

# Laundry and Linen Services

(RM1031)

Customer Guidance Notes



## 19 November 2015 to 18 November 2017

+ option to extend up to 24 months

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| This document is for guidance only. It is not acontractual document and does not form part of the framework agreement nor any resulting call-off contracts.From December 2015, if you are considering running a further competition or e-Auction, please contact:Laundry Category Manager**Tel:** 0151 672 2309**E-mail:**laundry.services@crowncommercial.gov.ukThis guide is designed for customers wishing to use the Laundry and Linen Services agreement (RM1031). It outlines the background to the agreement, the services available and the steps involved in undertaking further competition.This guide to the Laundry and Linen Services agreement contains commercially confidential informationIt 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

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.Contract ref: RM1031 Period of Contract: 19/11/2015 – 18/11/2017+ 2 x 12 month options to extend | If you currently have a contract for any ofthe 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.The guide will also help advise potential customers on how to work with suppliers through the framework. |

1. Background

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| **History**This framework was historically provided by the NHS Purchasing and Supply Agency (PASA) who transferred to Buying Solutions in October 2009. The RM849 agreement, which expired on 24 May 2015, was undertaken by Crown Commercial Service, and this agreement continues to provide laundry and linen services to all central government and wider public sector organisations, not just the NHS.**Aims of the agreement**The agreement aims to provide cost-effective and quality controlled laundry and linen outsourced services. It is a key project supporting the Department of Health’s objective to enhance the safety and quality of services for users and patients.The Framework Agreement is delivered in line with the NHS Laundry Guidance ([CFPP 01-04 Decontamination of linen for health and social care](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/148539/CFPP_01-04_BS_EN_Final.pdf)) issued to health and other organisations throughout England and the UK.**Barrier theatre textiles**The processing (collection, wash, finish and return) of re-useable CE marked barrier theatre textiles (gowns, drapes, clean air suits) will be covered a separate agreement which is scheduled for award in spring 2016. | **Public bodies eligible to 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 inVI.3 of the [OJEU Notice 2015/S 129- 237768](http://ted.europa.eu/udl?uri=TED%3ANOTICE%3A237768-2015%3ATEXT%3AEN%3AHTML).While the agreement is primarily aimed at NHS Trusts and related bodies in England, it also allows for other Trusts in Scotland, Wales and Northern Ireland to access it. The agreement is also available to other bodies as outlined above. If your organisation is considering using the agreement, and is in any doubt as to the suitability and eligibility, please contract Crown Commercial Service at: laundry.service@crowncommercial.gov.uk |

1. Framework Overview

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| **The Services**The framework for the provision of Laundry and Linen Services provides access to suppliers in one lot:**Lot 1: Processing (collection, wash, finish and return) of linen items / linen hire items**The agreement comprises **Mandatory services** (see Section 4 below) and **Additional services** (Section 5 below).The **mandatory** services provided by suppliers are the processing (wash and finish) and transportation (collection and return) of linen items which are:1. owned by the contracting authority and / or
2. hired by the contracting authority from the supplier.

**Additional** services, which are detailed in paragraph 7.1 of the specification, are also available.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](https://www.gov.uk/government/publications/decontamination-of-linen-for-health-and-social-care)).A list of 113 core articles form part of the framework (see Section 4: Mandatory Services, page 6). These articles account for the majority of most customer requirements.Service enhancements and variations have been included as additional where possible (see Section 5: Additional Services, page 11). Some of these options will incur oncosts. | **Suppliers**There are 11 suppliers in total:1. Berendsen UK Ltd
2. Central Laundry Ltd
3. East Lancashire Hospitals NHS Trust (ELHT)
4. East Sussex Healthcare NHS Trust
5. Express Linen Services Ltd
6. Grosvenor Contracts (London) Limited
7. Maidstone and Tunbridge Wells NHS Trust
8. Royal Devon & Exeter NHS Foundation Trust
9. Salisbury Trading Limited
10. Synergy Health Managed Services Ltd
11. The Pennine Acute Hospitals NHS Trust

Supplier contact details can be found on the framework page once you have logged onto the CCS website.**Pricing**Subject to paragraphs 8.11 to 8.15 of the Call-Off Schedule, the Call-Off Contract Charges will remain fixed for the first two years of the contract.The earliest review date will be the first working day following the second anniversary of the Call-Off start date. |

1. Mandatory Services

**Core List**

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| **Item Code** | **Category** | **Item** |
| **L1** | Bedding | Large Blanket |
| **L2** | Bedding | Cot Blanket |
| **L3** | Bedding | Knee / Half Blanket |
| **L4** | Bedding | Thermal Covers - Lightweight |
| **L5** | Bedding | Thermal Covers - Heavyweight |
| **L6** | Bedding | Bed Sheet Single |
| **L7** | Bedding | Bed Sheet Single high quality cotton |
| **L8** | Bedding | Bed Sheet Double |
| **L9** | Bedding | Bed Sheet Double high quality cotton |
| **L10** | Bedding | Cot Sheet |
| **L11** | Bedding | Pillowcases |
| **L12** | Bedding | Pillowcases high quality cotton |
| **L13** | Bedding | Canvasses stretcher |
| **L14** | Bedding | Draw Sheet |
| **L15** | Bedding | Counterpanes |
| **L16** | Bedding | Counterpanes - cot |
| **L17** | Bedding | Fitted Sheets Single |
| **L18** | Bedding | Fitted Sheets Double |
| **L19** | Bedding | Pillow |
| **L20** | Bedding | Duvet Single |
| **L21** | Bedding | Duvet Double |

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| **Item Code** | **Category** | **Item** |
| **L22** | Bedding | Covers Duvet single |
| **L23** | Bedding | Covers Duvet Double |
| **L24** | Bedding | Mattress Cover |
| **L25** | Towels | Hand |
| **L26** | Towels | Bath |
| **L27** | Towels | Bath Sheet |
| **L28** | Towels | Baby |
| **L29** | Clothing | Dressing gowns - adult |
| **L30** | Clothing | Nightdresses - adult (various) |
| **L31** | Clothing | Nightshirts - adult |
| **L32** | Clothing | Pyjama jackets – adult |
| **L33** | Clothing | Pyjama trousers - adult |
| **L34** | Clothing | Patient Clothing - small items |
| **L35** | Clothing | Nappies |
| **L36** | Clothing | Wrap - baby |
| **L37** | Clothing | Dignity Giving Suit - top |
| **L38** | Clothing | Dignity Giving Suit – bottom |
| **L39** | Theatre Wear | Scrub suit trousers |
| **L40** | Theatre Wear | Scrub suit tops |
| **L41** | Theatre Wear | Surgeons gowns |
| **L42** | Theatre Wear | Dresses |
| **L43** | Uniforms | Nurses Dresses |
| **L44** | Uniforms | White Coat long sleeved |
| **L45** | Uniforms | White Coat short sleeved |

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| **Item Code** | **Category** | **Item** |
| **L46** | Uniforms | Dark Coat long sleeved |
| **L47** | Uniforms | Cooks/Chefs Jacket |
| **L48** | Uniforms | Cooks/Chefs Trousers |
| **L49** | Uniforms | Skull Cap |
| **L50** | Uniforms | Apron |
| **L51** | Uniforms | Boiler Suit long sleeved |
| **L52** | Uniforms | Boiler Suit short sleeved |
| **L53** | Uniforms | Polo shirt |
| **L54** | Uniforms | Shirts |
| **L55** | Uniforms | Blouses |
| **L56** | Uniforms | Jumpers |
| **L57** | Uniforms | Tabard |
| **L58** | Uniforms | Trousers |
| **L59** | Uniforms | Tunic |
| **L60** | Uniforms | Porters Jacket |
| **L61** | Uniforms | Jackets |
| **L62** | Uniforms | Skirts |
| **L63** | Uniforms | Waistcoats |
| **L64** | Uniforms | Ties |
| **L65** | Uniforms | Bib & Brace |
| **L66** | Uniforms | Overalls |
| **L67** | Uniforms | Body Warmer |
| **L68** | Uniforms | Long Coat |
| **L69** | Uniforms | Tazer Suit |

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| **Item Code** | **Category** | **Item** |
| **L70** | Uniforms | Overcoat |
| **L71** | Uniforms | High Visibility Jacket |
| **L72** | Uniforms | Other |
| **L73** | Gowns | Patient |
| **L74** | Gowns | Bariatric |
| **L75** | Gowns | Operation - adult |
| **L76** | Gowns | X Ray-Blue |
| **L77** | Gowns | Children |
| **L78** | Gowns | Breast Screening |
| **L79** | Gowns | Modesty |
| **L80** | Gowns | Baby |
| **L81** | Gowns | Custody |
| **L82** | Other Items | Bath Mat |
| **L83** | Other Items | Dish Cloth |
| **L84** | Other Items | Dusters |
| **L85** | Other Items | Cloth - Oven |
| **L86** | Other Items | Gloves – Oven |
| **L87** | Other Items | Slings |
| **L88** | Other Items | Patient Slides |
| **L89** | Other Items | Bed Pads |
| **L90** | Curtains | Shower Curtain |
| **L91** | Curtains | Curtains Small size upto 1.5 x 2m |
| **L92** | Curtains | Curtains Medium size 2 x 2m |
| **L93** | Curtains | Curtains Large size 3 x 3m |

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| **Item Code** | **Category** | **Item** |
| **L94** | Mops | Mops - Kentucky |
| **L95** | Mops | Mops - Socket |
| **L96** | Mops | Mops - Microfibre |
| **L97** | Mops | Mops - Bonnet |
| **L98** | Table Linen | Table Linen 144x70 |
| **L99** | Table Linen | Table Linen 90 x 90 |
| **L100** | Table Linen | Table Linen 108x70 |
| **L101** | Table Linen | Table Linen 70x70 |
| **L102** | Table Linen | Table Linen 54x54 |
| **L103** | Table Linen | Table Linen 36 x 36 |
| **L104** | Table Linen | Table Linen Round 110” |
| **L105** | Table Linen | Table Linen Napkins |
| **L106** | Table Linen | Cloths (waiter, glass, kitchen, oven) |
| **L107** | Bags | Plastic |
| **L108** | Bags | Polyester |
| **L109** | Bags | Alginate Stitched Bag - Red |
| **L110** | Bags | Water soluble bags (totally water soluble) |
| **L111** | Towels | Tea Towel |
| **L112** | Clothing | Tracksuit Top |
| **L113** | Clothing | Tracksuit Bottom |

1. Additional Services

Service enhancements/variations, such as a 48 hour turnaround and a 6 or 7 day service, have been included where possible, as indicated in the table below. Some of these options incur a cost which will be advised by the category team.

 **Service**

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| **Supplier** | **Saturday service** | **Sunday service** | **Bank Holiday Service** | **48 hours turnaround** | **Top up Service** | **Management of on-site bulk Linen storeroom** | **Management of uniforms** | **Scrub suit / theatre garment locker service** | **Pack to ward: onsite** | **Pack to ward: offsite** | **Barcoding / RFID** | **Finishing / Presentation on hangers** | **Repair / Alteration service** |
| **Berendsen UK Ltd.** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Central Laundry Ltd.** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **East Lancashire Hospitals NHS Trust (ELHT)** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **East Sussex Healthcare NHS Trust** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Express Linen Services Ltd.** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Grosvenor Contracts (London) Ltd.** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Maidstone and Tunbridge Wells NHS Trust** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Royal Devon and Exeter NHS Foundation Trust** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Salisbury Trading Ltd.** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Synergy Health Managed Services Ltd.** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **The Pennine Acute Hospitals NHS Trust** |  |  |  |  |  |  |  |  |  |  |  |  |  |

# Standards

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| **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](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) [related guidance’](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). 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](https://www.gov.uk/government/publications/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: | 1. decontamination of linen for health and social care: management and provision
2. decontamination of linen for health and social care: engineering, equipment and validation
3. decontamination of linen for health and social care: social care
4. decontamination of linen for health and social care: guidance for linen processors implementing European standard BS EN 14065.

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 to reflect its local CFPP 01-04 service requirements for a particular Call-Off Agreement. 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 (either by enhancement, another agreement or by alternative government arrangements) the supplier will comply with or support the alternative as specified. |

# Benefits of using the agreement

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| * Saves time and money
* Simplifies the process and removes the cost to customers in procuring the services and providers
* Fully EU compliant agreement
* Consistent terms and conditions of contract
* Standardises KPIs
* Simplifies the process and removes the cost of procuring the services
 | * Robust and flexible solution
* Ability for customer to devise evaluation sub-criteria in line with specific requirements
* Range of regional and national suppliers
* Compliant service for the NHS to HTM01-04 (CFPP0104)
* Opportunities for further savings through further competition
* Fixed pricing mechanism for first two years of agreement
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# Accessing and using the agreement

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| **Eligible Bodies**The agreement can be accessed by a wide range of public bodies throughout the UK, including: 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 2015/S 129-237768.**How to access the framework**The agreement can be accessed via the Crown Commercial Service website: <http://ccs-agreements.cabinetoffice.gov.uk/>**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). If in doubt as to any of the provisions, please contact CCS for further guidance (see Additional Assistance, page 21.) | **Additional / Non-core Services**Please refer to Section 6 (Framework Schedule 2) page 15 for full details of additional services, which include:1. Weekend and Bank Holiday services
2. Express turnaround service
3. On-site top-up service
4. Management of on-site bulk linen storeroom(s)
5. Specific packing / wrapping requirements (on or off site)
6. Barcoding / Radio Frequency Identification (RFID)
7. Finishing / presentation on hangers
8. Management of uniforms
9. Scrub suit / theatre garment locker service
10. Curtain hanging and removal
11. Total linen management service
12. Sewing room / repair and alteration
13. Logo affixing service
14. Dry cleaning
15. On-site theatre top-up service
16. Colour flash affixing service
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| **Further Competition process**PLEASE NOTE THAT DIRECT AWARD IS NOT PERMITTED UNDER THIS FRAMEWORK.**Contracting Authority 's Obligations**Any Contracting Authority awarding a Call Off Agreement under this Framework Agreement through a Further Competition Procedure shall:1. develop a Statement of Requirements for the Services and identify the Framework Suppliers capable of supplying the Services
2. amend or refine the Template Call Off Form and Template Call Off Terms to reflect its Services Requirements;
3. invite tenders by conducting a Further Competition Procedure for its Services Requirements and in particular:
	1. if an Electronic Reverse Auction is to be held, the Contracting Authority shall notify the Framework Suppliers identified and shall conduct the Further Competition Procedure in accordance with the framework rules.
	2. if an Electronic Reverse Auction is not used, the Contracting Authority shall:
		1. invite all the Framework Suppliers identified in accordance with the framework rules to submit a tender in writing for each proposed Call Off Agreement to be awarded by giving written notice by email to the relevant Supplier Representative of each Framework Supplier; and
		2. keep each tender confidential until the time limit set out for the return of tenders has expired.
 | 1. apply the Further Competition Award Criteria to the Framework Suppliers' compliant tenders submitted through the Further Competition Procedure as the basis of its decision to award a Call Off Agreement for its Services Requirements;
2. on the basis set out above, award its Call Off Agreement to the successful Framework Supplier which Call Off Agreement shall:
	1. state the Services Requirements;
	2. state the tender submitted by the successful Framework Supplier;
	3. state the charges payable for the Services Requirements in accordance with the tender submitted by the successful Framework Supplier; and
	4. incorporate the Template Call Off Form and Template Call Off Terms (as may be amended or refined by the Contracting Authority in accordance with the framework rules) applicable to the Services

6) provide unsuccessful framework Suppliers with written feedback in relation to the reasons why their tenders were unsuccessful. |

## Award Criteria

Call-off contracts must be awarded on the basis of the top level award criteria contained in the framework agreement itself. Please refer to the main Framework Agreement document, p.88-89 for full details.

Contracting Authorities seeking to award a Call Off Agreement must do so on the basis of reopening competition under a Further Competition Procedure in accordance with the Call Off Procedure.

A Call Off Agreement shall be awarded on the basis of most economically advantageous tender ("MEAT") from the point of view of the Contracting Authority.

Framework Schedule 6 includes details of the evaluation criteria and any weightings that will be applied to that criteria.

## Headline Criteria

The following criteria shall be applied to the Services set out in the Suppliers' compliant tenders submitted through the Further Competition Procedure:

## E-Auctions

Please refer to the main Framework Document (Call off Procedure) p85.

The Contracting Authority shall be entitled to formulate its Statement of Requirements in accordance with the Further Competition process (summarised above) and invite the Supplier to a Further Competition Procedure including a reverse auction in accordance with the rules of the framework.

The Supplier acknowledges that Contracting Authorities may wish to undertake an electronic reverse auction, where Framework Suppliers compete in real time by bidding as the auction unfolds (**"Electronic Reverse Auction"**).

Before undertaking an Electronic Reverse Auction, the relevant Contracting Authority will make an initial full evaluation of all tenders received in response to its Statement of Requirements. The Contracting Authority will then invite to the Electronic Reverse Auction only those tenders that are admissible in accordance with the Regulations. The invitation shall be accompanied by the outcome of the full initial evaluation of the relevant tenders.

## Sub-Criteria

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| **Criteria** | **% Evaluation** | **Max Score** | **Tolerance** |
| Quality | 60% | 100% | +/- 10% |
| Price | 40% |

Please refer to p89 of the main Framework Agreement (Award Criteria) Part B. Customers may refine sub-criteria (including weightings) in line with the overall headline criteria above in their Further Competition exercises.

# General Advice

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| **General advice on undertaking****a Further Competition**Use of 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.**Terms and Evaluation Criteria**Any new terms and evaluation sub-criteria should be in line with the overall terms and criteria laid down in the framework agreement.**Pricing of Mandatory Services**Suppliers’ prices for mandatory services are fixed for the first two years of the framework. This applies to the 113 core items as a maximum price, which may be improved upon (but not exceeded) at further competition (listed above in Section 4). These price schedules are available from Crown Commercial Service. | **Drawing up your specification**The framework agreement utilises an output-based specification. Customer specifications should be drawn up on the same basis.**Running the Competition**There are a number of There are a number of options available to you when issuing further competition documents. You can use the [online eSourcing tool](http://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers) 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).**Documentation**As a minimum, customer 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
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| **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

**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
* The customer should consider undertaking site visits to supplier premises
* The supplier to undertake site visits / surveys of customer premises
 | **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.Note that Crown Commercial Service recommends that the duration of the Call Off Contract Period should usually be no longer than four (4) years. If you consider that the Call Off Contract Period should be longer please speak to your legal and/or procurement team. See also Clause the template Call Off Terms for further guidance.**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 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 when you initiate your order and contract with the successful supplier. This must quote the Framework ID: RM1031

## Contract Management

As the customer, you will effectively 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 cannot be resolved to your satisfaction, then please inform the Crown Commercial Service Category Management team (see Section 12: Additional Assistance, below). We will then pursue your issue with the supplier and aim to provide you with a satisfactory outcome.

# Sustainability

## Introduction

Sustainability is an important issue across the Public Sector. Contracting bodies need assurance that services will be provided sustainably. Crown Commercial Service regards sustainability as a vital component of any and all commercial agreements formed under its frameworks and has mandated a detailed 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 p.134 of the main Framework Document (Framework Schedule 22: Sustainability Action Plan).

This Action Plan covers not just the delivery of environmental sustainability, but also covers social sustainability (the Government’s social agenda, equality issues, Labour standards, Social enterprises etc.)

Customers may wish to mandate their own specific milestones and priorities and targets within their own Statement of Requirements and Specifications that the supplier will meet in providing and improving its performance with regard to sustainability issues.

# Additional Assistance

## General Enquiries

Please contact the Customer Services Desk on **0345 410 2222**

8.30am to 5.30pm Monday to Thursday 8.30am to 5.00pm Friday

or e-mail info@crowncommercial.gov.uk

## Feedback

Should you experience any problems with the services provided by any of the suppliers under this framework and wish to register a complaint, in the first instance, please direct your concerns to the supplier to whom the complaint relates.

In the event that a resolution has not been provided to your satisfaction, the issue should be escalated to the Crown Commercial Service Contract Managers via the helpdesk, or by e-mailing:

laundry.services@crowncommercial.gov.uk

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| --- | --- | --- | --- |
| **Liverpool**9th Floor Capital Building Old Hall Street Liverpool L3 9PP | **London**1 Horse Guards Road WestminsterLondon SW1A 2HQ | **Newport**Room 2Y92 Concept House Cardiff Road Newport NP10 8QQ | **Norwich**Rosebery CourtSt Andrews Business Park Norwich NR7 0HS |