



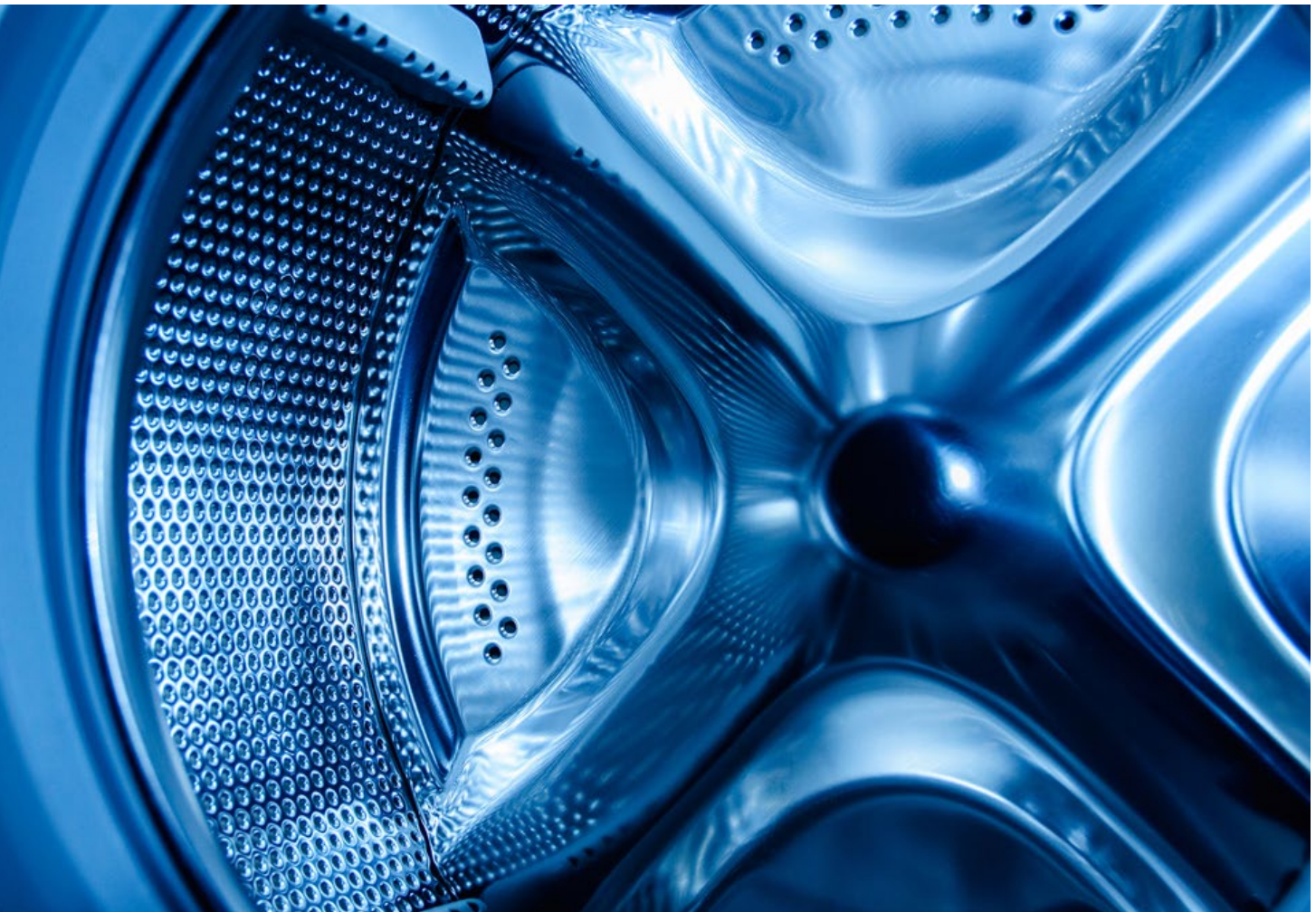
Crown
Commercial
Service

Specialist Laundry Services

(for surgical drapes, gowns and packs)

(CE Marked Barrier Theatre Textiles)

Customer Guidance Notes RM3772



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Agreement start date: 1 April 2016
Agreement expiry date: 31 March 2018
+ option to extend up to 24 months

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Introduction

This guide is designed for customers wishing to use this framework agreement (RM3772). It outlines the background to the agreement, the services available and the steps involved in undertaking further competition.

It is for guidance only. It is not a contractual document and does not form part of the framework agreement nor any resulting call-off contracts.

The guide contains commercially confidential information that must be used only for the purpose of official business and may be shared only with eligible parties.

It will help you:

- Identify and work with suitable suppliers
- Access and make the most of the benefits and savings available
- Know who to contact for help and clarification

If you currently have a contract for any of the services covered by this framework, you should ascertain whether better value for money could be obtained by using this framework agreement.

An investment analysis and business case may be required in order to support a decision to switch suppliers.

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Background

Aims of the agreement

The agreement has been designed to provide cost-effective and quality controlled specialised laundry services for CE Marked Barrier Theatre Textiles. It supports the Department of Health's objective to enhance the safety and quality of services for users and patients.

It has been developed in line with the NHS Laundry Guidance ([CFPP 01-04 Decontamination of linen for health and social care](#)) issued to health and other organisations throughout England and the UK.

General Laundry and Linen Services

The processing (collection, wash, finish and return) of laundry and linen is covered in a separate framework agreement, [Laundry and Linen Services \(RM1031\)](#).

Who can use the agreement

The agreement is available to NHS trusts, NHS bodies, hospices, UK police forces, all UK central government departments, their agencies and arm's length bodies, local authorities in England and Wales, Scottish, Welsh and NI public bodies, housing associations, third sector and charities, and all other contracting authorities as listed in VI.3 of the [OJEU Notice 2016/S 010-013596](#).

If your organisation is considering using the agreement, and is in any doubt as to the suitability and eligibility, please email property@crownccommercial.gov.uk



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Framework overview

The services

The framework services are available in one lot:

Lot 1: Processing (collection, wash, finish and return) of re-usable CE Marked Barrier Theatre Textiles

The agreement comprises **mandatory services** (section 4) and **additional services** (section 5).

The mandatory services provided by suppliers are the processing (wash and finish) and transportation (collection and return) of re-usable CE marked barrier theatre textile items which are:

- i) owned by the contracting authority and / or
- ii) hired by the contracting authority from the supplier.

Additional services, which are detailed in full at Section 6 of the Specification document (Attachment 4b Framework Schedule 2, Part A, Services Specification) are also available. Some of these options may incur costs.

Where services are provided to healthcare and social care establishments, suppliers will comply with the Department of Health's policy and guidance Choice Framework for local Policy and Procedures ([CFPP 01-04 Decontamination of linen for health and social care](#)) European Standard EN13795; and the the European directive for the disinfection / decontamination of Medical Devices Directive 93/42/EEC (including the requirement to CE mark).

Suppliers

There are 2 suppliers on this framework:

1. Berendsen UK Ltd
2. Synergy Health Managed Services Ltd

Supplier contact details can be found on the framework page.



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Mandatory services

Core List

Item Code	Category	Item
DG1	Drape	Extremity Drape (Impervious) With Fenestrated Insert
DG2	Drape	Extremity Pack (Impervious) With Fenestrated Insert
DG3	Drape	Fenestrated Drape 112 X 112 With 10cm Fenestration
DG4	Drape	Impervious Split Sheet 225 X 300 With 50 X 7.5 Split
DG5	Drape	Impervious Split Sheet 225 X 300 With 50 X 7.5 Split Adhesive
DG6	Drape	Reinforced Mayo Cover
DG7	Drape	Reinforced Under Buttocks Drape
DG8	Drape	Split Sheet 180 X 225 With 50 X 7.5 Split
DG9	Drape	Split Sheet 178 X 114 With 50 X 7.5 Split
DG10	Drape	Split Sheet 180 X 225 With 50 X 7.5 Split Adhesive
DG11	Drape	180 x 180 drape
DG12	Drape	150 x 150 drape
DG13	Drape	120 x 120 drape
DG14	Drape	90 x 90 drape
DG15	Drape	Trolley base
DG16	Drape	Huck towel
DG17	Drape	Leggings x 2
DG18	Drape	Minor Ops Drape (Size?)
DG19	Packs	Low fluid pack (Taped) Minimum contents: 180 x 180 drape x 2 90 x 90 drape x 2
DG20	Packs	General Pack (Taped) Minimum contents: Head Foot 150 x 180 absorbent drape x 2 Side drape absorbent x 2

Core List continued

Item Code	Category	Item
DG21	Packs	Head Pack Minimum contents: 180 x 180 drape Tray Wrap 120 x 120 drape x 2
DG22	Packs	High fluid pack (Taped) Minimum contents: Head drape Side drape (90 x 110) x 2 Head Foot 150 x 180 absorbent drape
DG23	Packs	Minor Litho Pack Minimum contents:Underbuttock long Leggings x 2 90 x 90 drape
DG24	Packs	Perianal pack Minimum contents: Lithotomy drape, Leggings x 2, Underbuttock drape
DG25	Packs	Ortho Pack Minimum contents: 180 x 180 drape x 3 Absorbent U drape 90 x 90 drape x 2
DG26	Packs	ENT pack taped Minimum contents: Head Neck split drape Tray wrap 120 x 120 drape x 2
DG27	Gowns	Single Gown Pack (Standard Protection)
DG28	Gowns	Single Gown Pack (Reinforced)
DG29	Gowns	Single Gown Pack (Impervious)

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Additional services

Service enhancements and variations have been included where possible, as indicated in the table below. Some of these options incur an additional cost - for further details please contact the category team.

Service	Supplier	
	Berendsen UK Ltd	Synergy Health Managed Services Ltd
Saturday service	✓	✓
Sunday service	✓	✓
Bank Holiday Service	✓	✓
Management of on-site theatre top-up service	✓	✓
Management of Scrub suit / theatre garment locker service		✓
Barcoding / RFID	✓	✓

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Standards

Overall approach

Suppliers are required to actively support current and emerging UK government initiatives throughout the duration of this agreement and any call-off contracts. The policies include, but are not limited to:

Laundry Services for Health and Social Care Organisations

The health care aspect of the laundry and linen industry is now heavily regulated to ensure compliance with guidance regarding cleanliness. Some contracting authorities are NHS trusts and must comply with the '[Health and Social Care Act 2008: Code of Practice on the prevention and control of infections and related guidance](#)'. These contracting authorities may wish to assure themselves that the services that they commission under this agreement comply with regulatory requirements, including a range of support services such as the provision of a laundry and linen service that reduces the risk of cross-infection and enhances the patient experience.

Where the services are being supplied to health and social care organisations (i.e. under Lot 1), the supplier will comply with the requirements of the [Department of Health's Choice Framework for local Policy and Procedures \(CFPP 01-04 Decontamination of linen for health and social care\)](#).

This publication provides guidance on the management, use and decontamination of healthcare and social care linen and consists of 4 parts:

- i) decontamination of linen for health and social care: management and provision
- ii) decontamination of linen for health and social care: engineering, equipment and validation
- iii) decontamination of linen for health and social care: social care
- iv) decontamination of linen for health and social care: guidance for linen processors implementing European standard BS EN 14065.

Suppliers must also comply with the specific accreditations and performance criteria laid down in the European Standard **EN13795**; and the requirements of the European directive for the disinfection / decontamination of Medical Devices Directive **93/42/EEC** (including the requirement to CE mark).

The services and any standards set out in this specification may be refined (to the extent set out in Framework Schedule 4 (Call-Off Procedure)) by a contracting authority during a Call-Off Procedure. A contracting authority is entitled to conduct site visits to a supplier's facilities as part of the further competition procedure.

Ecolabel Standard

The EU Ecolabel scheme is a commitment to environmental sustainability and is currently a voluntary scheme. If at any point this scheme is amended or replaced, the supplier will comply with or support the alternative as specified.



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Benefits of using the agreement

- Standard terms and conditions of contract
- Robust and flexible solution
- Ability for customer to devise evaluation sub-criteria in line with specific requirements
- Compliant service for the NHS to HTM01-04 (CFPP0104)
- Opportunities for further savings through further competition



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Accessing and using the agreement

How to access the framework

Useful documents associated with this agreement can be accessed via the Crown Commercial Service website:

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3772>

Terms and Conditions

The agreement offers protection for users with one set of terms and conditions of contract. The framework is subject to specific terms and conditions. These apply between the supplier and CCS (framework terms), and the supplier and the customer (call-off terms). Please contact us for further guidance.

Further competition process

Direct award is not allowed under this framework.

Customer obligations

To conduct a further competition under this framework you must:

1. Clearly define your requirements and specific terms to suppliers. You can use the Order Form within the Call-Off terms and conditions as a template.
2. Set out a clear Further Competition Award Criteria to notify suppliers how you will evaluate their tender responses. Further information on page X.
3. Invite all suppliers to submit a tender in writing. This can be done by;
 - a. using the CCS e-sourcing suite (Emptoris)
 - b. your own sourcing tool
4. Keep each tender response confidential until the tender deadline is reached.
5. Apply the Further Competition Award Criteria to the supplier bids
6. Award Call Off Agreement to the successful Framework Supplier
7. Provide unsuccessful suppliers with written feedback on the reasons why they were unsuccessful
8. If an Electronic Reverse Auction is used, you must notify the Framework Suppliers and conduct the further competition in line with framework rules.

Please refer to the main Framework Document (Call off Procedure) p80 information on eAuctions.
If you would like to speak to anyone in more detail about this please contact the team.

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General advice

General advice on undertaking a further competition

A further competition allows you to re-open competition between the framework suppliers in a flexible, compliant way, allowing you to draw up a detailed specification which more precisely covers your requirements. For example, your specific requirements can include delivery and collection points, additional items not included in the core items, staffing and management arrangements for a total linen management requirement, transportation arrangements and costs where such opportunities are not provided for specifically in the framework itself.

Drawing up your specification

The framework agreement uses an output-based specification. Your specifications should be drawn up on the same basis.

Documentation

As a minimum, your documentation should include a brief, including:

- the information requested from the suppliers in response to the further competition
- an explanation of the way in which bids will be marked
- details of the evaluation criteria that will be used to assess the bids
- details of the tender procedure and return date

- service information outlining the services that are to be included within the contract on a site by site basis
- confirmation and clarification for suppliers regarding operational and quality issues

Operational issues

Consider some or all of the following issues:

- Has the supplier sufficient capacity to undertake the work?
- Does the supplier have the capability to meet local turnaround times?
- What are the suppliers' local contingency plans in the event of a plant failure?
- Ease of transport access (motorway and arterial road etc.) between plant and customer premises
- Confirmation that the supplier is able to meet contract start date
- The supplier should provide an Implementation Plan reflecting the customer's specific needs set out in their Statement of Requirements / Specification

Headline criteria

The following criteria should be applied to the services set out in the suppliers' compliant tenders:

Criteria	% Evaluation	Max Score	Tolerance
Quality	60%	100%	+/- 20%
Price	40%		

Sub-criteria

You can refine your refine sub-criteria (including weightings) in line with the overall headline criteria. See page 85 of the framework agreement (award criteria) part B for further details.

Quality

Consider some or all of the following issues:

- The service should comply with wider organisational requirements (e.g. local control of infection procedures)
- The provision of samples (linen hire)
- Tailor KPIs (see p65 of main Framework Document, "Part B, Framework Schedule 2 – Key Performance Indicators") to your specification
- You should consider site visits to supplier premises
- The supplier should undertake site visits / surveys of customer premises

Pricing of mandatory services

Suppliers' prices for mandatory services are fixed for the first two years of the framework (subject to paragraphs 5.1.1 50 5.1.3 of the framework agreement). This applies to the 29 core items as a maximum price, which may be improved upon (but not exceeded) at further competition (listed above in Section 4). Pricing schedules are available on request. Please note that these prices exclude delivery charges. These are to be agreed at call-off stage.

Contract period

The individual contract between you and the supplier will form a standalone contract. You must specify the duration of this contract (and any options to extend) in your further competition and clearly state this in your documentation. The supplier must agree the length of the contract, and any contract extensions stipulated, particularly where this may extend the contract beyond the expiration date of the framework agreement.

We recommend that the duration of the call-off contract period should usually be no longer than 4 years, and should not expire more than 3 years after the framework end date. If you want a longer call-off contract period please speak to your legal and/or procurement team.

Running the competition

There are a number of options available to you when issuing further competition documents. You can use our online eSourcing tool or alternatively your own departmental standard tender process. This may be in hard format (involving the submission of paper tender documentation and receipt of paper bids) or electronic format (involving the use of an eTendering system or email process).

Supplier interviews

As part of the further competition process, you may wish to hold clarification interviews with the participating suppliers, so that they are able to answer any questions you may have and explain elements of their bid further.

Award criteria

Call-off contracts must be awarded on the basis of the top level award criteria. Please refer to page 83 of the framework agreement (schedule 6) for full details.

Your call-off agreement should be awarded on the basis of most economically advantageous tender (“MEAT”).

Schedule 6 of the framework agreement includes details of the evaluation criteria and weightings you should use.

Award decision

Following the application of the weightings to your evaluation, a list of the participating contractors should be compiled, and ranked by the score achieved. The contract should be awarded to the supplier that ranks first within the evaluation following the application of the pre-

published evaluation and associated weightings. You should not change these at any time in the further competition once you have started the tender process.

Making the award

Once you have completed your evaluation exercise, and identified the successful supplier, communications should be issued to all participating suppliers notifying them of the outcome.

An opportunity should be given for each supplier to obtain debrief information which outlines the reasons why they have been unsuccessful with their tenders.

You should issue the template call-off order form and call-off terms to the supplier to confirm your order and contract with the successful supplier. Quote the framework ID: RM3772 in your order form and call-off terms.

Contract management

As the customer, you will need to manage the supplier in the delivery and performance of the services they have been selected to undertake.

Regular review meetings should take place to discuss performance (using KPIs as a key tool in this process) and ensure that the services are being delivered to an acceptable standard, in accordance with your specification, call-off contract and local service arrangements.

If issues arise that cannot be resolved to your satisfaction, contact the category team. We will then address your issue with the supplier and aim to provide you with a satisfactory outcome.

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Sustainability

Overview

We regard sustainability as a vital component of all commercial agreements formed under our frameworks. We have mandated a sustainability action plan against which suppliers have to submit evidence of how they will reduce environmental impacts across the life-cycle of textile products. This can be found on page 135 of the main framework agreement (chedule 23: sustainability action plan).

Action plan for this agreement

This action plan covers not just the delivery of environmental sustainability, but also social sustainability (the government's social agenda, equality issues, labour standards, social enterprises etc.)

You may wish to mandate your own specific milestones and priorities and targets within your statement of requirements and specifications that the supplier will meet in providing and improving its performance with regard to sustainability issues.



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Additional support

Category team

Ceri Smith

E: ceri.smith@crowncommercial.gov.uk

T: 0151 672 2070

General enquiries

Please contact the helpdesk on

T: 0345 410 2222

W: www.gov.uk/ccs

E: info@crowncommercial.gov.uk



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[Crown Commercial Service](#)

Liverpool 9th Floor

Capital Building
Old Hall Street
Liverpool L3 9PP

London

Aviation House
125 Kingsway
London WC2B 6SE

Newport

Concept House
Cardiff Road
Newport NP10 8QQ

Norwich

Rosebery Court
St Andrews Business Park
Norwich NR7 0HS

