

**Crown Commercial Service Facilities Management Services Framework Agreement RM1056**

The following CCS templates make up a typical FM ITT pack;

* **Attachment 1 - Invitation to Tender** – This document details the overall procurement process and acts as an introduction to the whole document suite. It provides a background to the services required and should be changed to suit your needs. All attachments and annexes should be listed. Usually, this is the first document read so you should include price and quality weightings, your procurement timetable and the questions and clarification process.
* **Attachment 2 - Terms of the Further Competition** – You should check that this fits your requirements and change where appropriate. It is written around using CCS’s eSourcing suite (Emptoris) so should be changed if you are using your own eSourcing portal.
* **Attachment 3 - Service Information** – This document provides full detail of your service requirements along with supplementary information to support this.
* **Attachment 3 - Annex A – Service Matrix and Service Level Requirements** – You should complete tab 10 - Service Matrix within Attachment 8 - Data Pack by selecting the services you want against individual buildings/sites. The completed Service Matrix should be pasted into Attachment 3 – Annex A. You then need to complete your Service Level Requirements by selecting (column D) the services you want and how you want them delivered. Any minor amendments or additions should be highlighted in the right hand column (headed Comments/Clarifications). You should not make any major changes to the original text. If a major change is required, include an additional Annex and make reference to it in the right hand column.
* **Attachment 3 – Annex B – Process Maps** – These maps the process the supplier must follow for Complaints, Recall, Failure & New Works & Approvals. You can change these to suit your needs (Microsoft Visio required).
* **Attachment 3 - Annex C - KPI model** - You should select which of the 10 high level KPI’s you want. You should not add additional KPI’s. The level 2 & 3 KPI’s can be changed to suit your needs (add new one, remove existing or change the Look Up table). You should ensure that the KPI’s are weighted at all 3 levels.
* **Attachment 3 - Annex D - FM Standards** – This indicates standards to which the suppliers will deliver the services. You do not need to make any changes to this document.
* **Attachment 3 - Annex E - Payment Mechanism** – The Monthly Payment Mechanism document explains this attachment. You do not need to make any changes to this document.
* **Attachment 3 - Annex F - Service Level Agreement** – You should amend the time scales and delete/add any other relevant information to reflect your requirements.

***You can add additional Annexes to the Service Information detailing other aspects of your requirements or restrictions which could affect or aid the way the service is delivered. Examples could include site maps, schematics, access restrictions, site protocol etc.***

* **Attachment 4 - Award questionnaire** – This is CCS’s standard document, if you prefer, you can use your own. You should ensure that your questions are relevant to your requirement and are concerned with service delivery. Your questions should be clear, and should be linked to specific requirements within Attachment 3 - Service Information and the ITT Documents.

Your marking scheme should allow for clear distinction between awarded marks (does not meet/partially meets/fully meets) and should be clearly presented. Marking schemes are not permitted to be subjective and should allow for objectivity and transparency. The questions should be clearly weighted (and broadly comparable with the weightings defined for key aspects of delivery). A good tool to determine weightings is to link to the KPI weightings within the KPI Model.

* **Attachment 5 - Call Off Contract** - You need to complete Contract Data part 1 and deselect any Z clauses which are not applicable and/or add any new ones. You should ensure any additions do not contradict the other terms and conditions. You must ultimately decide on the inclusion of clauses, levels of liability and any other contractual decisions. If you are in any doubt you should consult your financial and legal departments. You should also decide on the approval level for Task Orders, in accordance with your own legal and financial departments.
* **Attachment 6 - Cost Model** – The bidders provide their costs on the Cost Model. The Cost Model Guidance gives detail on how this should be completed.
* **Attachment 7 – Cost Model Instructions** – This document provides Potential Providers with guidance and instructions on how to complete Attachment 6 – Cost Model
* **Attachment 8 - Datapack** – Tabs 1 to 4 provide guidance to help you complete tabs 5 to 10 (or 5 -9 for Lot 3). You should complete all the tabs as completely as possible. If you hold the information in another format, simply replace the tab with your own version (with the exception of the Service Matrix and Property Information tabs – these help inform the Cost Model).
* **Attachment 9 - TUPE Information** – This gathers the TUPE information from your existing contractor and/or your HR department. You can use your own version if you prefer. The Employee Identifier & Job Description are transferred into the TUPE Tab of the Cost Model prior to ITT issue. This ensure bidders bid against the same number of individuals.