



**Crown
Commercial
Service**

Facilities Management Services

**Framework Agreement
RM1056**

Customer Information

Final v1.1

Crown Commercial Service (CCS) brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer.

We are building world class capability, providing a fully managed end-to-end commercial and advisory service.

Our key objectives are to:

- Centrally manage the procurement of common goods and services through an integrated procurement function at the heart of government;
- Improve the management of common but complex procurements;
- Allow customers to focus on the commercial activity that is truly unique to them;
- Strengthen the procurement profession and improve commercial capability across government;
- Improve supplier and contract management across government; and
- Work closely with the wider public sector to ensure that the benefits of aggregation and centralisation are shared across the public sector to maximise savings for the taxpayer.

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1. INTRODUCTION

1.1 The purpose of this document is to:

- Provide customers with outline guidance on how to access and use the FM Services Framework Agreement;
- Outline the background to the framework agreement and identify who is eligible to access it;
- Provide high-level actions that customers are required to take in order to enter into call-off contracts under this framework agreement.

Please note:

Two separate detailed guides, 'Managed Service User Guide' and 'Self-Service User Guide' for customers has been published on the Website separately.

Lot 1	Lot 2	Lot 3
AMEY Community Ltd	Bilfinger Europa Facilities Management Services Limited	AMEY Community Ltd
Bouygues E&S FM UK Ltd	Carillion Services Ltd	Bouygues E&S FM UK Ltd
Carillion Services Ltd	Cofely Workplace Ltd	Carillion Services Ltd
EMCOR	EMCOR	Compass Contract Services operating as ESS
Interserve (Facilities Management) Ltd	Galliford Try Building Ltd	EMCOR
ISS Mediclean Ltd	Interserve (Facilities Management) Ltd	Mitie Facilities Services Ltd
Sigma Support Services	Kier Facilities Services Ltd	Noonan Services Group Ltd
Skanska Rashleigh Weatherfoil Ltd	Skanska Rashleigh Weatherfoil Ltd	OCS
Sodexo Holdings Ltd	Sodexo Holdings Ltd	Servest Group Ltd
Vinci Construction UK Ltd	Vinci Construction UK Ltd	Sodexo Holdings Ltd

2. SCOPE OF THE FRAMEWORK AGREEMENT

2.1 Services by Lot

Service	Total FM Lot 1	Hard FM Lot 2	Soft FM Lot 3
Access and Intruder Systems	√	√	
Archiving (Off-Site)	√		√
Archiving (On-Site)	√		√
Audio Visual Equipment Maintenance	√	√	
Barrier Control Maintenance	√	√	
Barrier Matting (Cleaning)	√		√
Building Fabric Maintenance	√	√	
Building Management Systems	√	√	
Cable Management (ICT Ad-Hoc)	√	√	
Carpet Cleaning	√		√
Catering Equipment Maintenance	√	√	
CCTV / Alarm Monitoring	√		√
Childcare Facility	√		√
Chilled Potable Water	√		√
Classified Waste	√		√
Cleaning of Communication and Equipment Rooms	√		√
Clocks	√	√	
Compliance Plans and Risk Assessments	√		√
Condition Surveys	√		√
Control of Asbestos	√	√	
Control of Access and Security Passes	√		√
Convenience Store	√		√
Courier Booking	√		√
Cut Flowers and Christmas Trees	√	√	
Deep Cleaning	√		√
Deli / Coffee Bar	√		√
Driver Service	√		√
Emergency Response	√		√
Enhanced Security Requirements	√		√
Environmental Cleaning – Ad Hoc	√	√	
Events and Functions (Catering)	√		√
External Cleaning	√		√
External Fabric Maintenance	√	√	
Fire Detection and Fire Fighting Systems	√	√	
First Aid and Medical Services	√		√
Flag Flying Service	√		√
Full Service Restaurant	√		√
Furniture Management	√	√	
General Waste	√		√
Guarding Service	√		√
Handyman Service	√	√	
Hard Landscaping Maintenance	√	√	

Service	Total FM Lot 1	Hard FM Lot 2	Soft FM Lot 3
High Voltage and Switchgear Maintenance	√	√	
Hospitality and Meetings	√		√
Housekeeping	√		√
Inspections	√		√
Internal Messenger Service	√		√
Internal Planting	√	√	
IT Equipment Cleaning	√		√
Journal, Magazine and Newspaper Supply	√		√
Key Holding	√		√
Laboratories (Cleaning)	√		√
Linen and Laundry	√		√
Lock up / Open Up of Affected Property	√		√
Locksmith Services	√	√	
Lifts	√	√	
Hoists and Conveyance Systems	√	√	
Mail Room Equipment	√		√
Mail Room Services	√		√
Management of Visitors and Passes	√		√
Mechanical and Electrical Maintenance (M&E)	√	√	
Move Management (Churn)	√		√
New Works / Projects	√	√	
Office Machinery Servicing and Maintenance	√		√
Outside Catering	√		√
Patrols (Fixed Guarding)	√		√
Patrols (Mobile)	√		√
Pest Control	√		√
Planned Maintenance	√	√	
Ponds	√	√	
Portable Appliance Testing	√	√	
Porterage (Ad-Hoc)	√		√
Reactive Cleaning	√		√
Reactive Guarding	√		√
Reactive Maintenance	√	√	
Reception Service	√		√
Recycled Waste	√		√
Re-lamping	√	√	
Reprographics Service	√		√
Reservoirs	√	√	
Residential Catering Service	√		√
River Walls and Water Features	√	√	
Routine Cleaning	√		√
Safety Film	√	√	
Security	√		√
Signage	√	√	
Soft Landscape Maintenance	√	√	
Space Management	√		√

Service	Total FM Lot 1	Hard FM Lot 2	Soft FM Lot 3
Spares and Consumables	√	√	
Special or Hazardous Waste	√		√
Specialist Antique Cleaning	√		√
Sports and Leisure	√		√
Standby Power Systems Maintenance	√	√	
Stationery Supply	√		√
Statutory Inspections	√	√	
Taxi Booking Service	√		√
Telephone Sanitisation	√		√
Television Cabling	√	√	
Tree Surgery	√	√	
Trolley Service	√		√
Vending (Catering)	√		√
Ventilation and Air Conditioning systems	√	√	
Voice Announcement System	√		√
Water Hygiene	√	√	
Window Cleaning (External)	√		√
Window Cleaning (Internal)	√		√

2.2 Framework Agreement Duration

2.2.1 The FM Services Framework Agreement is for a duration of four years which commenced on 28 July 2015 and expires on 27 July 2019.

2.3 Benefits and Features

2.3.1 The benefits of using the FM Services Framework Agreement include:

2.3.1.1 Reduced timescales

Customers do not need to run a full Official Journal of the European Union (OJEU) procurement if procuring via this agreement, as this has already been undertaken by Crown Commercial Service. Customers will simply need to identify their requirements, present these to the suppliers under the applicable framework lot, evaluate tenders and award a call-off contract. A separate User Guidance Pack including the required templates will provide step-by-step processes to follow to undertake these activities. This will be published shortly.

2.3.1.2 Standard Rates

Maximum standard rates are fixed for the first two years of the framework and may be reduced by suppliers at Further Competition.

2.3.1.3 Ease of Use

The framework agreement provides a streamlined route for all customers to access a comprehensive range of external suppliers through the lot structure subject to the Further Competition process.

2.3.1.4 Assured Supplier Standards

Suppliers appointed onto this framework agreement have signed up to SFG20 industry standards. This means when buying services from them, customers are assured that suppliers can meet the appropriate standards in the provision of services.

2.3.1.5 Key Performance Indicators (KPIs)

A robust set of KPIs which calculate the suppliers' performance across ten areas of service delivery including one for gain share/innovation. The exact requirements of these KPIs will be determined at further competition by the customer.

2.3.1.6 Savings

A savings driven framework agreement which embeds this principle into the terms and conditions and pricing models, offering savings through competitive rates. An anticipated saving of 15% is expected from this framework.

2.3.1.7 Legality

The procurement has followed an EU compliant Open procedure. [OJEU Contract Notice](#) (2014/S 167-297960) was placed on the 2 September 2014.

2.3.1.8 Aggregation of Spend

Customers procuring via this framework agreement will receive the benefits of an aggregated volume of spend and the benefits associated with an increased leverage on the market. Customers can also work together to group their requirements and submit these together as one Further Competition for example by creating cluster agreements. We will be happy to help you with this.

2.3.1.9 Management Information

Customers will have access to management information to track/capture spend based on a common set of service codes allowing in depth analysis across contract estates building and services.

2.4 NEC3 Term Services Contract

2.4.1 The terms and conditions applied to the call-off contract of the FM Services Framework Agreement are based on the NEC Term Services Contract (TSC) Option A – Priced Contract with Price List.

2.4.2 Customers are not permitted to draft or insert new X clauses but are able to select the most appropriate optional Z clauses and include additional Z clauses which meet their requirement.

3. WHO CAN ACCESS THE FRAMEWORK AGREEMENT?

3.1 Central Government Departments

3.1.1 There is a mandate, under Cabinet Office controls, that all UK Central Government Departments (unless exempted from the controls, which are considered on a case by case basis by the Cabinet Office), executive agencies and non-departmental public bodies purchase their FM services using this framework agreement. Central Government departments are able to access the support of Crown Commercial Service's managed service provision which provides a full end-to-end procurement process.

3.1.2 Please note that currently the Managed Service provision is only available to Central Government customers.

3.2 Wider Public Sector

3.2.1 This framework agreement can also be used by other UK public sector organisations including:

3.2.1.1 Local Government;

3.2.1.2 Health Sector (NHS);

3.2.1.3 Public Corporations;

- 3.2.1.4 Third Sector (Charities);
- 3.2.1.5 Fire & Rescue Services;
- 3.2.1.6 Police Forces;
- 3.2.1.7 Devolved Administrations; and
- 3.2.1.8 Education Sector.

For more information as to who can access this framework agreement please refer to [the OJEU Notice](#).

4. PLACING A CALL-OFF CONTRACT VIA A FURTHER COMPETITION PROCESS

- 4.1 A comprehensive 'User Guidance for Customers: Self-Service' document with a suite of associated templates has been published on the CCS website and available for customers to use where such customers are running their own further competitions on a self-service basis. Central Government customers who are opting to use the Managed Service process have a separate 'User Guidance for Customers: Managed Service' which details the separate managed service stages, activities and templates to be used by CCS when undertaking this on behalf of a customer.
- 4.2 Crown Commercial Service Further Competition Tool
 - 4.2.1 CCS offers a free to use Further Competition tool via the e-Sourcing Suite which will help to facilitate customers' further competition processes.
 - 4.2.2 The e-Sourcing Suite enables customers to send information to suppliers and obtain a quotation based on their requirements. *Customers are reminded that they must invite all capable suppliers to quote for their requirements.*
 - 4.2.3 Customers have the ability to upload documents to suppliers so that they can submit a tender for the services.
 - 4.2.4 For further details on registering to use the e-Sourcing Suite please contact the CCS Customer Service Desk. Contact details can be found in section 10 of this document.

5. FRAMEWORK MANAGEMENT

- 5.1 Review meetings

- 5.1.1 To successfully deliver the framework agreement there will be proactive framework management activities. This will be informed by quality MI shared between the suppliers and CCS. A strategic relationship between suppliers on the framework and CCS will be developed immediately following award and maintained throughout the framework agreement.
- 5.1.2 Regular performance reviews between the supplier and CCS will take place throughout the framework agreement in the form of review meetings. There will be three levels of meetings: strategic, management and operational as detailed below:
- 5.1.3 Strategic management reviews between the senior management representatives from both the supplier and CCS will take place every six months. Content of the meetings will cover as a minimum:
 - 5.1.3.1 Overall framework agreement performance;
 - 5.1.3.2 Efficiency opportunities;
 - 5.1.3.3 Savings;
 - 5.1.3.4 Market conditions;
 - 5.1.3.5 Policy update;
 - 5.1.3.6 Security & risk management.
- 5.1.4 Management review meetings between contract managers from the suppliers' organisations, CCS and customer representatives will take place every quarter.
- 5.1.5 Operational review meetings between the management team of the suppliers and CCS will take place monthly.
- 5.1.6 The management and operational review meetings will focus on the operational performance of the framework agreement, which will include as a minimum:
 - 5.1.6.1 Framework agreement performance and customers;
 - 5.1.6.2 Compliance against KPIs;
 - 5.1.6.3 Incident and problem management;
 - 5.1.6.4 Forward planning and future efficiencies;
 - 5.1.6.5 Savings; and

5.1.6.6 Sustainability.

6. MANAGEMENT INFORMATION

6.1 Performance Management

- 6.1.1 In order for CCS to carry out its contract management activities, management information will be required from suppliers and customers. CCS will monitor customer satisfaction with regard to supplier performance across the range of Services. They will also assess the suppliers' on-going ability to meet customer requirements. CCS will provide regular updates to customers and suppliers, which may include news items, details of any contractual changes and management information.

7. CONTACT INFORMATION

For further information contact our Customer Service Desk:

Tel: 0345 410 2222

Website: <https://www.gov.uk/government/organisations/crown-commercial-service>

E-mail: info@crowncommercial.gov.uk