

**Schedule 1 – Specification**

**Part B Contract Management Requirements**

**Healthcare Soft Facilities Management Services Framework Contract RM6331**

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# Introduction

* 1. The purpose of this Specification is to set out the scope of the Deliverables (e.g. Goods and Services) that the Supplier will be required to make available to all Buyer(s) under the lotting structure of this Framework Contract, and to provide a description of what the Deliverables will entail, together with the specific standards applicable.
  2. This specification sets out the requirements and Standards for the Contract Management of Services under all Lots within this Framework Contract. This specification should be read in conjunction with Part A Requirements Overview and Part C for the relevant Lot within the Call-Off Procedure. The Supplier is required to comply with all parts of the Specification.
  3. In addition to this specification, each ‘Schedule 1 Specification - Part C’, Lot specific specification also contains contract management activities that the Supplier must provide as part of the Contract Management service as detailed in section 1.4 below.

|  |  |  |
| --- | --- | --- |
| **Specification** | **Lot** | **Section** |
| RM6331-Schedule-1-Specification-Part C Service Specification Lot 2a & 2b Cleaning Service | Lot 2A | 2.1 - 2.2 (inclusive) |
| Lot 2B | 5.2 - 5.4 (inclusive) |
| RM6331-Schedule-1-Specification-Part C Service Specification Lot 3a - 3g Waste Management | Lots 3A - 3G | 2.2 - 2.3 (inclusive)  2.11 - 2.15 (inclusive)  2.23 - 2.39 (inclusive) |
| RM6331-Schedule-1-Specification-Part C Service Specification Lot 4a & 4b Catering Service | Lots 4A and 4B | 2.7  2.24 - 2.27 (inclusive) |
| RM6331-Schedule-1-Specification-Part C Service Specification Lot 5 Bundled Soft FM Services | Lot 5 | 3.2 - 3.3 (inclusive)  3.7  4.2 - 4.3, 4.12 - 4.40 (inclusive)  5.2 - 5.11 (inclusive) |

## **Description of Lots**

* 1. This Framework Contract comprises 16 Lots, with this Part B Contract Management Requirements applying to all Lots.
  2. Suppliers are required to provide a number of Services for the Contract Management of Services awarded under this Framework Contract as detailed in this Framework Schedule 1 - Specification Part B Contract Management Requirements. A full list of the Contract Management Services required under this Framework Contract can be found in section 1.7. below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot(s)** | **Service Reference** | **Description of Services** | **Core / Additional Service** |
| All | Service A1 | Service Delivery Plans | Core |
| All | Service A2 | Management Services | Core |
| All | Service A3 | Staff Management, Recruitment and Training | Core |
| All | Service A4 | Selection and Management of Subcontractors | Core |
| All | Service A5 | Quality Management | Core |
| All | Service A6 | Compliance | Core |
| All | Service A7 | Health and Safety | Core |
| All | Service A8 | Risk Management | Core |
| All | Service A9 | Business Continuity and Disaster Recovery (BCDR) Plan | Core |
| All | Service A10 | Performance Monitoring | Core |
| All | Service A11 | Customer Satisfaction | Core |
| All | Service A12 | Reporting | Core |
| All | Service A13 | Sustainability | Core |
| All | Service A14 | Carbon Net Zero | Core |
| All | Service A15 | Social Value | Core |
| All | Service B1 | Mobilisation | Core |
| All | Service C1 | Service Management Platform | Core |

* 1. This specification sets out the requirements for the provision of overarching Contract Management for the services provided to the healthcare estate. The Supplier shall be required to provide a high quality, well managed Service that meets the Buyers requirements to ensure that Services are provided in a patient centred manner. The table set out in section 1.9 below provides a list of each Lot.
  2. A summary of the lot structure is as follows:

| **Lot** | **Description of Services** |
| --- | --- |
| **Linen and Laundry Services** | |
| Lot 1A | Standard Wash Linen and Laundry Services.   * The Suppliers appointed to Lot 1A will be responsible for the provision of standard wash linen and laundry services, including the processing (wash and finish) and transportation (collection and return) of linen items to Buyers; * Lot 1A includes the Core Services – processing (wash and finish) and transportation (collection and return) of linen items which are hired to the Buyer from the Supplier; * This Lot includes provisions for both Buyer Owned Linen and Supplier owned (Hire) Linen; and * Lot 1A Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry Service. |
| Lot 1B | Specialist Laundry Services (Theatre Packs).   * The Suppliers appointed to Lot 1B will be responsible for the provision of Specialist Laundry Services (theatre packs and drapes) including the processing (wash and finish) and transportation (collection and return) of items, which are hired to the Buyer from the Supplier; * All Suppliers appointed to Lot 1B must comply with the specific accreditations and performance criteria laid down in the European Standard EN13795; and * Lot 1B Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry Service. |
| Lot 1C | Standard Wash Linen and Laundry Services with Theatre Packs.   * The Suppliers appointed to Lot 1C will be responsible for the provision of standard wash linen and laundry services and Specialist Laundry Services (theatre packs and drapes); * The requirements of this Lot 1C shall reflect the combined requirements for Lot 1A and Lot 1C; and * Lot 1C Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service. |
| Lot 1D | Specialist Cleanroom Laundry Services.   * The Suppliers appointed to Lot 1D will be responsible for the provision of Specialist Cleanroom Laundry Services including the processing (wash and finish) and transportation (collection and return) of cleanroom garments at the ISO classification specified by the Buyer at the Call-Off stage; * The Supplier must be able to provide management information upon request by the Buyer, CCS or through Supplier audits, to include for example:   + Fabric product name and product code;   + Particle retention/barrier properties for 0.5 μm and 5.0 μm particle sizes;   + Air permeability result;   + Water vapour diffusion result;   + Date of manufacture;   + Operator name and any personnel number and department or cleanroom;   + Number of wash cycles;   + Number of sterilisation cycles;   + Length of time in use;   + Any repairs or adjustments to the garment criteria. * These properties must meet the standards set by the Buyer at the Call-Off stage, for example Cleanroom ISO 14644- and the Associated Controlled Class 1-9, as specified by the Buyer at the Call-Off stage; * Lot 1D Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service |
| **Cleaning Services** | |
| Lot 2A | General Cleaning and Pest Control   * The Suppliers appointed to Lot 2A will be responsible for the provision of routine cleaning to enhance the patient environment of the Buyers Premises in accordance with national standards for cleaning and infection control and prevention. * Lot 2A includes provisions for both scheduled cleaning and reactive cleaning in accordance with the requirements of national cleaning standards. * Lot 2A also includes:   + Installation and Art Cleaning to provide cleaning of art installations and monuments and sculptures that are in the possession of Buyers and located on Buyer Premises; and   + The cleaning of communications and equipment rooms including service and node rooms.   + The provision of external glazing cleaning services.   + Preventative Pest Control and reactive Pest Control services. |
| Lot 2B | Ambulance and Vehicle Deep Clean.   * The Suppliers appointed to Lot 2B will be responsible for the provision of specialist cleaning service and make ready service for ambulances and vehicles associated with the Delivery of clinical services. |
| **Waste Services** | |
| Lot 3A | Non-Hazardous Clinical Waste   * The Suppliers appointed to Lot 3A will be responsible for the provision of Waste Management Services for non-hazardous clinical wastes on behalf of the Buyer(s). * Lot 3A includes the Core Services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3A Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of Schedule 1 – Specification Part C Service Requirements, Lot 3 - Waste Services. |
| Lot 3B | Hazardous Clinical Waste   * The Suppliers appointed to Lot 3B will be responsible for the provision of Waste Management Services for hazardous clinical wastes on behalf of the Buyer(s). * Lot 3B includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3B Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of Schedule 1 – Specification Part C Service Requirements, Lot 3 - Waste Services. |
| Lot 3C | General Waste (Hazardous and Non-hazardous)   * The Suppliers appointed to Lot 3C will be responsible for the provision of Waste Management Services for both hazardous and non-hazardous general wastes on behalf of the Buyer(s). * Lot 3C includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3C Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements, Lot 3 - Waste Services. |
| Lot 3D | Recyclable General Waste   * The Suppliers appointed to Lot 3D will be responsible for the provision of Waste Management Services for recyclable wastes on behalf of the Buyer(s). * Lot 3D includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3D Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of Schedule 1 – Specification Part C Service Requirements, Lot 3 - Waste Services |
| Lot 3E | Confidential Waste   * The Suppliers appointed to Lot 3E will be responsible for the provision of Waste Management Services for confidential wastes on behalf of the Buyer(s). * Lot 3E includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3E Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of Schedule 1 – Specification Part C Service Requirements, Lot 3 - Waste Services. |
| Lot 3F | Feminine Hygiene Waste   * The Suppliers appointed to Lot 3F will be responsible for the provision of Waste Management Services for feminine hygiene wastes on behalf of the Buyer(s). * Lot 3F includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3F Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of Schedule 1 – Specification Part C Service Requirements, Lot 3 - Waste Services. |
| Lot 3G | Total Waste Management   * The Supplier will be capable of delivering all Services included within Lots 3A, 3B, 3C, 3D, 3E and 3F as a total waste management service. * Lot 3F Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of Schedule 1 – Specification Part C Service Requirements, Lot 3 - Waste Services. |
| **Catering Services** | |
| Lot 4A | Patient Catering   * The Suppliers appointed to Lot 4A will be responsible for the provision of a healthy, nutritious and appetising full meal service to patients including both in-patients and day patients (where required). * The Delivery of this Service will comply with Food safety and nutritional standards. * The Service includes provisions for a range of different Delivery approaches including use of equipped Buyer catering facilities and shelled out Buyer catering areas. |
| Lot 4B | Retail Catering and Hospitality Services   * The Suppliers appointed to Lot 4B will be responsible for the provision of an appealing and healthy range of retail catering solutions and hospitality services for visitors and staff. * The Delivery of this Service will comply with Food safety and nutritional standards. * The Service includes provision of 24-hour Catering Services (Food and Beverages) as part of the service range. |
| **Total Bundled Soft Facilities Management Services** | |
| Lot 5 | This Service includes:   * Linen and Laundry * Cleaning * Catering * Waste * Porterage & Logistics * Grounds Maintenance * Security * Visitor Support Services |

## **Definitions**

* 1. Terms used in the Specification and annexes that require further definition are capitalised. For definitions of these terms, you should refer to Joint Schedule 1 – Definitions, relevant Call Off and Joint Schedules.

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| HSC NI | means Health and Social Care Service Northern Ireland |
| NHS | means the National Health Service, and shall be deemed to include any or all of HSC NI, NHSE, NHSS, NHSW |
| NHS Digital Data Security and Protection Toolkit | an online self-assessment tool that enables organisations to measure and publish their performance against the National Data Guardian's ten data security standards.  All organisations that have access to NHS patient data and systems must use this toolkit to provide assurance that they are practising good data security and that personal information is handled correctly. |
| NHSE | means the National Health Service England |
| NHSS | means the National Health Service Scotland |
| NHSW | means the National Health Service Wales |
| PAM | means Premises Assurance Model |
| PLACE | means Patient-Led Assessments of the Care Environment |
| ERIC | means Estates Returns Information Collection |

# Service A1 - Service Delivery Plans

* 1. The Supplier shall prepare a Service Delivery Plan (SDP) for each Buyer’s requirements for Services in scope of the Call-Off Contract, describing its approach to providing the required Services. As a minimum, each SDP shall contain:
     1. Scope and Services objectives;
     2. Resourcing including:
        1. Operational structure including key roles, Personnel and resource proposals;
        2. Management structure/organogram for the Services;
        3. Third party Suppliers/partners;
        4. Job descriptions including roles and responsibilities;
     3. Service Delivery including:
        1. Approach and methodology for each service requirement in the Call-Off Contract, including any specific requirements set out in Part C Service Specification for the relevant Service;
        2. Policy and procedures relevant to the Services provided to the Buyer at each Buyer Premises;
     4. Quality, Environmental and Social Management including:
        1. Quality policy/quality statement;
        2. Quality management;
        3. Compliance management arrangements;
        4. Social Value performance and reporting plan;
     5. Operational Management including:
        1. Management arrangements;
        2. Operational liaison.
        3. Contract Variation Procedures and additional work requests;
     6. Performance Management including:
        1. Performance management arrangements;
        2. Preventative/corrective strategies demonstrating documented processes and procedures implemented to identify and remedy non-compliance in the Service Delivery;
        3. Complaints management processes including escalation processes and contacts; and
        4. Development and management of payment mechanism reporting;
     7. Procurement including:
        1. Procurement of Services;
        2. Procurement of materials taking account of embodied carbon and recycled content;
  2. The Supplier shall meet with the Buyer as a minimum annually to review the Service Delivery Plans identifying and agreeing where alternative methodologies would improve the quality and/or the value of the Service.

# Service A2 - Management Services

* 1. The Management Standards apply to this Service.
  2. The Supplier shall:
     1. Ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Supplier Staff for the duration of the Call-Off Contract. Details of the professional qualifications and accreditation required will be defined in the Call-Off Procedure;
     2. Develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the Service Delivery Plan (SDP) and within the Facilities Management (FM) Service Standards;
     3. Develop and maintain appropriate working practices, policies, procedures, and methods to ensure that the Services are supplied in accordance with Annex A - FM Service Standards. The Supplier shall follow such FM Standards at all times;
     4. The works processes and control measures are compliant with all health & safety and Buyer requirements;
     5. Review all method statements and risk assessments from Contractors prior to the start of any FM related activities to ensure all Supplier appointed Contractors Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works; and
     6. Be responsible for ensuring a change management plan is in place which shall be developed and agreed with the Buyer at the Contract Mobilisation Period.
  3. The Suppliers staff, including all contracted and supply chain staff, shall cooperate with and assist the Buyer with the implementation of all enhanced security related measures required in the event that enhanced security measures be required in response to increased threat assessment and/or level of alert.
  4. The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Framework Schedule 1 (Specification). These shall include, where requested, advice on hybrid working and use of smart technology.
  5. The Supplier shall provide, maintain and repair all equipment required for supplier staff located at Buyer Premises as necessary to provide the Services including but not limited to:
     1. Trolleys;
     2. Tools;
     3. Vehicles;
     4. Receptacles;
     5. Furniture;
     6. Special fittings;
     7. Office equipment; and
     8. Training equipment.
  6. The Supplier shall also provide Supplier Staff with all consumables necessary to deliver the Service including but not limited to chemicals, and stationery.

# Service A3 - Staff Management, Recruitment and Training

* 1. The Staff Management, Recruitment and Training Standards apply to this Service.
  2. The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.
  3. The Supplier shall recognise that the Public Sector in the UK is committed to the Delivery of high-quality public Services and recognises that this is critically dependent on the provision of excellent management and leadership skills and a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
  4. The Supplier shall recognise that the NHS bodies in the UK have in place, are developing and / or adopting fair work practices, which include:
     1. A fair and equal 'pay policy' that includes a commitment to supporting the living wage, including, for example being a 'living wage accredited employer. Where this is required by the Buyer, details will be provided by the Buyer in the Call-Off Procedure;
     2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK’s young workforce;
     3. Promoting equality of opportunity and developing a workforce, which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
     4. Supporting learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
     5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance;
     6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice; and
     7. Effective equality, inclusion and diversity policies and procedures.
  5. The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate induction, refresher and awareness training to ensure the successful and safe Delivery of the Services. These shall include but not be limited to:
     1. Health and safety (Safe System of Work) awareness;
     2. First Aid and accident reporting;
     3. COVID-19 health reporting and infection control related training;
     4. Customer care;
     5. SDP awareness;
     6. Quality management plan awareness;
     7. Fraud and bribery awareness;
     8. Waste management (e.g. waste hierarchies);
     9. Environmental and sustainability awareness;
     10. Equality, diversity and inclusion policies; and
     11. Mental health awareness.
  6. The Supplier shall develop and maintain a training register for all staff employed on the Contract and be responsible for maintaining appropriate staff records and training records for all Supplier Staff.
  7. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including:
     1. Business processes;
     2. Health and safety; and
     3. Site induction training.
  8. The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
  9. Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.
  10. Any Supplier Staff who has not received the clearance required by the Buyer, and who are required to be at the Buyer Premises must be accompanied and supervised at all times by an individual who has the appropriate level of clearance at the Suppliers cost.
  11. The Supplier shall provide an induction programme for all Supplier Staff, and participate in any relevant Buyer induction programme.
  12. The Supplier shall investigate where more than one (1) substantiated complaint is made against any individual member of its Staff within any Month. The Supplier shall take appropriate action to mitigate future recurrence and include the complaint and action taken in the Monthly performance reports as required through the Call-Off Contract with the Buyer.
  13. Supplier Staff shall be suitably presented and wearing all required uniforms and/or appropriate work wear at all times (in line with the defined Standards). The Supplier shall be responsible for the provision of all equipment, work wear, uniforms and PPE for their Personnel for use on the Contract.

# Service A4 - Selection and Management of Subcontractors

* 1. The Selection and Management of Subcontractors Standards apply to this Service.
  2. The Supplier is required to actively manage all aspects of Subcontractor involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract, and specifically that which is paid for. Key aspects of the role include the Services set out below:
     1. Protecting the Buyer's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Call-Off Contract;
     2. Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the Buyer Premises are delivered in compliance with the Supplier’s health and safety policy statement and Management Plan;
     3. Performance monitoring against agreed KPIs;
     4. Benchmarking and market testing of Services against the provision from other Service providers;
     5. Problem solving and dispute (prevention and) resolution where issues exist;
     6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, health and safety, environmental and legislative requirements;
     7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Subcontractors;
     8. Receiving, checking and authorising invoices for payment for additional Services; and
     9. Monitoring Subcontractors' approach to rectifying defects.
  3. The Supplier shall take all reasonable steps to engage SMEs and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Services on the environment.
  4. The Supplier shall report to the Buyer on the number of engagements held with SMEs and the number of any appointed as Subcontractors within its normal reporting procedures.

# Service A5 - Quality Management

## **Quality Management Systems**

* 1. The Quality Management Plan Standards shall apply to this Service.
  2. The Supplier shall have in place the following;

Lot 5:

* + 1. A Quality Management System accredited to ISO 9001
    2. An Environmental Management System accredited to ISO 14001;
    3. An Information Security Management System accredited to ISO 27001, and
    4. Cyber Essentials Basic accreditation. Cyber Essentials Plus is not mandatory but may be required by the Buyer at Call-Off where applicable and will be specified within the Call-Off Procedure as appropriate.

Lot 1:

* + 1. A Quality Management System accredited to ISO 9001 or hold EN 14065 certification;
    2. An Environmental Management System that is as a minimum based on the principles of ISO 14001;
    3. An Information Security Management System that is as a minimum based on the principles of ISO 27001, and
    4. Cyber Essentials Basic accreditation, or if the Supplier is a NHS body, accreditation on the NHS Digital Data Security and Protection toolkit will be accepted.

Lots 2, 3, and 4:

* + 1. A Quality Management System accredited to ISO 9001;
    2. An Environmental Management System that is as a minimum based on the principles of ISO 14001;
    3. An Information Security Management System that is as a minimum based on the principles of ISO 27001, and
    4. Cyber Essentials Basic accreditation, or if the Supplier is a NHS body, accreditation on the NHS Digital Data Security and Protection toolkit will be accepted.
  1. Where the Supplier has an accredited system, the Supplier shall maintain such accreditation throughout the Framework Initial Period and any subsequent extension period(s).
  2. Where the Supplier system is not accredited it shall demonstrate to the Buyer that the system has been reviewed periodically, and annually as a minimum.
  3. The Supplier shall provide the Buyer with evidence of its accreditations and/or system reviews upon request at any time during the Framework Initial Period and any subsequent extension period(s).
  4. The Supplier shall implement the required quality management plans in accordance with the ISO and Cyber Essential Accreditation, which shall include a proposed methodology to align with and support the Buyer's existing ISO accreditations and its related systems and delivering Continuous Improvement.
  5. The Supplier shall be responsible for undertaking an annual compliance review of their management systems with the Buyer to ensure compliance with all relevant systems to ensure the management systems continue to be suitable, adequate and effective.
  6. The Supplier shall develop and agree their ISO quality Audit programme with the Buyer during Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall show registration body inspection visits, Buyer audits, internal Supplier assessor visits and audits delivered by independent bodies.
  7. Where requested by the Buyer the Suppliers quality management systems shall be accredited by the UK Accreditation Service (UKAS). Further details of the requirement will be provided in the Call-Off Procedure.

# Service - A6 Compliance

* 1. The Compliance Standards shall apply to this Service.
  2. The Supplier shall be responsible for ensuring that all Buyer Premises remain safe and secure environments for all Buyer staff, including visitors / members of the Public, and Supplier Staff.
  3. The Supplier shall be responsible for developing and implementing a Compliance Management System relevant to the Services required under the Call-Off Contract that will ensure regulatory compliance is Delivered and maintained at all times across all Buyer Premises for all in-scope Services. The Compliance Management System shall incorporate the Delivery of a Contract specific Compliance Management Plan across all Buyer Premises.
  4. Areas of compliance include but are not limited to:
     1. Statutory laws;
     2. Regulatory laws;
     3. National and International Standards;
     4. Approved Codes of Practice (ACOPs);
     5. HSE guidance notes;
     6. UK HM Government policies (including Devolved Administrations);
     7. Healthcare specific requirements (e.g. Health Technical Memorandums);
     8. Lease requirements;
     9. Warranty requirements; and
     10. Buyer specific requirements.
  5. The Supplier shall ensure that a planned programme of compliance activities are undertaken throughout the Call-Off Contract Period, that reflect the scale and nature of the Services provided, to ensure full compliance is achieved. These shall include but not be limited to:
     1. Service Delivery audits;
     2. Management audits;
     3. Subcontractor audits; and
     4. Independent / external audits.
  6. The Supplier shall ensure that all compliance related activities are recorded within the SDP and are scheduled and recorded within the Suppliers Service Management Platform. The SDP will be agreed with the Buyer during the Mobilisation Period. costs for these Services shall be included in the Charges
  7. The Supplier shall ensure the Buyer has full access to all compliance related documentation upon request as and when required for the Buyer’s internal audit processes.
  8. The Supplier shall ensure that the Buyer approves the appointment of any independent auditors and inspection bodies prior to the commencement of any works at the Buyer Premises.
  9. The Supplier shall allow the Buyer to attend third party surveillance visits by its registration body throughout the period of the Contract.
  10. The Supplier shall ensure that the results of the audits and inspections are made available to the Buyer within four (4) weeks of completion of the Audit and shall be recorded on the Suppliers Service Management Platform.
  11. The Supplier shall always and immediately upon discovery notify the Buyer when a Buyer Premise becomes non-compliant at any time and/or for any reason.
  12. The Buyer has the right to appoint an independent third-party supplier to deliver an independent assessment of statutory compliance levels at Buyer Premises. The Supplier shall work with the Buyer and/or the independent third-party supplier to discuss any findings and any subsequent recommendations upon completion of the assessment, including, where applicable, providing a Rectification Plan as per 10.4.3 of the Core Terms.
  13. The Supplier shall ensure that their Compliance Management Plan is up-to-date and reflective of all re-enacted / new legislation and guidance to ensure regulatory compliance is not affected.
  14. Where re-enacted / new legislation has the potential to impact on Services, the Supplier shall notify the Buyer immediately in writing, outlining their justification and impacts on the Services.
  15. The Supplier shall provide assistance and information to the Buyer and be responsible for arranging access to any Supplier held documentation as required for any Buyer or Buyer organised independent audits at the Buyer Premises upon request. These may include:
      1. Buyer Audits
      2. National Audit Office;
      3. Specialist staff inspections including medical or logistics;
      4. Environmental Health inspection;
      5. Trading Standards inspection;
      6. All Statutory legislative inspections;
      7. Site inspections and compliance inspections and audits;
      8. Parliamentary enquiries and questions; and
      9. Freedom of information requests.
  16. The Supplier shall provide copies of any Service-related information required by the Buyer in the completion of their Premises Assurance Model on an annual basis in the format set out by the Buyer in the Call-Off Requirements. This may include:
      1. Up to date Service Delivery Plan;
      2. Evidence of regular assessment of policies and procedures relevant to the Services provided to the Buyer at each Buyer Premises;
      3. Up to date risk register for the Services;
      4. Quality Management audit records;
      5. Supplier Staff Training Records, including training needs analysis for all staff and attendance records;
      6. Up to date business continuity plans;
      7. Evidence of regular testing of business continuity plans appropriate to identified resilience risk levels;
      8. Records of testing and responses of actual incidents related to the Service collated, and assessed;
      9. Details of any planned and costed capital investment in the Service for the forthcoming year; and
      10. Additional records and data related to specific Services that is required to be collated under the relevant individual Service specification.
  17. The Supplier shall comply with the requirements of the Office for Government Property (OGP) FM Services standard and FM Asset data standard, as developed by the facilities management (FM) strategy programme team for inclusion into the Government Functional Standard GovS004 where required by the Buyer. Where this is a requirement, costs will be managed via the Billable Works and Projects process. Further information relating to this requirement will be provided in the Call-Off Procedure.

# Service - A7 Health and Safety

* 1. The Health and Safety Standards shall apply to this Service.
  2. The Supplier shall prepare and as appropriate, revise a written safety policy statement. As a minimum the safety policy shall be signed by an appropriate senior manager within the Suppliers organisation.
  3. The Supplier shall ensure:
     1. Their safety policy statement aligns with the requirements of the Buyer;
     2. They have suitable organisation and arrangements in place to implement their safety policy throughout the Contract Period;
     3. Their pandemic safety policy aligns with all regulations and any Public Health England (PHE) and Department of Health and Social Care (DHSC) guidelines for pandemic response, in addition to any further measures set out in the Health and Safety Executive (HSE) guidelines and/or agreed with the Buyer. The Supplier shall recognise the regulations may vary between regions and across Devolved Administrations. The Supplier shall ensure that where required, they adopt and comply with any applicable regulations as appropriate wherever necessary;
     4. The safety policy and safety management plan and COVID-19 safety plan shall be readily available and accessible to all their employees and anyone, including the Buyer, who may require sight of it;
     5. Details of their Safety Management plan and COVID-19 safety plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness; and
     6. They have an appropriate number of first aid and CPR trained Personnel deployed to successfully meet their own and the Buyer’s Health and Safety requirements in accordance with the Health and Safety (First Aid) Regulations 1981.
  4. The Supplier is required to provide a health and safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined in the Call-Off Procedure.
  5. The Supplier shall be responsible for notifying the Buyer of all accidents, incidents, dangerous occurrences and near misses on Buyer Premises involving Supplier staff, to include Subcontracted third-party staff delivering FM Services on their behalf for inclusion on the Datix system, or equivalent.
  6. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, to include Subcontracted third-party staff delivering FM Services on their behalf, and shall issue a written report, which shall include recommendations to prevent any repeat to the Buyer.
  7. The Supplier shall be responsible for ensuring that all Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) related incidents involving their staff are reported in accordance with HSE legislation. The Supplier shall be responsible for ensuring that the Buyer is notified immediately in writing.

## **Reportable Incidents**

* 1. The Supplier shall inform the Buyer via the helpdesk service each time reportable incidents occur. These shall be recorded on the Suppliers Service Management Platform and shall include:
     1. Health and safety accidents and incidents, to include HSE RIDDOR reports;
     2. Pollution and contamination incidents;
     3. Statutory compliance failures;
     4. Service failures;
     5. Instances of wilful damage or vandalism;
     6. Staff disciplinary issues, where associated with personal integrity, which may have the potential to damage the reputation of the Buyer; and
     7. Complaints.
  2. Further information on the reporting requirements will be provided in the Call-Off Procedure.

# Service A8 - Risk Management

* 1. The Risk Management Standards shall apply to this Service.
  2. The Supplier shall be responsible for the development of a Contract specific risk register, which shall be reviewed, updated and issued to the Buyer [annually]. Where new and/or significant risks are identified which have the potential to impact on the Buyer's business operation, service provision and / or performance standards, the Supplier shall be responsible for informing the Buyer of these risks within 24 hours of their discovery.
  3. The Supplier shall be required to operate business unit specific risk management systems including the drafting and updating of such systems.
  4. The Supplier shall document mitigation strategies for areas of risk identified.

# Service A9 - Business Continuity and Disaster Recovery (BCDR) Plan

* 1. The Business Continuity and Disaster Recovery (BCDR) Plan Standards apply to this Service.
  2. In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have a BCDR plan to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract.
  3. The Supplier will 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, throughout the lifetime of the Framework Contract and any Call-Off Contracts.
  4. The Supplier shall:
     1. Notify the Buyer as soon as it becomes aware of a Business Critical Event or a likely Business Critical Event. The Supplier shall collaborate with the Buyer to ensure that the BCDR Plan interfaces seamlessly to support the Buyer's business;
     2. Liaise with the Buyer to ensure that appropriate communication lines are maintained;
     3. Ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Buyer of all scheduled interruptions to any energy supply if it may affect the Buyer's operations; and
     4. Provide its BCDR Plan at least ninety (90) Working Days prior to the Call-Off Start Date (or as otherwise agreed by the Buyer during the Mobilisation Period). The BCDR Plan shall be reviewed on a regular basis and as a minimum once every six (6) Months.
  5. At the request of the Buyer, the Supplier shall assist in testing the Buyer's BCDR Plan at intervals to be agreed by both Parties.
  6. The Buyer may require the provision of professional advice in relation to its own BCDR Plan, including the safe evacuation of Buyer Premises during an emergency and the operation of emergency systems. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each Buyer Premises. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service. Where this is required, associated costs should be charged via Call-Off Schedule 25 -– Billable Works and Projects.
  7. The Buyer's BCDR Plan is confidential, and the Buyer will decide which information will be divulged to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Buyer.

# Service - A10 Performance Monitoring

* 1. The Performance Monitoring Standards shall apply to this Service.
  2. The Supplier is required to undertake a performance self-monitoring regime, which is to be agreed with the Buyer. This shall be inclusive of all Services Delivered by third party Suppliers and partners.
  3. Within the performance self-monitoring regime, the Supplier is required to:
     1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
     2. Monitor the performance of the Services via a programme of internal and external audits and inspections and produce monthly performance reports for the Buyer;
     3. Monitor the performance of the Services via a trend analysis of recorded data in the Suppliers Service Management Platform and include this in the monthly performance reports for the Buyer; and
     4. Provide analysis of performance of each required Service against defined performance requirements
  4. The Supplier shall work with the Buyer and support their internal management processes. The Supplier’s self-monitoring regime shall recognise these processes and capture feedback from Buyer audits and inspections, to include independent audits scheduled by the Buyer. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.

## **Performance Measurement and Reporting**

* 1. The Supplier shall provide monthly comprehensive Management Reports in relation to its own performance against the agreed KPIs and other measures reasonably requested by the Buyer. These reports shall include summaries at region, establishment, business and Service level, as appropriate, for the following:
     1. Achievement against KPI agreements;
     2. Achievement against social value initiatives;
     3. Achievement against carbon net zero initiatives;
     4. Reasons for failure to meet any KPI agreements;
     5. Performance failures accruing because of failure to meet KPI agreements;
     6. Levels of statutory compliance (where appropriate);
     7. Performance against sustainability plan;
     8. Progress / status of work orders;
     9. SME contractual performance (i.e. number of SMEs engagement sessions held, number appointed and value of cost of deliverables undertaken by appointed SMEs);
     10. Details of progress against Buyer agreed action plans for the following month, which will be reviewed to check progress and track actions carried out to completion. The Buyer shall not unreasonably withhold or delay agreement of these action plans with the Supplier; and
     11. Measuring its performance each month against each of their KPIs and calculate payment mechanism scores in accordance with its Supplier performance mechanism.
  2. The Supplier shall provide information statistics and trend analysis in the monthly comprehensive Management Reports in relation to all aspects of the Services including:
     1. No. of planned and/or scheduled tasks due, by type and region;
     2. No. of planned and/or scheduled tasks completed on time, by type and region;
     3. No. of planned and/or scheduled tasks completed late, by type and region;
  3. For performance measurement and reporting, the Supplier shall report against its performance by undertaking the following actions:
     1. Inputting performance data relating to its operational KPIs into the Suppliers Service Management Platform.
     2. Collating the data required to calculate its performance against the obligations in the Supplier performance mechanism.
     3. The Supplier shall provide the performance scores and associated Deductions calculated for the previous quarter in the Monthly comprehensive Management Reports in relation to all aspects of the Services; and
     4. The Supplier shall provide the Buyer with any required reports, written information or statistical information in relation to the Services against all data held within the Suppliers Service Management Platform. This will be in response to reasonable ad hoc requests from the Buyer. The costs for this service shall be included in the Charges.
  4. The Supplier shall provide a comprehensive update in the monthly comprehensive Management Reports in relation to their contractual risk register. These shall include but not be limited to:
     1. Progress against known and existing risks;
     2. Risk mitigation activities; and
     3. Newly identified risks.

# Service A11 - Customer Satisfaction

* 1. The Customer Satisfaction Standards shall apply to this Service.
  2. The Supplier shall ensure that:
     1. They have processes in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Framework Contract Period;
     2. They have processes in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Buyer, building users, occupants of Buyer housing, users of training facilities, all stakeholders and customers at all times;
     3. Their customer satisfaction processes align with the Buyer’s quality management system (QMS) where appropriate. Further information will be provided in the Call-Off Procedure; and
     4. They administer the formal process for handling service failures, and complaints as set out in Appendix C – Complaints, and Failure Process.
  3. The Supplier shall conduct quarterly customer satisfaction surveys using a digital medium as part of their ongoing commitment to Continuous Improvement and performance management (in addition to ensuring value for money).
  4. The Supplier's SDPs shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including:
     1. Approach to maximising synergies with NHS performance measurement / customer experience processes, systems including PAM, PLACE and ERIC;
     2. Approach to maximising survey responses;
     3. Sample / draft question set; and
     4. Approach to the analysis of results.
  5. Where the customer satisfaction survey results are of a score less than the required satisfaction level set out by the Buyer in the Call-Off Procedure, the Supplier shall:
     1. Investigate the cause of the dissatisfaction;
     2. Produce an action plan to address the root cause of customer dissatisfaction; and
     3. Where appropriate, carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.
  6. The Supplier will acknowledge complaints made by Buyer(s) and/or CCS within 2 working days of the details being received by the Supplier. Thereafter, the Supplier shall provide updates to the Buyer and/or CCS on how they are proactively working to seek a resolution, at intervals of no more than 2 working days, until a satisfactory resolution has been agreed, which is mutually acceptable to all parties.
  7. The Supplier will provide CCS and the relevant Buyer with comprehensive reports on all complaints on a quarterly basis, or at a frequency requested by the Buyer. These reports will include, as a minimum, the date the complaint was received and resolved, complainant contact details, the nature of the complaint and the actions agreed and taken to resolve the complaint. The Buyer(s) will define any additional requirements with the Supplier during implementation of an acceptable solution.

# Service A12 - Reporting

* 1. The Reporting Standards shall apply to this Service.
  2. The Supplier shall ensure that:
     1. They deliver a regular reporting capability to the Buyer using innovative approaches to provision of Buyer access to reporting;
     2. The format, standard and frequency of reporting is developed and agreed with the Buyer and delivered in accordance with their requirements;
     3. All data used to generate reports is held within or is accessible by the Suppliers Service Management Platform; and
     4. The information required to report against its agreed KPIs is contained within the Suppliers Service Management Platform and maintained accurately at all times.
  3. The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided which shall be included in the Charges. These shall include but not be limited to:
     1. Performance measurement and reporting;
     2. Reportable incidents;
     3. Ad hoc reporting requirements;
     4. Framework MI reporting;
     5. ERIC Return Reports; and
     6. Buyer Audit Related Reports.
  4. The Supplier shall ensure that the reports align with the requirements as set out in this Section 13.

## **Ad Hoc Reporting Requirements**

* 1. The Buyer may request the Supplier to create and generate ad hoc reports on its behalf.
  2. Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer. Any associated costs for these ad hoc reports will be managed via Call-Off Schedule 25 - Billable Works and Projects.

## **Framework MI Reporting**

* 1. The Supplier shall report on its own performance with the Buyer and shall ensure the Management Information (MI) required by the Authority is produced in the required formats and is submitted by the agreed deadlines in accordance with the requirements outlined within Framework Schedule 4 Framework Management and Framework Schedule 5 Management Charges and Information.
  2. The Supplier shall ensure they remain fully compliant with all MI reporting requirements and shall commit to maintain full compliance as the Authority develops enhanced reporting regimes throughout the lifetime of this Framework Contract.

## **ERIC Reports**

* 1. The Supplier shall collate data relating to the Service provision, on a [monthly] basis in the format agreed with the Buyer during the Mobilisation Period to allow the expedient completion of the ERIC return elements that relate to the Services provided under the Call-Off Agreement. The data shall be collated at both a Buyer level and a Buyer Premises level. This shall include but not be limited to:
     1. Service Cost Data by Relevant Category;
     2. Service Staff Data by Relevant Category;
     3. Service Volume Data by Relevant Category; and
     4. Service RIDDOR data

## **Buyer Audit Related Reports**

* 1. The Supplier shall, on receipt of a Buyer Audit that identifies a requirement for Service improvement, meet with the Buyer to establish an action plan to remedy any shortfalls in Service provision identified. These audits shall include but not be, limited to:
     1. Technical Audits;
     2. Efficacy Audits; and
     3. Patient-led assessments of the care environment (PLACE).

# Service A13 - Sustainability

* 1. The Sustainability Standards shall apply to this Service.
  2. An Environmental Management System that is as a minimum based on the principles of ISO 14001 and shall ensure:
     1. Where the Supplier has an accredited system, the Supplier shall maintain such accreditation throughout the Framework Initial Period and any subsequent extension period(s).
     2. Where the Supplier system is not accredited it shall demonstrate to the Buyer that the system has been reviewed periodically, and annually as a minimum;
     3. That they provide the Authority with evidence of its ISO 14001 accreditation upon request at any time during the Framework Initial Period and any extension periods;
     4. That they implement an environmental management plan, which shall include a proposed methodology to align with and support the Buyer's existing or planned ISO 14001 accreditation and its related systems and for delivering Continuous Improvement;
     5. That they undertake an annual review of their environmental management system with the Buyer to ensure compliance with ISO 14001 (or current edition) to ensure the management systems continue to be suitable, adequate and effective;
     6. That they develop and agree their environmental management plan with the Buyer during Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall show registration body inspection visits, Buyer audits, internal Supplier assessor visits and audits Delivered by independent bodies; and
     7. That where requested by the Buyer, their environmental management system shall be accredited by the UK Accreditation Service (UKAS).  Further details of the requirement will be provided in the Call-Off Procedure.
  3. The Supplier shall where requested in the Call-Off Procedure record data for all significant products they provide on site, including EPDs, transport data, waste and site emissions in line with NHS Net Zero Building Standard RACI matrix.

## **Sustainability Management Plan**

* 1. The Supplier shall develop, maintain and implement a sustainability management plan in line with the Buyer’s sustainability requirements.
  2. The content, structure and format of the sustainability management plan shall be agreed between the Buyer and the Supplier.
  3. The Supplier shall submit the sustainability plan for the Buyer’s Approval within three (3) Months of the Call-Off Start Date.
  4. The Supplier shall ensure that the sustainability management plan complies with GBS and all Buyer requirements to be defined in the Call-Off Procedure.
  5. The sustainability management plan shall include:
     1. A Stock and Asset Management Plan;
     2. A Resource Efficiency Plan;
     3. A Water Usage Report; and
     4. An Energy Usage Report.

## **A Stock and Asset Management Plan**

* 1. The Supplier shall produce a Stock Asset Management Plan that addresses:
     1. Purchasing the appropriate quantity and quality of stock and assets;
     2. how stock and consumables are distributed – as needed or set number per period including tracking method;
     3. standardisation of requirements;
     4. product redeployment – encompassing re-use, repair and re-issuing of used products when cost effective;
     5. Influencing user behaviour – to influence sustainable approaches; and
     6. End-of-life management – enabling cost-effective re-use and/or recycling at end-of-life and a commitment to avoid landfill.

## **Resource Efficiency Plan**

* 1. The Supplier shall produce a Resource Efficiency Plan that addresses:
     1. Reducing energy and water consumption in Service Delivery;
     2. Re use and repair of stock and equipment used in the Service;
     3. Reduction of packaging materials; and
     4. The use of chemicals.
  2. And, when specifying products, in order to provide the Services under this Procurement, how the following will be included:
     1. Specifying durable products;
     2. Specifying products for re-usability;
     3. Specifying used products;
     4. Reducing in use impacts;
     5. Specifying lower impact fibres;
     6. Specifying recycled content; and
     7. Minimising hazardous chemicals.

## **Water Usage Reporting**

* 1. The Supplier will report quarterly to the Buyer on water usage associated with the service Delivery under this Framework Contract. The Supplier will work with the Buyer to agree water use reduction targets.
  2. The basis upon which the water use information will be provided shall be as set out for each relevant Service in the Call-Off agreed with the Buyer during mobilisation.
  3. The Supplier will continue reporting quarterly on water use and comparison made to the baseline year and their voluntary target. If requested by Buyer, the Supplier will provide additional data on whether water is reused / greywater is used.

## **Energy Usage Reporting**

* 1. Where requested by the Buyer the Supplier will report quarterly to the Buyer on energy usage associated with the service Delivery under this Framework Contract. The Supplier will work with the Buyer to agree carbon reduction targets.
  2. Initially, energy usage information will be provided on the basis of tonnes CO2e per item as agreed with the Buyer.
  3. Energy usage 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 March 2019, which can be found here: <https://www.gov.uk/guidance/measuring-and-reporting-environmental-impacts-guidance-for-businesses>

## **Service Product Selection**

* 1. The Supplier shall ensure that products purchased contain a high proportion of recycled content where available; and apply circular economy principles.
  2. The Supplier shall ensure that products purchased that require to be disposable in line with the requirements of infection prevention and control allow a high proportion of recyclable materials.
  3. Where possible, the Supplier shall utilise products with minimal impact on air quality in line the with NHS Net Zero Building Standards.

## **Hazardous Materials**

* 1. On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (CoSHH) regulations and all relevant legislation.
  2. The Supplier shall avoid the use of hazardous substances including substances which are radioactive, flammable, explosive, toxic, corrosive, bio hazardous, oxidisers, asphyxiates, pathogens or allergens.
  3. The Supplier shall ensure that all internal finishes, including solvents and paints are inert and meet best practice Standards for using low levels of Volatile Organic Compounds (VOC) during their manufacture.
  4. All refrigerants used within the Buyer Premises shall have a Global Warming Potential (GWP) of less than five (5).
  5. All equipment containing refrigerants shall be monitored and maintained with this process detailed within a dedicated maintenance strategy. Records and output reports shall be stored securely and linked to the space location and componentry associated to the Asset through the Asset information requirements.
  6. No Chlorofluorocarbons (CFCs) shall be used upon the Buyer Premises in line with the Montreal Protocol. The Supplier shall also prohibit the use of Hydro-chlorofluorocarbons (HCFCs). If equipment containing these materials is detected upon the estate, the Supplier shall maintain and/or phase out this equipment in line with the relevant legislation.
  7. The Supplier shall ensure that the Buyer is notified of all accidental emissions of ozone depleting substances and fluorinated greenhouse gases in equipment for which it is responsible.

## **Transport**

* 1. The Supplier shall work to reduce the amount of travel undertaken by Supplier Staff and third party Suppliers by combining deliveries of Goods to each Buyer Premises.
  2. The Supplier shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.
  3. The Supplier shall provide monitoring to benchmark the performance of each Buyer Premises and report on its overall transport usage against internal targets and the Greening Government Commitments targets.
  4. The Supplier may be requested to collect and provide the appropriate data to the Buyer on a Monthly basis.
  5. The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Buyer to share effective strategies across its regions.
  6. The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.

# Service A14 - Carbon Net Zero

* 1. The Carbon Net Zero Standards shall apply to this Service.
  2. The Climate Change Act as amended 2019, commits the UK to net zero by 2050.
  3. The NHS is committed to two net zero targets; Net zero by 2040 for the emissions the NHS controls directly and Net zero by 2045 for the emissions the NHS has the ability to influence. Before the end of the decade the NHS has committed to no longer purchasing from suppliers that do not meet or exceed the NHS’ commitment to net zero.
  4. From April 2024 all suppliers to the NHS will be required to submit a Carbon Reduction Plan to cover all procurements.
  5. This Framework Contract provides a means of embedding carbon net zero policies and processes to meet these targets through enabling improvements such as improved building conditions, use of smarter technology and reductions in greenhouse gas emissions as detailed in the Call-Off Procedure.
  6. The Supplier shall:
     1. Maintain and embed their corporate carbon net zero principles, policies and procedures as they apply to the Services requested in the Call-Off Procedure;
     2. Develop, deploy and maintain appropriate management and staffing levels to ensure all carbon net zero policies, principles and practices as they apply to the Services are in place;
     3. Ensure compliance with all of HM Government and Buyer’s carbon net zero policies, targets and procedures (including any re-enactments and changes to HM Government and/or Buyer’s Policies) and act upon the instructions of the Buyer should there be a change in the carbon net zero requirements;
     4. Ensure all Supplier appointed contracted and supply chain staff are fully aware of the agreed carbon net zero policies, initiatives and procedures; and
     5. Provide expert technical and professional advice to the Buyer upon request on issues related to carbon net zero. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice.
  7. The Supplier shall, if requested, provide the Buyer with the Supplier’s own Net Zero Policy and targets, with the added provision of 12-monthly progress updates if requested.

## **Carbon Net Zero Plan**

* 1. The Supplier shall ensure compliance with the reporting requirements outlined within the Streamlined Energy and Carbon Reporting (SECR) framework.
  2. The Supplier shall collaborate with the Buyer and develop, maintain and implement a carbon net zero strategy in line with the Buyer’s carbon net zero requirements.
  3. The content, structure and format of the carbon net zero management plan shall be agreed between the Buyer and the Supplier during the Mobilisation Period.
  4. The Supplier shall submit the carbon net zero plan for the Buyer’s Approval within three (3) Months of the Call-Off Start Date.
  5. Where requested by the Buyer, the Supplier shall provide Greenhouse Gas (GHG) accounting for the service.

# Service A15 - Social Value

* 1. The Social Value Standards shall apply to this Service.
  2. The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies, including Devolved Administrations, to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, to deliver them. These benefits are over and above the core deliverables of contracts. More information on Social Value can be found at:

<https://www.gov.uk/government/publications/social-value-act-introductory-guide>

* 1. This Framework Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the Call-Off Procedure.
  2. The Supplier shall:
     1. Maintain and embed their corporate social value principles, policies and procedures as they apply to the Services requested in the Call-Off Procedure;
     2. Develop, deploy and maintain appropriate management and staffing levels to ensure all social value policies, principles and practices as they apply to the Services are in place;
     3. Ensure compliance with all of HM Government and Buyer’s social value policies, targets and procedures (including any re-enactments and changes to HM Government and/or Buyer’s Policies) and act upon the instructions of the Buyer should there be a change in the social value requirements;
     4. Ensure all Supplier appointed contracted and supply chain staff are fully aware of the agreed social value policies, initiatives and procedures;
     5. Provide expert technical and professional advice to the Buyer upon request on issues related to social value. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice; and
     6. The Supplier shall be committed to fair work practices, with a Fair Work Policy available upon request by the Buyer.
  3. The Supplier shall upon request provide their EDI and BAME strategies and targets, with 12-monthly progress updates available if requested.

# Service B1 - Mobilisation

* 1. The Mobilisation Standards shall apply to this Service.
  2. The Mobilisation Period will be a six (6) Month period (unless otherwise agreed with the Buyer in the Call-Off Procedure). The legal rights and obligations of the Supplier during this period are those stipulated in the Call-Off Contract.
  3. During the Mobilisation Period, the Incumbent Supplier shall retain full responsibility for all extant Services until the Service Start Date or as otherwise formally agreed with the Buyer. The incoming Supplier's full-service obligations shall formally be assumed on the Service Start Date as set out in Call-Off Schedule 4 - Call-Off Tender.
  4. The Supplier shall work cooperatively and in partnership with the Buyer, Incumbent Supplier, and other FM Supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services.

## **Mobilisation Plan**

* 1. The Supplier shall:
     1. Work with the Incumbent Supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
     2. Mobilise all the Services specified in the Specification within the Call-Off Contract;
     3. Appoint a Supplier Authorised Representative who shall be responsible for the management of the Mobilisation Period. This is to ensure that the Mobilisation Period is planned and resourced adequately, and act as a point of contact for the Buyer;
     4. Produce a Mobilisation Plan, to be agreed by the Buyer, for carrying out the requirements within the Mobilisation Period including key milestones and dependencies;
     5. Detail how they will work with the Incumbent Supplier and the Buyer Authorised Representative to capture and load up information such as Asset data;
     6. Liaise with the Incumbent Supplier to enable the full completion of the Mobilisation Period activities;
     7. Produce and implement a communications plan, to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services;
     8. Produce a mobilisation report for each Buyer Premises to encompass programmes that will fulfil all the Buyer's obligations to landlords and other tenants. The format of reports and programmes shall be in accordance with the Buyer's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Buyer;
     9. Manage and report progress against a Mobilisation Plan;
     10. Construct and maintain a mobilisation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;
     11. Attend Progress Meetings (frequency of such meetings shall be determined in the Call-Off Procedure in accordance with the Buyer's requirements during the Mobilisation Period). Mobilisation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
     12. Ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless Change of Control between Incumbent Supplier and the Supplier.

## **Interaction with Stakeholders**

* 1. The Supplier shall familiarise itself with the Buyer's Premises and the needs of the building users.
  2. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:
     1. Liaison;
     2. Reporting;
     3. Co-ordination and provision of Services;
     4. Attendance at meetings; and
     5. Management and resolution of stakeholder issues.
  3. Further details of the stakeholder management requirements will be provided in the Call-Off Procedure.
  4. The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the Mobilisation Period.
  5. During the Mobilisation Period the Supplier shall undertake the routine examinations and inspections of the Buyer’s Premises and Services necessary to assume its duties.

## **Data Validation**

* 1. The Supplier shall be responsible for undertaking a Data Validation Audit of the Due Diligence Information during the Mobilisation Period across all Buyer Premises to ensure that potential errors, inaccuracies or omissions in the Service data issued by the outgoing Supplier are identified. The activities shall include but not be limited to:
     1. Floor areas;
     2. Equipment lists;
     3. Review of Buyers categorisations and processes against standards and guidance; and
     4. Volume Data related to the service
  2. Upon completion of the Data Validation Audit, the Supplier shall produce and submit a Data Validation Report detailing findings and recommendations to ensure compliance with the Buyer’s obligations under legislation and guidance relevant to the Services. This shall include detailed proposals on improved methodologies that will improve service quality and efficiency and sustainability of service Delivery. The Supplier shall include costs for the provision of this Data Validation Audit within their mobilisation costs.

## **Integration**

* 1. The Integration Standards shall apply to this Service.
  2. The Supplier shall provide an integrated Service ensuring a seamless and coordinated Delivery and effective synergies with the Buyer’s third-party Suppliers and service providers are Delivered at all times. The Supplier shall take advantage of synergies between the different Services and the benefits that integration will bring.
  3. The Supplier shall be aware that Services shall be Delivered across all Buyer Premises.
  4. The Supplier will work collaboratively with the Buyer to promote excellence and innovation and enhance the reputation of the Buyer amongst key stakeholders across HM Government and within local communities.
  5. The Supplier shall:
     1. Focus on cross / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;
     2. Share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services;
     3. Work collaboratively with the Buyer and identify opportunities in relation to delivering the Services; and
     4. Be alert and provide the benefits of working together to the Buyer. The Supplier shall also provide the most advantageous options in relation to the deployment of Supplier Staff in order to deliver the required Services in the most efficient, cost effective and sensible manner.
  6. The Supplier shall work collaboratively with the Buyer when establishing their operational Delivery plan and shall focus on the use of technology, data and analytics to develop maintain and maximise the workplace experience and value-for-money for the Buyer. These Continuous Improvement initiatives shall include:
     1. Use of intelligent systems to aid with the Delivery of more efficient Services;
     2. Use of new technology, to include robotic solutions, and analytics-based solutions to support the Delivery of Services where appropriate; and
     3. Identification of opportunities to link to and enhance Buyer systems in Buyer premises such as the use of bed management systems and technology to maximise efficient Service Delivery at the Buyer Premises.
  7. The Supplier shall ensure that all opportunities identified that have the potential to deliver performance, economic and social value improvements are presented to the Buyer for consideration.
  8. The Supplier shall ensure that the initiatives agreed with the Buyer are:
     1. Captured within the SDP, as defined within Annex A – FM Service Standards; and
     2. Reported upon as part of the agreed Contract-reporting regime.

# Service MP1 - Service Management Platform

* 1. The Service Management Platform Standards shall apply to this Service.
  2. The Supplier shall provide the system and software (the Suppliers Service Management Platform) required to deliver, record and monitor the Services. The scale and complexity of the Suppliers Service Management Platform shall reflect the scale and the nature of Services being provided under the Call-Off Procedure.
  3. Where a Supplier does not have a single platform that meets the requirements detailed within this Specification, the Supplier shall be required to demonstrate its approach to meeting the requirements across its wider corporate platforms, and confirm how information will be made available to the Buyer.
  4. The Supplier shall provide solutions that seek to innovate the reporting process and the sharing of information with the Buyer in a manner that reflects the scale and the nature of Services being provided under the Call-Off Procedure.
  5. The Suppliers Service Management Platform shall be capable of:
     1. Allowing the Buyer to raise requests;
     2. record all tasks requested, planned and completed as part of the Service;
     3. Tracking progress on tasks, and recording status updates provided to the Buyer;
     4. Recording and reporting by each Buyer Premises or location;
     5. Allowing review of work assignments to Supplier Staff and Subcontractors;
     6. Providing facilities for online invoicing, hard and soft charging processes and payment processes;
     7. accurately reporting Management Information and KPI performance data to meet the requirements of the Buyer and Authority;
     8. Store all Buyer Premises related documentation as required for inclusion within the Buyer Premises logbook, to include but not be limited to:
        1. Health and safety documentation;
        2. COSHH risk assessments;
        3. Audit reports;
        4. Security assignment instructions;
        5. Emergency isolation and utility metering data;
        6. Business continuity and disaster recovery data; and
        7. Emergency out-of-hour contact details.
     9. analysing information on the performance of each required Service against defined performance requirements.
     10. monitoring performance of Services, notwithstanding any changes in work practices, technology and agreed performance Standards at all times.
  6. The cost control functionality shall have the capability to:
     1. Track costs through a hierarchy of budgets, contracts and projects;
     2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;
     3. Discount purchase Orders or individual line items;
     4. Provide purchase Order receipt acknowledgement;
     5. Provide costs for all Billable Works, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the Buyer in the Call-Off Procedure;
     6. Easily distribute information to stakeholders;
     7. Ensure financial reports are available for ad-hoc reporting or scheduled generation basis; and
  7. The report functionality shall have the capability to:
     1. Report on performance management;
     2. Provide direct email distribution to stakeholders;
     3. Produce specific corporate reporting requirements;
     4. Provide extensive reports as standard; and
     5. Provide cost control and monitoring.
  8. The Supplier shall be responsible for ensuring:
     1. all feedback information associated with its activities and information relating to the completion of Service requests is promptly and accurately entered into the Suppliers Service Management Platform.
     2. all response and rectification periods required by the Buyer are maintained within the Suppliers Service Management Platform.
     3. the Suppliers Service Management Platform captures all costs including direct labour, Subcontractor labour, consumable and material costs;
  9. The Supplier shall ensure that in line with best practice, the Suppliers Service Management Platform has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.
  10. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract for any reason, ownership of the Service-related data and Buyers Data contained within the Suppliers Service Management Platform shall remain with the Buyer.

# Appendix A Legislation, Guidance and ACoP

This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Contract Management Service.

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| **Part B – Contract Management Requirements** | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:   * ISO 9001 Quality Management * ISO 14001 Environmental Management * BS 25999: Business Continuity Management. * ISO 27001 Information Security Management * ISO 31000: Risk Management where requested by the Buyer. * ISO 37301 Compliance Management Systems; * Cyber Essentials * Call-Off Schedule 7 - Key Staff. * Call-Off Schedule 3 - Continuous Improvement. * Call-Off Schedule 15 - Contract Management. * Procurement Policy Note (PPN) 06/20; * PPN 06/21 – Taking account of carbon reduction plans in the procurement of major government contracts; * Procurement Policy Note (PPN) 01/21 (NI); and * Public Procurement Note (PPN) 14/15: supporting apprenticeships and skills through public procurement. * The Health and Safety at Work etc. Act 1974. * Call-Off Schedule 8 - Business Continuity and Disaster Recovery. * Centre for the Protection of the National Infrastructure (CPNI). * Compliance with Government Buying Standards for Cleaning Products and Services * Compliance with the Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list. * Compliance with Government and NHS hospitality policies is essential at all times. * The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics. * Government carbon management strategy. * The Mainstreaming Sustainable Development Package sets out the Government’s vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing. * Government Buying Standards. * The Mainstreaming Sustainable Development Package sets out the Government’s vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing. * All Defra guidelines where mandatory shall be adhered to. * In addition, there are Government Buying Standards for a range of electrical goods. * All Defra guidelines where mandatory shall be adhered to. * Streamlined Energy & Carbon Reporting (SECR) Regulations. * The Climate Change Act (as amended): 2019. * Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019). * Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019). * Ten Point Plan for a Green Industrial Revolution. * The Industrial Decarbonisation Strategy. * Greening Government Commitments (“GGC”) framework. * The Energy White Paper. * The Public Services (Social Value) Act 2012. * The Well-being of Future Generations (Wales) Act 2015. * The Equality Act 2010. * The Outsourcing Playbook. * Procurement Reform (Scotland) Act 2014. * Delivering a ‘Net Zero’ National Health Service (last update: July 2022) |

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# Appendix B Quality Standards

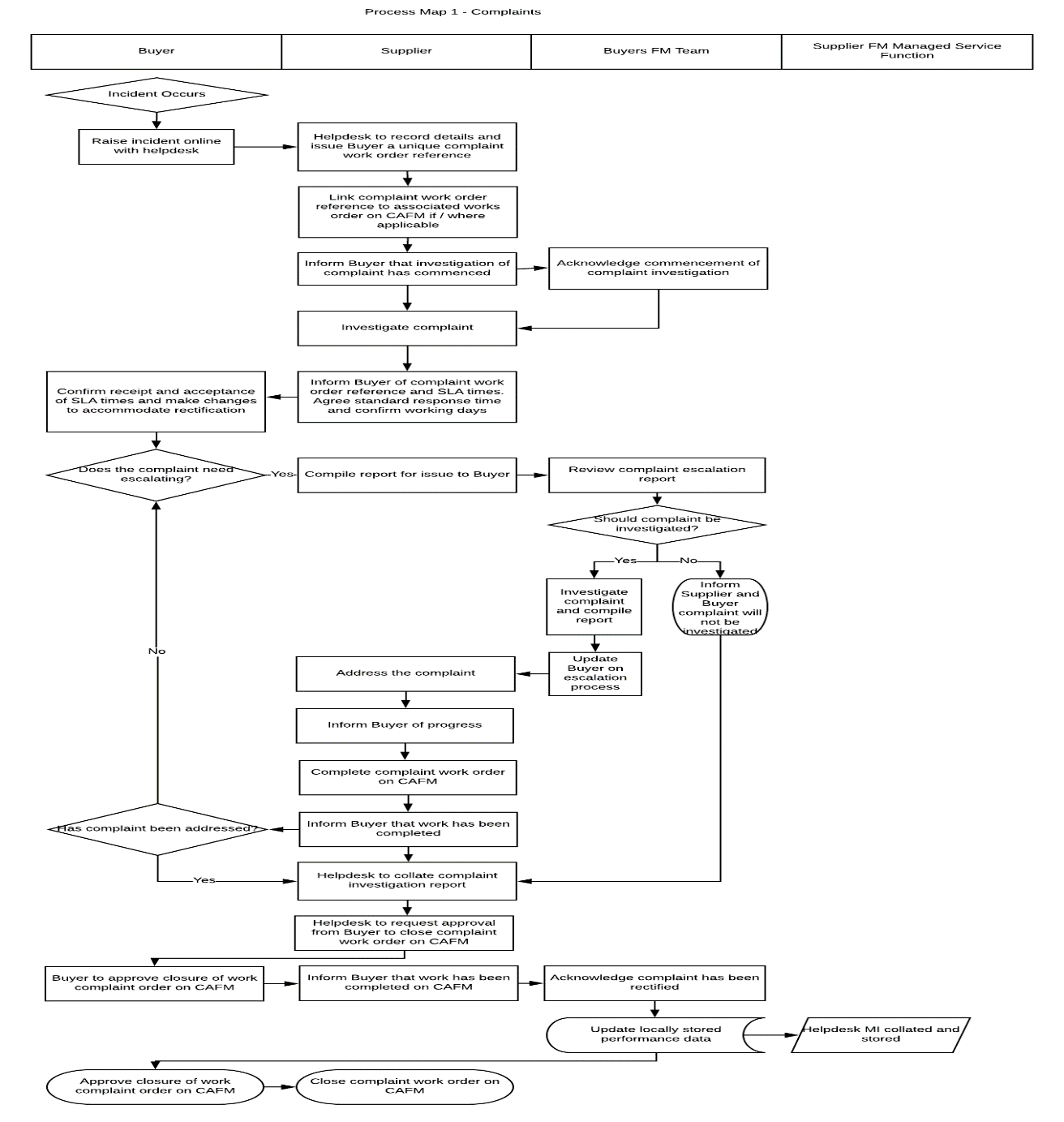
This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Contract Management Service.

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| **Part B – Contract Management Requirements** | |
| Management Standards | The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer.  The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.  The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards. |
| Health and Safety Standards | As a minimum, the Supplier shall produce and comply with the following documents:   * Accident/Incident reports (RIDDOR); * Statutory inspection reports, assessments and reviews; * Risk assessment reports and reviews; * Compliance certificates; * Disability discrimination assessments and reports; * Method statements for meeting the Buyer’s requirements; * Health and safety policies and procedures; and * Scope and Services objectives.   The Supplier shall at all times ensure that:   * The Delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements; * It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises; * It produces detailed procedures for a variety of emergency situations in conjunction with Buyer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually; * It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site; * It conducts and reviews all risk assessments relevant to the Delivery of Services in accordance with current statutory health and safety legislation; * It undertakes a Monthly review of all accidents occurring at the Buyer Premises relating to the Supplier's Delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation; * It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Buyer; * It complies with all health and safety obligations including at all the Buyer’s Properties which are occupied under leasehold arrangements; * It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier Staff on the Buyer Properties; and * It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer’s specific requirements. |
| Quality Management System Standards | The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date. |
| Staff Management, Recruitment and Training Standards | The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.  Where the Buyer has nominated management roles and/or positions as key roles on the Contract, the Supplier shall ensure their recruitment and business continuity processes comply with Buyer requirements as defined within the Service Delivery Plan.  The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures. |
| Selection and Management of Contractors Standards | The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.  The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.  The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.  The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties.  The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes. |
| Compliance Standards | The Supplier is responsible for ensuring that statutory compliance to ensure a safe working environment across all Buyer Premises.  The Supplier shall ensure:  They operate, manage and maintain a robust and effective Compliance Management System;  That a Compliance Management Plan is developed and implemented covering all in-scope Services; and  That statutory compliance is maintained at all times as it applies to all in-scope Services across all Buyer Premises;  That a programme of planned and random internal and external inspections and audits are delivered across Buyer Premises and that these are recorded within the Suppliers Service Management Platform;  That all compliance performance data is available in “real-time” to the Buyer;  That compliance performance processes are in place, effective at all times, and that Buyer Staff have full awareness of their responsibilities to maintain the required levels of compliance across Buyer Premises; and  The Supplier is responsible for ensuring all Buyer requirements are captured as required within their Compliance Management Plan and Service Delivery Plan. |
| Risk Management Standards | The Supplier shall produce and maintain a contract risk register to include contract, service continuity, supplier management and staffing risks.  The Supplier shall produce and comply with all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and statutory compliance required by or produced by third parties such as Landlords. |
| Business Continuity and Disaster Recovery Plan Standards | The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.  The Suppliers Service Management Platform shall be able to provide and support any Business Continuity scenario without any degradation in performance.  The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.  The Suppliers Service Management Platform facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation. |
| Performance Monitoring Standards | The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.  The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer’s internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).  The Supplier shall provide a system to manage, control and record and report on the Delivery of all Services provided as part of any Call-Off Contract.  The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the Healthcare Soft FM Framework Contract and within specified response times.  The Supplier will develop and agree with the Buyer the management reporting regimes for recording statutory compliance, performance against social value targets and balanced scorecard returns. |
| Customer Satisfaction Standards | Call-Off Schedule 3 - Continuous Improvement.  The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.  The Supplier shall deliver a complaints management process, which manages and maintains the Buyer’s customer satisfaction targets.  The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer. |
| Reporting Standards | The Suppliers Service Management Platform will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.  The Supplier shall be responsible for the provision of all interfaces between their own and third-party CAFM systems to facilitate the real-time transfer of data.  The Buyer’s data contained within the Suppliers Service Management Platform shall be able to be uploaded to third-party CAFM systems where required by the Buyer.  The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan. |
| Sustainability Standards | The Supplier will develop and agree a Sustainability Plan incorporating all the requirements outlined above with the Buyer. |
| Carbon Net Zero Standards | As a minimum, the Supplier shall ensure full compliance with their own policies, procedures and principles, as published within their Corporate Social Responsibility policy where appropriate, and be responsible for ensuring they embed these within the management plans of all Call-Off contracts let via this Framework. |
| Social Value Standards | As a minimum, the Supplier shall ensure full compliance with their own policies, procedures and principles, as published within their Corporate Social Responsibility policy where appropriate, and be responsible for ensuring they embed these within the management plans of all Call-Off contracts let via this Framework. |
| Mobilisation Standards | The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing. |
| Integration Standards | The Supplier shall provide an innovative and professional FM Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer. |

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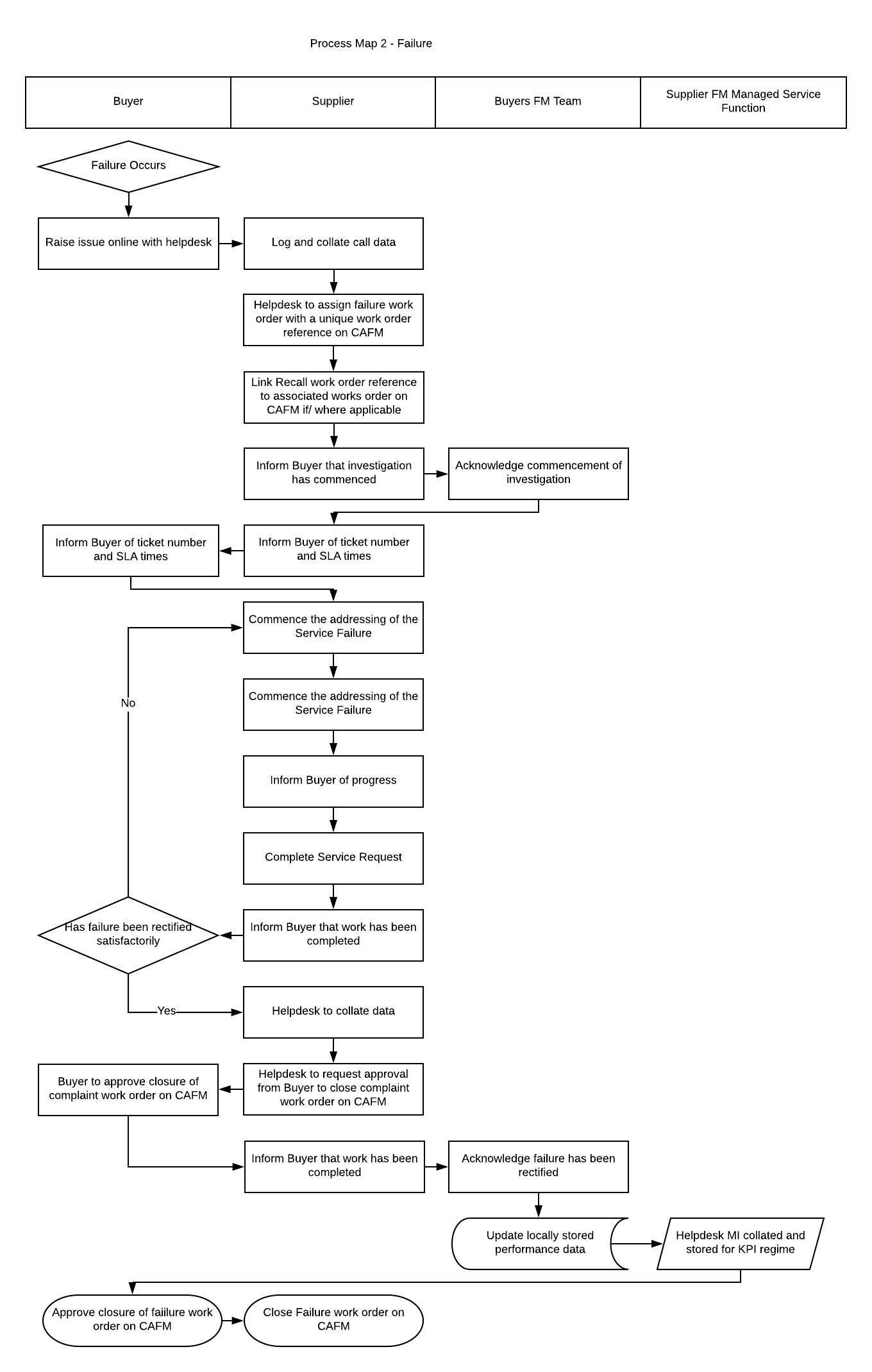
# Appendix C Complaints, Failure and Recall Process

## **Process Map 1 - Complaints**



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## **Process Map 2 - Failure**



## **Process Map 3 - Recall**

