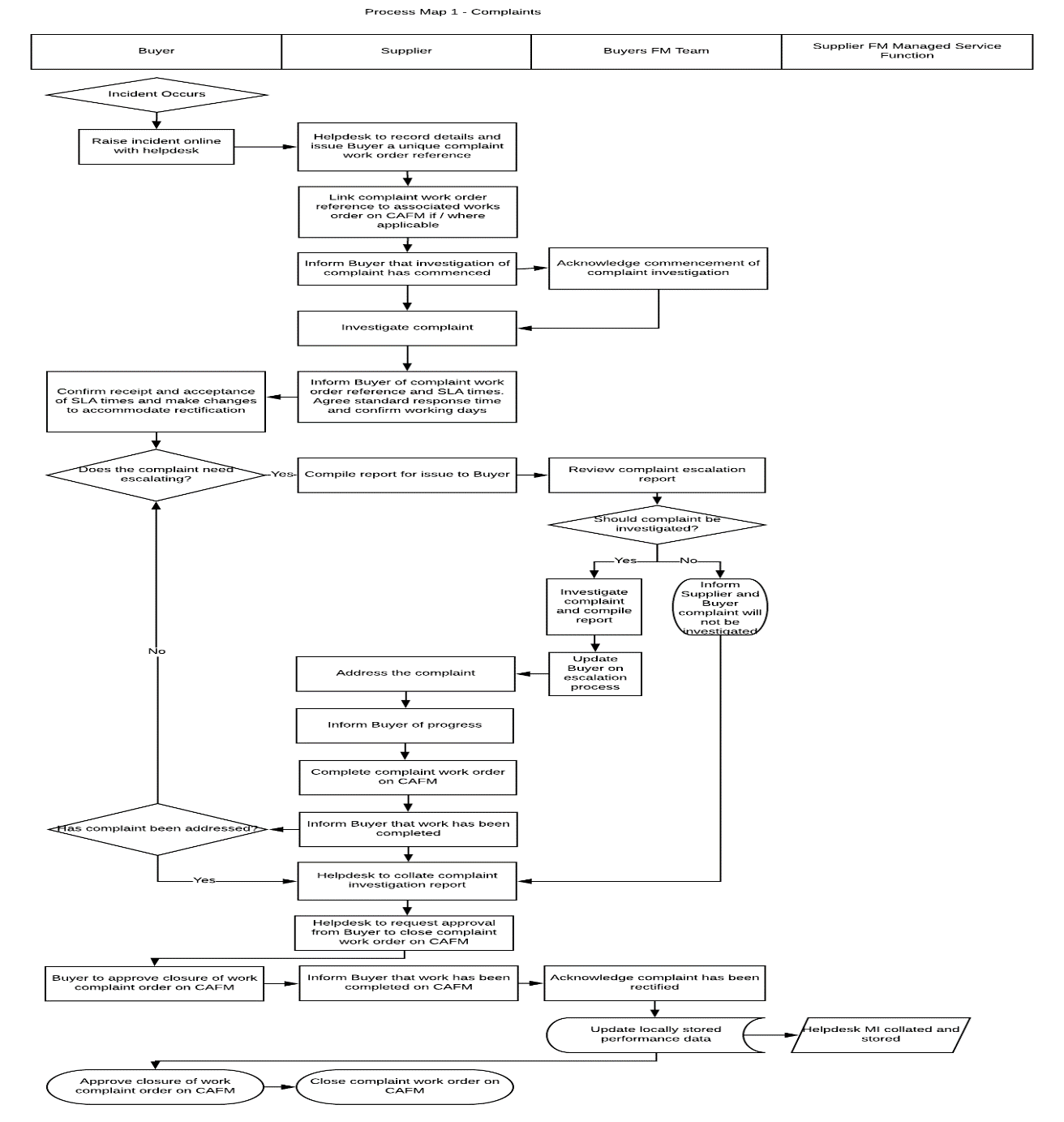
ANNEX F – PROPERTY CLASSIFICATION

Buildings and sites are categorised under one of the following 8 classification categories:

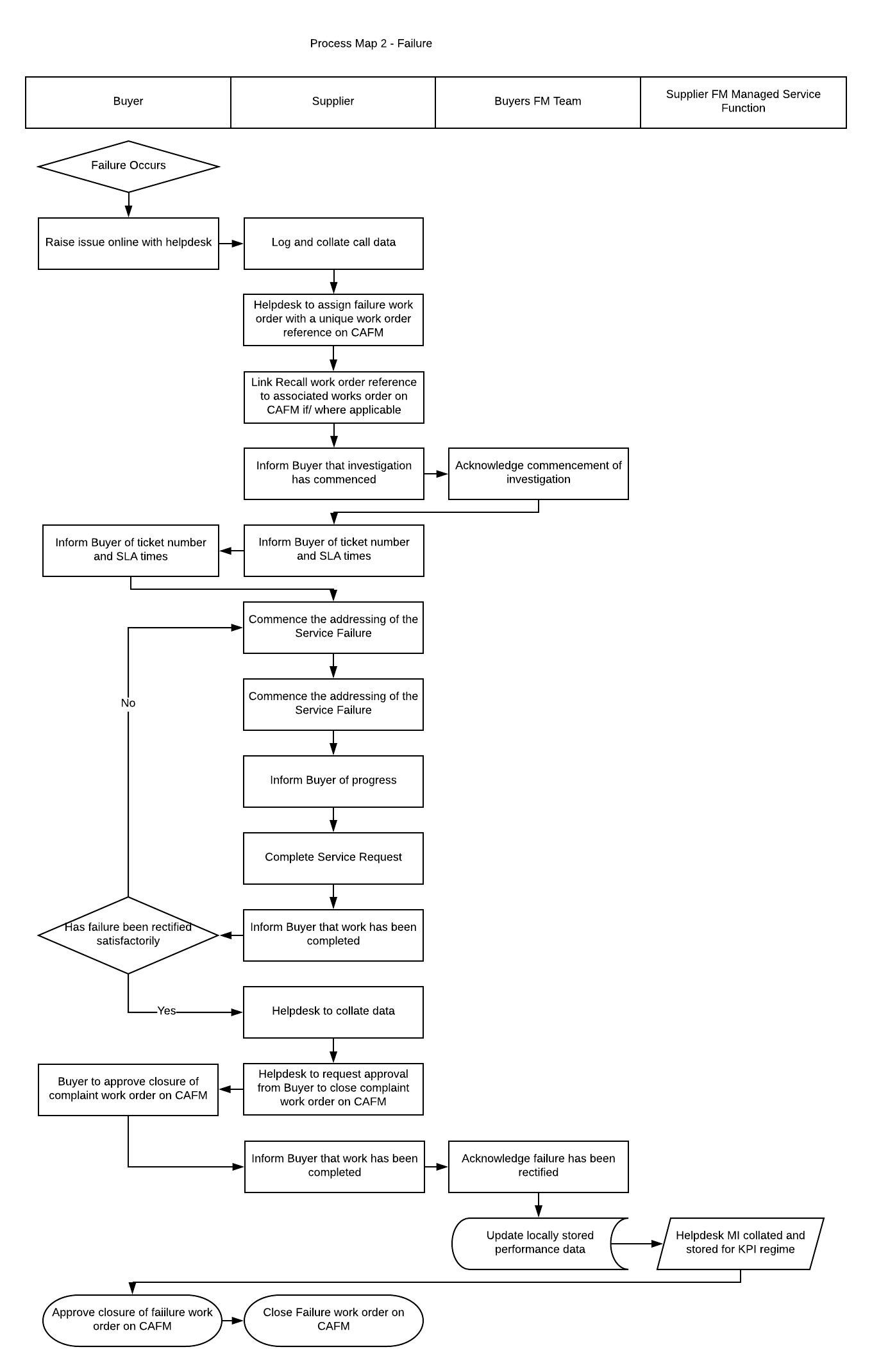
|  |  |  |  |
| --- | --- | --- | --- |
| **Building Category** | **Business & Occupational Profile** | **Description** | **Building Classification** |
| Type B | Service Personnel Families Accommodation | 4 person 2 double bedrooms | Standard |
| Type C 5 | Service Personnel Families Accommodation | 5 person 3 double & 1 single bedrooms | Standard |
| Type D 7 | Service Personnel Families Accommodation | 7 person 3 double & 1 single bedrooms | Standard |
| Type 1 | Officers Families Accommodation | Net Space 240.0 Square Meters 3 x double & 1 x single bedroom | Standard |
| Type 2 | Officers Families Accommodation | Net Space 199.0 Square Meters 3 x double & 1 x single bedroom  . | Standard |
| Type 3 | Officers Families Accommodation | Net Space 147.0 Square Meters 2 x double & 2 x single bedrooms | Standard |
| Type 4 | Officers Families Accommodation | Net Space 110.5 Square Meters 2 x double & 1 x single bedroom | -Standard |
| Type 5 | Officers Families Accommodation | Net Space 129.5 Square Meters 2 x double & 2 x single bedrooms | -Standard |

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

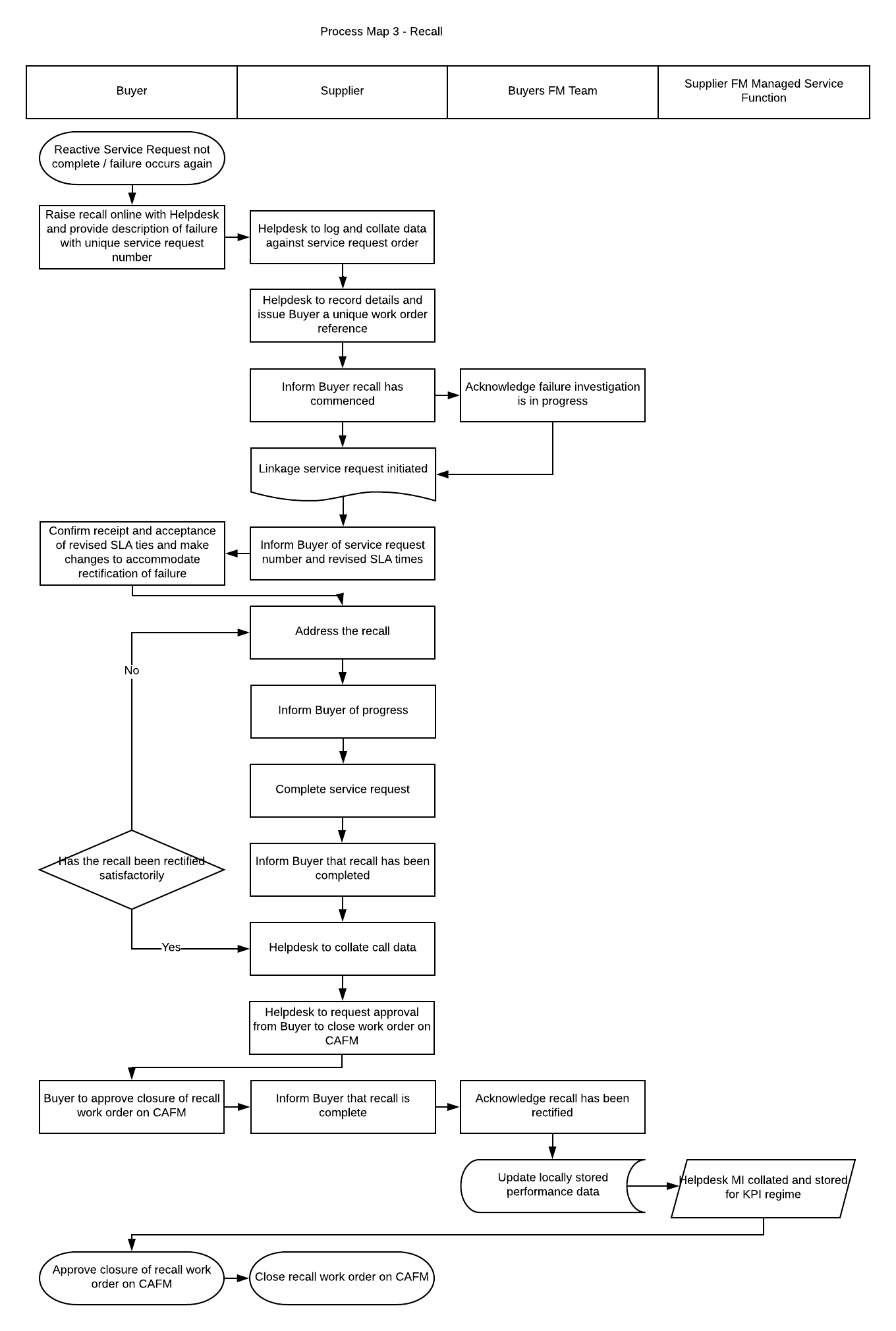
Appendix 1.1 – Illustrative Process Map 1: Complaints



Appendix 1.2 – Illustrative Process Map 2: Failure

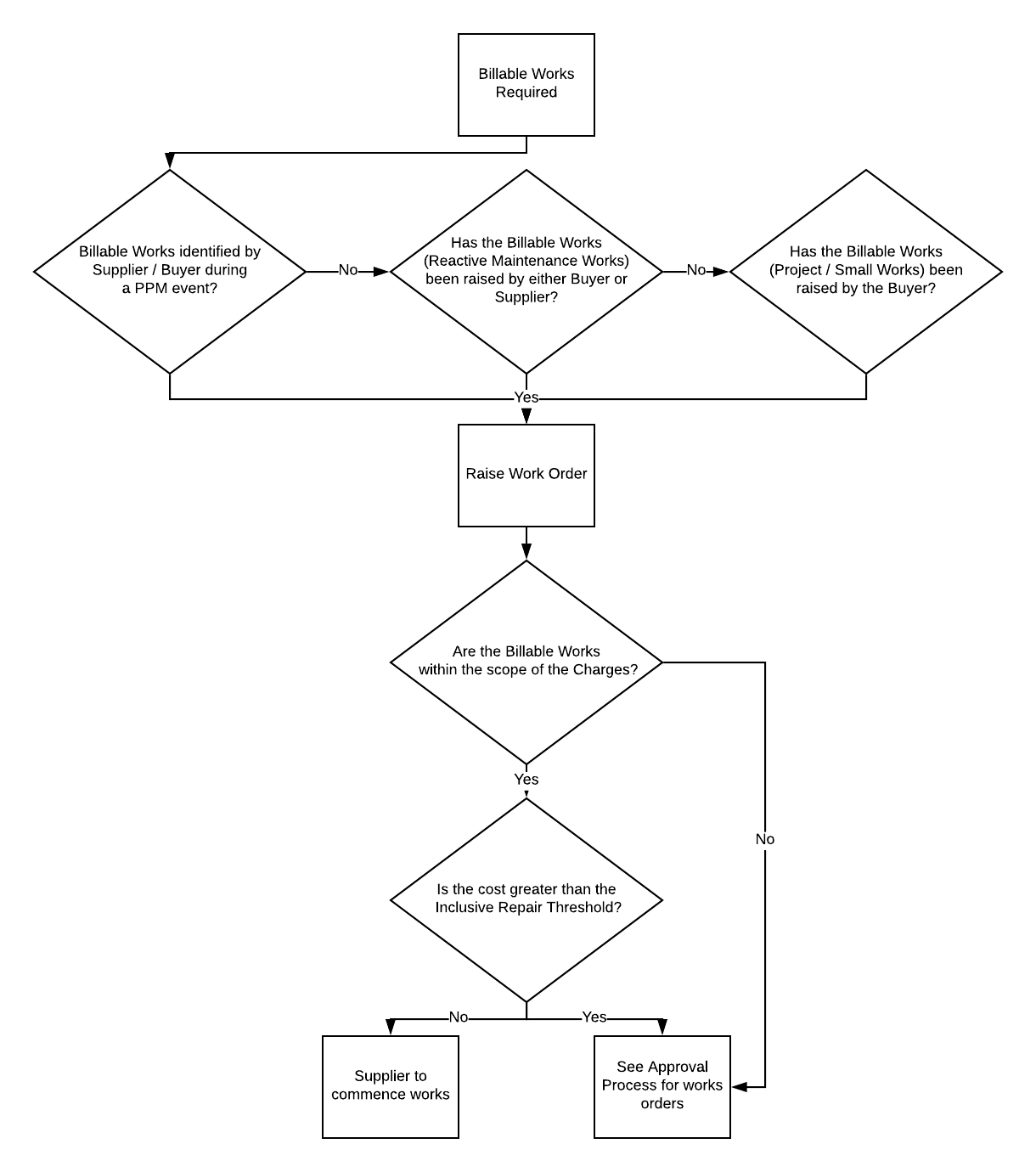


Appendix 1.3 – Process Map 3: Recall

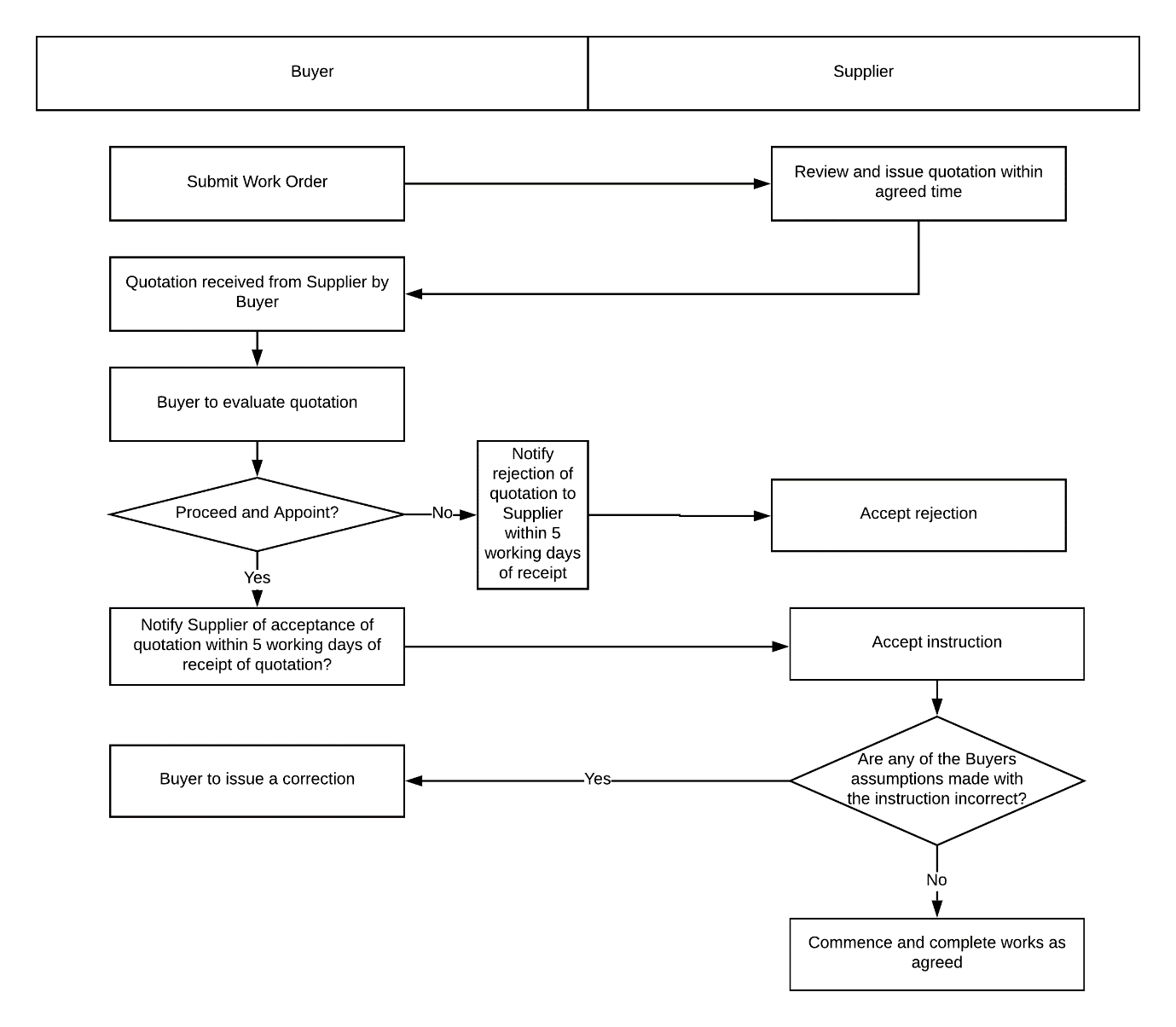


**APPENDIX 2 – Billable Works and Approval Process**

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



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



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

