

FRAMEWORK SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS

PART A: SERVICES

SPECIFICATION

ATTACHMENT 4b

1. INTRODUCTION

- 1.1. Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the processing (collection, wash, finish and return) of re-useable CE marked barrier theatre textiles (gowns or gown replacements and drapes).
- 1.2. The purpose of this Framework Schedule 2 Part A: Services “the Specification” is to set out the scope of the Services that the Supplier will be required to make available to all Contracting Authorities under this Framework Agreement and to provide a description of the Services and the specific standards applicable to the Services.
- 1.3. The information published in section VI.3 of the OJEU contract notice provides a list of the UK Central Government Departments, their Agencies and Arm’s Length Bodies and all other Contracting Authorities whom may be eligible to access this Processing of Re-Useable CE Marked Theatre Textiles Framework Agreement.
- 1.4. This Framework Agreement will be managed centrally by the Authority and the Call-Off Agreements will be managed by the Contracting Authorities.
- 1.5. The Framework Agreement will be awarded for an initial term of 24 months, with an option to extend the duration for any period or periods up to a maximum of 2 years in total from the expiry of the Initial Framework Period for a maximum of 2 consecutive further terms, each of these terms being up to a maximum of 12 months duration. Any extension will be exercised at the sole discretion of the Authority.
- 1.6. The Authority placed a Prior Information Notice 2015/S 232-421954 on 01/12/2015 (the PIN notice) in the Official Journal of the European Union (OJEU).
- 1.7. The Procurement has been advertised by publishing a Contract Notice in the OJEU advertising the Open Procedure under Regulation 27 of the Public Contracts Regulations 2015 (the “Regulations”).

2. DESCRIPTION OF SERVICES

- 2.1. The Suppliers shall provide the processing (wash and finish) and transportation (collection and return) of re-useable CE marked barrier theatre (gowns or gown replacements and drapes), and Additional Services (if required) to Contracting Authorities.
- 2.2. The Supplier shall provide the Mandatory Services - processing (wash and finish) and transportation (collection and return) of re-useable CE marked barrier theatre textiles (gowns or gown replacements and drapes) which are:
 - i) owned by the Contracting Authority; and / or
 - ii) hired by the Contracting Authority from the Supplier.
- 2.3. The Supplier shall provide the Additional Services which are detailed in paragraph 6 of this Specification.
- 2.4. Suppliers must 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).
- 2.5. The Mandatory Services pricing structure for this Procurement shall comprise of the following elements:
 - i) the pricing for processing (wash and finish) or dry cleaning, and where appropriate, the hire of the Linen Items / garments, as specified by the Contracting Authority at the Call Off Contract stage; and
 - ii) pricing for transportation (collection and return) of Linen Items to and from designated collection and return points which shall be fixed at Call Off Contract stage in accordance with the Call Off procedure which is defined in Schedule 5 of the Framework Agreement.
- 2.6. Additional Services pricing (where applicable) shall be chargeable in addition to Mandatory Services pricing. Additional Services pricing will be determined at the Call Off Contract stage in accordance with the Call Off procedure as set out in Schedule 5 of the Framework Agreement.
- 2.7. All pricing contained in Schedule 3 of the Framework Agreement shall be used within the Call Off procedure as the maximum chargeable by the Supplier. Maximum prices cannot be exceeded throughout the life of the Framework Agreement other than as per paragraph 6 of Schedule 3 of the Framework Agreement, but can be decreased in accordance with the Call Off procedure as set out in Schedule 5 of the Framework Agreement.
- 2.8. Collection and Delivery
Unless otherwise specified by the Contracting Authority at the Call Off Contract stage, transportation (collection and return) of re-useable CE marked barrier theatre textiles shall not be subject to minimum quantities.

3. MANDATORY REQUIREMENTS

This paragraph provides details of the mandatory requirements that Suppliers shall be expected to fulfil in their entirety in order to meet the service delivery requirements of the Framework Agreement. It is important that Suppliers take time to fully understand this important part of the service delivery requirement, and in particular, the need for full compliance to commence from the implementation of the Call Off Contract with the Contracting Authorities.

- a) Management Information and Data Reporting Mandatory Requirements – The Supplier shall have the capability to provide all of the Management Information and Data Reporting requirements as prescribed in Framework Agreement Schedule 9. Please refer to paragraph 3.1.
- b) Orders, Payments and Invoicing Mandatory Requirements – The Supplier shall provide an Orders, Payments and Invoicing system which fully supports all the requirements of the Framework Agreement and the needs of the Contracting Authorities . Please refer to paragraph 3.2.
- c) Account Management Mandatory Requirements – The Supplier shall provide an account management service which fully supports all the requirements of this Framework Agreement and the needs of the Contracting Authorities. Please refer to paragraph 3.3.
- d) Complaints Procedure Mandatory Requirements – The Supplier shall provide a complaints procedure which fully supports all the requirements of this Framework Agreement and the needs of the Contracting Authorities. Please refer to paragraph 3.4.
- e) Sustainability and Environmental Impact Mandatory Requirements – The Supplier shall be able to fully comply with all aspects of the sustainability requirements as prescribed in Framework Agreement Schedule 21. Please refer to paragraph 3.5.
- f) Government Buying Standards Mandatory Requirements - The Supplier shall be able to fully comply with all aspects of the requirements of the Government Buying Standards. Please refer to paragraph 3.6.
- g) Business Continuity and Crisis Management Mandatory Requirements – The Supplier shall have robust Business Continuity and Crisis Management plans to ensure continuity of service. Please refer to paragraph 3.7.
- h) Transition and Exit Mandatory Requirements – The Supplier shall comply with all aspects of the transition and exit requirements. Please refer to paragraph 3.8.

3.1. MANAGEMENT INFORMATION and DATA REPORTING – MANDATORY REQUIREMENTS

This paragraph, describes the mandatory Management Information and data reporting requirements that the Supplier is obligated to fulfil as part of the delivery of the Services. Suppliers should read this information in conjunction with Framework Agreement Schedule 9.

- 3.1.1. Management Information and data reporting shall be provided to the Authority and to the Contracting Authorities free of charge on a monthly basis in accordance with Framework Agreement Schedule 9.

3.2. ORDERS, PAYMENTS and INVOICING – MANDATORY REQUIREMENTS

This paragraph describes the ordering and invoicing requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Mandatory Services to Contracting Authorities. Suppliers should read this information in conjunction with the Call Off Contract Schedule 5 of the Framework Agreement.

- 3.2.1. The Supplier shall provide an ordering system which allows the Contracting Authority's authorised personnel to place orders via various means, including but not limited to, the following methods:
 - a) telephone;
 - b) fax;
 - c) post;
 - d) e-mail; and
 - e) online / web based order form (optional).
- 3.2.2. The Contracting Authority shall specify which payment option(s) it will require at the Call Off Contract stage. The Supplier's order processing and invoicing system shall have the ability to support payment options as directed by Contracting Authorities to include:
 - a) corporate payment cards;
 - b) billing to cost centre codes; and
 - c) consolidated invoice accounts, for example 7 or 30 days.
- 3.2.3. Where requested by the Contracting Authorities, the Supplier shall interface with the Contracting Authority's e-Commerce (Purchase2Pay) system.
- 3.2.4. Where the Contracting Authorities do not require a full e-Commerce (Purchase2Pay) system, the Supplier will provide an alternative solution as agreed at the Call Off Contract stage.
- 3.2.5. The Supplier shall provide invoice solutions to support the Contracting Authority's agreed payment options in accordance with Call Off Contract Schedule 5 Framework Agreement.

3.3. ACCOUNT MANAGEMENT – MANDATORY REQUIREMENTS

This paragraph describes the mandatory account management requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Services.

- 3.3.1. The Supplier shall provide the Authority with a named framework account manager, by email, within 5 working days of signing the Framework Agreement. The nominated contact shall have a minimum of two years relevant industry experience.
- 3.3.2. The framework account manager shall promote, deliver and communicate transparency of pricing, savings, commissions and/or rebates to the Authority and provide to the Authority a written recommendation report every quarter, outlining where and how the public sector can buy more effectively and make incremental savings. The framework account manager will also work with the Authority to promote this information and the Framework Agreement to Contracting Authorities.
- 3.3.3. The Supplier shall provide the Contracting Authorities with a named account manager, with a minimum of two years' relevant industry experience, who will liaise with the framework account manager to ensure consistency of information. The level of account management provided by the Supplier shall be proportionate to the size and requirements of the Contracting Authority. This will be agreed at the Call Off Contract stage.
- 3.3.4. The account manager will hold monthly service management review meetings with the Contracting Authority with whom it has entered into a Call off Contract.

3.4. COMPLAINTS PROCEDURE – MANDATORY REQUIREMENTS

This paragraph describes the mandatory complaints procedure that the Supplier is obligated to fulfil as part of the delivery of the Services. Suppliers should read this information in conjunction with Framework Agreement Clause 47.

- 3.4.1. Complaints made by Contracting Authorities and/or the Authority should be acknowledged by the Supplier within 4 working hours of the details of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution of the complaint should be made by the Supplier to the Contracting Authorities and/or the Authority at intervals of 2 working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.
- 3.4.2. The Supplier shall provide comprehensive reports on all complaints to the Authority and to the relevant Contracting Authorities on a monthly basis or as requested by each of the Contracting Authorities. These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint. The Contracting Authorities will define any additional requirement with the Supplier during implementation of an acceptable solution.

3.5. SUSTAINABILITY and ENVIRONMENTAL IMPACT - MANDATORY REQUIREMENTS

This paragraph describes the mandatory sustainability requirements that the Supplier is obligated to fulfil as part of the delivery of the Services. Suppliers should read this information in conjunction with Framework Agreement Schedule 23.

- 3.5.1. The Supplier shall, within three months of the Framework Commencement Date, provide evidence in a Supplier Sustainability Action Plan which indicates how it will reduce the environmental impacts across the lifecycle of textile product, in the provision of Services under this Framework Agreement, to include the following:
 - a) An Asset Management Plan that addresses:
 - i) purchasing the appropriate quantity and quality of stock and assets;
 - ii) how linen is distributed – as needed or set number per year tracking method;
 - iii) standardisation of requirements;
 - iv) product redeployment – encompassing re-use, repair and re-issuing of used products when cost effective;
 - v) influencing user behaviour – to influence linen/garment care (wash temperature, line drying, detergent dosing etc.); and
 - vi) end-of-life management –enabling cost-effective re-use and/or recycling at end-of-life and a commitment to avoid landfill.

- b) A Resource Efficiency Plan that addresses:
- i) reducing energy and water consumption when washing, drying and finishing as detailed below in clauses 3.5.2 and 3.5.3;
 - ii) re use and repair of Linen Articles;
 - iii) reduction of packaging materials; and
 - iv) the use of chemicals.

and when specifying products, in order to provide the Services under this Procurement, how the following will be included:

- i) specifying durable products;
- ii) specifying products for re-usability;
- iii) specifying used products;
- iv) reducing in use impacts;
- v) specifying lower impact fibres;
- vi) specifying recycled content; and
- vii) minimising hazardous chemicals.

3.5.2. Water

The Supplier shall report quarterly to the Authority on water use associated with the delivery of the Services under this Procurement and work with the Authority to agree water use reduction targets.

3.5.2.1 Initially, water use information will be provided on the basis of litres per item laundered (in line with industry standard measures of pieces per week).

3.5.2.2 The Supplier shall continue reporting quarterly on water use and comparison made to the baseline year and their voluntary target. If requested by the Authority, the Supplier shall provide additional data on whether water is reused / greywater is used.

3.5.3. Energy

The Supplier will report quarterly to the Authority on energy use associated with the delivery of the Services under this Procurement and work with the Authority to agree carbon reduction targets.

3.5.3.1 Initially, energy use information will be provided on the basis of tonnes CO₂ per item laundered.

3.5.3.2 Energy use is to be reported in tonnes CO₂ equivalent and data provided is to be in line with the principles set out in the DEFRA Environmental Reporting Guidelines: Including mandatory

greenhouse gas reporting guidance, updated December 2014, which may be found here: <https://www.gov.uk/measuring-and-reporting-environmental-impacts-guidance-for-businesses>

3.6. GOVERNMENT BUYING STANDARDS - MANDATORY REQUIREMENTS

Government Buying Standards have been designed to help Government Departments and Public Sector Organisations deliver sustainable Procurement by providing minimum and best practice standards. The Government Buying Standards detailed below are relevant to this Procurement, Suppliers must adhere to these standards when purchasing items of linen for hire by Contracting Authorities and when purchasing cleaning items for the provision of the Services under this Framework Agreement. The Government Buying Standards for textiles can be accessed online at:

<http://sd.defra.gov.uk/advice/public/buying/products/textiles/>

- 3.6.1. All central Government Departments and their related organisations are required to meet the mandatory Government Buying Standards when buying Goods and Services in the product groups covered on this site.
- 3.6.2. The Government Buying Standards on Textiles will be revised in 2016. It is acknowledged that systems of management mean that textiles sometimes end up unused or not fully-used and that around 90% of corporate wear ends up in landfill. The next revision of the Government Buying Standards will therefore be predicated on putting in place good management systems, specifying durable products and reusing, where possible.
- 3.6.3. The draft proposed Procurement hierarchy to minimise waste and costs currently reads:
 - i) re-use of existing stock (e.g. redeployment between staff and buildings);
 - ii) repairing garments and linens (using an in-house or outsourced service);
 - iii) evaluating product purchase versus procuring a lease or managed service; and
 - iv) purchasing products from a Framework Agreement or other contract, ensuring compliance with Government Buying Standards.
- 3.6.4. The proposed hierarchy of issues when specifying products, in descending order of environmental benefit currently reads:
 - i) specifying durable products; g in use impacts;
 - ii) specifying lower impact fibres;
 - iii) specifying recycled content; and
 - iv) minimising hazardous chemicals.
- 3.6.5. The Supplier shall actively support the Government Buying Standards for textiles (existing and any new or emergent or updated standards) by improving compliance with relevant standards and working towards achieving best practice standards throughout the duration of the Framework Agreement and any Call Off Contracts.

- 3.6.6. The Supplier shall also actively support the Government Buying Standards for cleaning products (existing and any new or emergent or updated standards) throughout the duration of the Framework Agreement and any Call Off Contracts. The Government Buying Standards for cleaning products can be accessed online at:

<http://sd.defra.gov.uk/advice/public/buying/products/cleaning/>

3.7. BUSINESS CONTINUITY and CRISIS MANAGEMENT - MANDATORY REQUIREMENTS

This paragraph describes the mandatory Business Continuity and Crisis Management requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Services. Suppliers should read this information in conjunction with Call Off Contract Clause 15.

- 3.7.1. The Supplier shall have a robust business continuity plan in place to maintain the delivery of Services and shall share the plan with the Authority and Contracting Authorities.
- 3.7.2. The Supplier shall maintain its readiness for Business Continuity and Disaster Recovery in accordance with the principles and operation of ISO22301 and ISO22313 and any new or emergent or updated standards (Framework Agreement Paragraph 12.2) throughout the lifetime of the Framework Agreement and any Call Off Contracts.

3.8. TRANSITION and EXIT – MANDATORY REQUIREMENTS

This paragraph describes the mandatory transition and exit requirements that the Supplier is obligated to fulfil as part of the delivery of the Services, in accordance with Call Off Schedule 9 – Exit Management.

- 3.8.1. Within three months of commencement of a Call Off Contract the Supplier will provide to the Contracting Authority an Exit Plan. In undertaking the exit strategy the Supplier shall take all measures to ensure that a smooth transition is effected for all Contracting Authorities across to any new Supplier, and that the Supplier shall work collaboratively with any new Supplier appointed.

4. GOVERNMENT POLICY- MANDATORY REQUIREMENTS

It is a mandatory requirement that Suppliers shall work with the Authority to actively support current and emerging UK Government initiatives throughout the duration of this Framework Agreement and any Call Off Contracts. This paragraph provides details of the policies included, but not limited to:

4.1. Laundry Services for Health and Social Care Organisations

- 4.1.1. 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'¹. These Contracting Authorities may wish to assure themselves that the Services that they commission under this Framework Agreement comply with regulatory requirements. This compliments the rights for patients under the NHS Constitution, which states that patients have a right to expect care to be provided in a '... clean and safe environment that is fit for purpose, based on national best practice'. This includes the 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.
- 4.1.2. The 'Health and Social Care Act 2008: Code of Practice on the Prevention and Control of Infections and Related Guidance' recommends that healthcare organisations 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) establishing Essential Quality Requirements (EQR) and demonstrate that a plan is in place for progression to Best Practice. EQR encompasses all existing statutory and regulatory requirements. EQRs incorporate requirements of the current Medical Devices Directive and Approved Codes of Practice as well as relevant applicable Standards. They will help to demonstrate that an acute provider operates safely with respect to its decontamination services. CFPP01-04 can be accessed online at:
- <https://www.gov.uk/government/publications/decontamination-of-linen-for-health-and-social-care>
- 4.1.3. The purpose of CFPP is to provide a structure to enable local choices to be made regarding the management, use and decontamination of healthcare and social care linen. CFPP is designed to reflect the need to continuously improve outcomes in terms of:
- patient safety;
 - clinical effectiveness; and

¹ A copy of the Act can be downloaded from <https://www.gov.uk/government/publications/the-health-and-social-care-act-2008-code-of-practice-on-the-prevention-and-control-of-infections-and-related-guidance>

- patient experience.

4.1.4. Where the Services are being supplied to health and social care organisations under this Framework Agreement), the Supplier shall 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; and
- iv) decontamination of linen for health and social care: guidance for linen processors implementing European standard BS EN 140652.

4.1.5. The Services and any Standards set out in this Specification may be refined (to the extent set out in Framework Schedule 5 (Call Off Procedure)) by a Contracting Authority during a Call Off Procedure to reflect its local CFPP 01-04 service requirements for a particular Call Off Contract. A Contracting Authority shall be entitled to conduct site visits to a Supplier's facilities as part of the Further Competition Procedure.

4.1.6. If at any point the Department of Health's CFPP 01-04 policy and guidance is amended or replaced (whether by enhancement, another agreement or by alternative Government arrangements), the Supplier shall comply with the new arrangements once issued and in force.

4.2. 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 (either by enhancement, another agreement or by alternative government arrangements) the Supplier shall comply with or support the alternative as specified.

4.3. Condemnation, Re-use and Recycling of Linen

4.3.1. Where linen hire items have been identified as being in need of repair, the Supplier shall examine the items and undertake repairs for as long as Linen Items remain fit for purpose in every respect, as defined in Appendix A.

4.3.2. Where the Supplier identifies that the repair of a Linen Item is no longer economically viable and / or the Linen Item is beyond repair, the Supplier shall actively consider whether the linen item can be safely re-used.

4.3.3. Should the Linen Item be owned by the Contracting Authority, the Supplier will notify the appropriate person within that organisation.

² A copy of BS EN 14065 can be obtained from the following webpage: <http://www.en-standard.eu/csn-en-14065-textiles-laundry-processed-textiles-biocontamination-control-system/>

- 4.3.4. Where a Linen Item is decommissioned and cannot be re-used, the Supplier shall actively seek to re-cycle the linen appropriately, to reduce waste and land fill.

5. MANDATORY SERVICE REQUIREMENTS

This paragraph provides details of the mandatory service requirements that Suppliers shall be expected to fulfil in their entirety in order to meet the service delivery requirements of the Framework Agreement. It is important that Suppliers take time to fully understand this important part of the service delivery requirements.

- 5.1. The Supplier shall provide the Services for all the CE marked items listed on the “Core List” which is attached at Appendix B of this Specification.
- 5.2. At the Call Off stage, where the Contracting Authority specifies that it requires the processing (collection, wash, finish and return) of Linen Items and/or hire of items which are not on the “Core List”, the Supplier shall provide prices and processing services to the Contracting Authority for those items, as specified.

5.3. Contracting Authority Linen and Supplier Linen (Hire)

Where a processing (collection, wash, finish and return) service is provided for Contracting Authority owned Linen Items and/or hired items, the Supplier shall:

- a) process all the items listed on the “Core List” which is attached at Appendix B of this Specification; and
- b) process items which are to be sterilised, when required, in accordance with the guidance set out in the Department of Health’s CFPP 01-01, as detailed in paragraph 5.5 c.

5.4. The Supplier shall:

- a) collect used / soiled / infected items from one or more designated collection points which will be specified by the Contracting Authority
- b) conduct all processing, decontamination, preparation, washing, finishing, packing and sterilisation in dedicated laundry facilities which comply with controlled conditions as specified in EN ISO 13485:2003. This document can be accessed online at:
<http://www.en-standard.eu/din-en-iso-13485-medical-devices-quality-management-systems-requirements-for-regulatory-purposes-iso-13485-2003-cor-1-2009-includes-corrigendum-2012/>
- c) ensure that clean CE marked items are thoroughly clean and fresh, free from infection, in good usable condition, in a good state of repair and in every respect fit for immediate use by the Contracting Authority
- d) comply with EN ISO 13485:2003 (as detailed in paragraph 5.4 b above) in returning clean items to one or more separate designated return points which will be specified by the Contracting Authority

5.5. The Supplier shall:

- a) supply items which comply with the specific accreditations and performance criteria laid down in EN 13795 This document can be accessed online at:
<http://www.en-standard.eu/csn-en-13795-a1-surgical-drapes-gowns-and-clean-air-suits-used-as-medical-devices-for-patients-clinical-staff-and-equipment-general-requirements-for-manufacturers-processors-and-products-test-methods-performance-requirements-and-performance-levels/>
- b) supply CE marked items which comply with the European directive for the disinfection/decontamination of Medical Devices Directive 93/42/EEC (including the requirement to CE mark). This document can be accessed online at:
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31993L0042:EN:HTML>
- c) supply items which have been sterilised, when required, in accordance with the guidance set out in the Department of Health's CFPP 01-01 (Management and decontamination of surgical instruments used in acute care). This document can be accessed online at:
<https://www.gov.uk/government/publications/management-and-decontamination-of-surgical-instruments-used-in-acute-care>
- d) supply all items in the range of sizes and quantities specified by the Contracting Authority at the Call Off stage.
- e) if requested by the Contracting Authority, ensure that each hired item has the following identifiers affixed:
 - i) location (i.e. site code)
 - ii) department code
 - iii) size
- f) supply Linen Items which are fit for purpose, visibly clean, not damaged or discoloured and are the right fabric composition for the intended purpose, as defined in Appendix B.

5.6. The Supplier shall provide the Services five days a week (Monday through to Friday inclusive, excluding Bank Holidays).

5.7. At the Call Off stage, the Contracting Authority will specify

- a) the required frequency of collections from each designated collection point;
- b) the required frequency of returns to each designated return point;
- c) the time range (e.g. between 9.00am and 10.00am) within which the collections and returns must take place;
- d) any additional requirements or specifications for garments, which will be dealt with as non-core items;

- e) any additional specific requirements or components for individual surgical operation packs which are not listed in Appendix B (Core List); and
- f) the processes for fault reporting and management of defective and condemnation of Linen Items.

5.8. Processing Records

- 5.8.1. In accordance with the Contracting Authority's requirements specified at the Call Off stage, the Supplier shall create and maintain as a minimum the following records:
 - a) date of manufacture or purchased date or initial receipt date;
 - b) any personal or department identification number;
 - c) cleaning method used, including number of wash cycles, type of wash, disinfection and drying methods used;
 - d) number of sterilisation cycles
 - e) length of time in use; and
 - f) details of repairs or alterations made to the original garment.
- 5.8.2. If the Contracting Authority requires the Supplier shall make the processing records for each individual CE marked item available to the Contracting Authority for inspection and/or audit.
- 5.8.3. Within the scope of the Framework Agreement, the Contracting Authority may request at the Call Off stage, none, one, some or all of the Additional Services listed in paragraph 6.1 of this Specification, to supplement the Mandatory Services provided.

6. ADDITIONAL SERVICES

This paragraph describes the Additional Services that the Supplier may be asked to fulfil as part of the Services. Each will be confirmed at the Call Off stage in accordance with the Call Off procedure as set out in Framework Schedule 5.

6.1. The Contracting Authority may request at the Call Off stage, none, one, some or all of the Additional Services listed in paragraphs 6.1 a) to m) of this Specification, to supplement the Mandatory Services:

a) Saturday, Sunday and Bank Holiday services, where requested by the Contracting Authority, the Supplier shall provide processing (collection, wash, finish and return) services on the following additional days:

- i) Saturday; and/or
- ii) Sunday; and/or
- iii) Bank Holidays.

in accordance with the Contracting Authority's requirements which will be specified at the Call Off Contract stage

b) Express turnaround service (for Contracting Authority owned Linen Items only), where requested by the Contracting Authority, the Supplier shall provide express processing (collection, wash, finish and return) turnaround Services for Contracting Authority owned Linen Items. Under express turnaround Services, the Supplier shall return all clean, Linen Items to designated return point(s) specified by the Contracting Authority within 48 hours of collection from the designated collection point(s). (This includes Saturdays, and/or Sundays, and/or Bank Holidays only where the Contracting Authority has elected to purchase this relevant Additional Service)

c) Top-up service on-site, where requested by the Contracting Authority, the Supplier shall monitor the stock levels of agreed Linen Items at specified locations on the Contracting Authority's premises (e.g. ward by ward, department by department) at a frequency specified by the Contracting Authority. The Supplier shall replenish the agreed Linen Items to the stock levels and frequency specified by the Contracting Authority. The Contracting Authority will specify the time range (e.g. between 9.00am and 10.00am) for the supply of the Additional Services

d) Management of on-site bulk linen storeroom(s), this service shall be available for:

- i) Linen Items owned by the Contracting Authority; and
- ii) Linen Items which are hired by the Contracting Authority from the Supplier.

Where requested by the Contracting Authority, the Supplier shall monitor the stock levels of agreed Linen Items stored within designated bulk linen storeroom(s) on the Contracting Authority's premises at a frequency specified by the Contracting Authority. The Supplier shall replenish the agreed Linen Items to the stock levels and frequency specified by the

Contracting Authority. The Contracting Authority will specify the time range (e.g. between 9.00am and 10.00am) for the supply of the Additional Services

e) Specific packing requirement off site or on site, where requested by the Contracting Authority, the Supplier shall pack Linen Items to the individual requirements specified by the Contracting Authority. The Supplier shall either:

- i) provide a packing/wrapping service off-site (i.e. in the Supplier's own laundry facility/facilities) which complies with the individual requirements for individual ward/department level, as specified by the Contracting Authority at the Call Off stage; or
- ii) provide a packing/wrapping service on-site (i.e. on the Contracting Authority's own premises) which complies with the individual requirements for individual ward/department level, as specified by the Contracting Authority at the Call Off stage.

f) Barcoding / Radio Frequency Identification (RFID), where requested by the Contracting Authority, the Supplier shall provide an auditable tracing system. The tracing system may be provided by either:

- i) barcoding each individual Linen Item; or
- ii) by a Radio Frequency Identification (RFID) system which involves a RFID tracking device being fixed into each linen item.

The Supplier shall fix the agreed identification to each specified Linen Item when it is new and before the Linen Item is used. In accordance with the Contracting Authority's instructions that will be specified at the Call Off stage, the Supplier shall keep a record of the cleaning method utilised and the number of processing cycles that each individual Linen Item has been subjected to and the Supplier shall retain all such records. Upon the Contracting Authority's request, the Supplier shall make the processing records for each individual Linen Item available to the Contracting Authority for inspection and/or audit.

g) Finishing/presentation on hangers, where requested by the Contracting Authority, the Supplier shall:

- i) conduct the appropriate finishing process of specified Linen Items on hangers; and/or
- ii) return specified Linen Items on hangers (wrapped or unwrapped), to designated return points, as specified by the Contracting Authority at the Call Off stage.

The Contracting Authority will specify the time range (e.g. between 9.00am and 10.00am) for the supply of the Additional Services

h) Total linen management service, shall comprise:

- i) Additional Services which are:
 - owned by the Contracting Authority; and/or

- hired by the Contracting Authority from the Supplier.
- ii) any Additional Services specified by the Contracting Authority at the Call Off stage.
- iii) provision of Supplier staff who are directly assigned to distributing, storing and replenishing stock at designated areas on the Contracting Authority's premises as specified by the Contracting Authority at the Call Off stage.

In accordance with the Call Off procedures defined in Schedule 5 of the Framework Agreement, the Contracting Authority must invite all capable Suppliers to conduct a site survey to enable them to construct their proposal and price

- i) **Sewing room/repair and alteration**, where requested by the Contracting Authority, the Supplier shall provide sewing room/repair and alteration services. In accordance with instructions specified by the Contracting Authority, the Supplier shall repair/alter and return Linen Items within timescales specified by the Contracting Authority. The Supplier shall ensure that all repairs and alterations are undertaken in such a way that they do not reduce the life span of the Linen Item or garment and:
 - i) use materials that are of the same composition/colour as the Linen Item;
 - ii) do not affect or compromise the cleaning of the Linen Item; and
 - iii) will not cause discomfort to the user/wearer.
- j) **Logo affixing service**, for Contracting Authority owned items only - The Supplier shall provide a service for the affixing of logos to Linen Items/garments which are owned by the Contracting Authority.
- k) **Dry cleaning service**, for Contracting Authority owned items only – The Supplier shall provide a service for the dry cleaning of certain garments or Linen Items as requested by the Contracting Authority either as part of the planned laundry and linen service or as an additional ad-hoc call off.
- l) **On-site theatre top-up service**, where requested by the Contracting Authority, the Supplier shall monitor stock levels of agreed CE marked theatre textiles at specified locations on the Contracting Authority's premises (e.g. theatre by theatre, department by department) at a frequency specified by the Contracting Authority. The Supplier shall replenish the agreed CE marked theatre textiles to the stock levels and frequency specified by the Contracting Authority. The Contracting Authority will also specify the time range (e.g. between 9.00am and 10.00am) within which the Services shall take place.
- m) **Colour Flash affixing service**, where requested by the Contracting Authority, the Supplier shall provide a service to provide and affix colour flashes to Linen Items as specified at the Call Off stage.

6.2. Additional Services pricing shall be chargeable by the Supplier and payable by the Contracting Authority in addition to Mandatory Services pricing. Additional Services pricing will be determined at the Call Off stage in accordance with the Call Off procedure as set out in Framework Schedule 5.

6.2.1. The Additional Services pricing model shall be based on:

- a) a percentage rate uplift (maximum percentage uplift) on the price submitted against each item listed on “Core List” for the relevant lot, for all of the Additional Services except those mentioned in b) and c) below (i.e. Sewing Room/repair and alterations service, logo affixing services, dry cleaning services, colour flash affixing service, and total linen management).
- b) a price (in £) per item for:
 - i) sewing room / repair and alterations service;
 - ii) logo affixing services;
 - iii) dry cleaning of garments; and
 - iv) colour flash affixing service.
- c) The pricing structure that shall apply to the total linen management service shall comprise of the following four elements:
 - i) the relevant prices that apply for the processing (collection, wash, finish and return) of Linen Items as set out in the Mandatory Services Pricing;
 - ii) the relevant prices that apply to the provision of Additional Services;
 - iii) transportation costs as specified in paragraph 2.2 of this Specification; and
 - iv) a price (in £) for the staffing element of service provision provided by the Supplier’s Staff.

APPENDIX A

CONDITION OF LINEN

Unacceptable stain	<ul style="list-style-type: none"> Any stain which falls in the definition of a major stain and minor stains or any stain on Theatre Linen.
Repair	<ul style="list-style-type: none"> An alteration to an article which returns it to a serviceable condition.
Repair free	<ul style="list-style-type: none"> An article which may have been repaired but requires no further repair.
Hole	<ul style="list-style-type: none"> a hole in an article greater than 2 cm in diameter.

KEY FINISH DEFINITIONS

Standard of Finish	Definition
Condition of receipt	<ul style="list-style-type: none"> The actual state of an item on return from the Supplier to the Contracting Authority.
Staining	<ul style="list-style-type: none"> A noticeable variation in colour caused by residue soiling.
Major stain	<ul style="list-style-type: none"> A fresh stain that is clearly visible and greater than 2cm in diameter in any area of the article.
Minor stain	<ul style="list-style-type: none"> A stain of less intensity but still fairly visible to the naked eye and greater than 4cm in diameter.
Resistant Stain	<ul style="list-style-type: none"> A stain which is embedded on to the weave of the material and which has been washed through the normal wash process. Likely types of staining will be mildew, iron or rust, concrete or floor marking and medical products. Transfer these products to a specific rewash process. Products which are stained with a medical consumable will need to be discussed with the Authority.
Creasing	<ul style="list-style-type: none"> Material overlap. Definite fold line in an article, caused by a finishing process employing pressure (ironing or pressing).
Wrinkling	<ul style="list-style-type: none"> Defined as evidence of surface deformation. A wavy distortion or slight ridge in the smoothness of an article's surface.
Dimensional distortion	<ul style="list-style-type: none"> The difference in size between the leading and trailing edges of ironed items. Any shrinkage of the article which makes the article ineffective or unpractical for use.
Odour	<ul style="list-style-type: none"> Articles should not have any unpleasant residual odour.
Presentation	<ul style="list-style-type: none"> Edges should be folded together and squarely, with no overlap.
Dampness / Moisture retention	<ul style="list-style-type: none"> All products must feel dry to the touch. No more than the normal regain for the textile.
Feel	<ul style="list-style-type: none"> Articles which feel harsh, are not acceptable for use.

<p>Stains relating to grease / oil / plastics</p>	<ul style="list-style-type: none"> • A dry cleaning process is required to effect removal of such stains for the articles to be acceptable for use. “Acceptability” will be the decision of the Authorised Officer for the linen article concerned. These items must then be washed to assure thermal disinfection.
<p>Measurements</p>	<ul style="list-style-type: none"> • Defined in cms should be taken as approximate.

APPENDIX B

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
DG19	Packs	Low fluid pack (Taped) Minimum contents: 180 x 180 drape x 2 90 x 90 drape x 2

Item Code	Category	Item
DG20	Packs	General Pack (Taped) Minimum contents: Head Foot 150 x 180 absorbent drape x 2 Side drape absorbent x 2
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)