

**Schedule 1 – Specification**

**Part C Service Requirements**

**Lot 5 – Bundled Soft FM Services**

**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 that the Supplier will be required to make available to all Buyer(s), together with the specific standards applicable.
  2. This specification sets out the requirements and Standards for the Bundled Soft FM Services. This specification should be read in conjunction with Schedule 1 – Specification, Part A Requirements Overview and Part B Contract Management. The Supplier is required to comply with all parts of the Specification.

## Description of Work Packages

* 1. This Framework Contract comprises of 16 Lots, with this Lot comprising 10 work packages. This specification sets out the requirements for the provision of each of the Services to healthcare facilities. The Supplier shall be required to provide a friendly, professional and patient centred Service that supports the patient experience and the smooth operation of the Buyers Premises. The table set out in this section 1.4 below provides a description of the types of Deliverables available under each Work Package.
  2. A summary of the Work Package structure is as follows:

|  |  |
| --- | --- |
| **Work Package Description** | **Core/Additional Service** |
| **Work Package 1 - Linen and Laundry** | |
| Service L1 - Linen and Laundry Services | Core |
| **Work Package 2 - Cleaning Services** | |
| Service C1 - Routine Cleaning | Core |
| Service C2 - Cleaning of integral barrier mats | Core |
| Service C3 - Window Cleaning (External) | Core |
| Service C4 - External Grounds Cleaning | Core |
| Service C5 - Installation and Art Cleaning | Core |
| Service P1 - Preventative Pest Control | Core |
| Service P2 - Reactive Pest Control | Core |
| **Work Package 3 - Waste Services** | |
| Service W1 - Non-Hazardous Clinical Waste | Core |
| Service W2 - Hazardous Clinical Waste, including Radioactive Waste | Core |
| Service W3 - Non-Hazardous General Waste | Core |
| Service W4 - Hazardous General Waste | Core |
| Service W5 - Recyclable General Waste | Core |
| Service W6 - Confidential Waste - Off-Site Services | Core |
| Service W7 - Confidential Waste - On-site waste shredding service | Core |
| Service W8 - Sanitary Waste | Core |
| Service W9 - Collection and Recycling of Food Waste | Core |
| Service W10 - Collection and disposal of e-cigarettes | Core |
| Service W11 - Barcoding / Radio Frequency Identification (RFID) | Core |
| Service W12 - Management of on-site bulk waste storage area(s) | Additional |
| **Work Package 4 - Catering** | |
| Service CA1 - Patent Catering Services | Core |
| Service CA2 - Full Service Restaurant | Core |
| Service CA3 - Deli / Coffee Bar | Core |
| Service CA4 - 24-hour Catering Services (Food and Beverages) | Core |
| Service CA5 - Hospitality and Meetings | Core |
| Service CA6 - Events and Functions | Core |
| Service CA7 - Retail Services / Convenience Store | Core |
| **Work Package 5 - Security Service** | |
| Service S1 - Guarding Service | Core |
| Service S2 - Video Surveillance Systems and Alarm Monitoring | Core |
| Service S3 - Ad-hoc Guarding Services | Core |
| Service S4 - Key Holding | Core |
| Service S5 - Lock Up/Open Up of Buyer Premises | Core |
| Service S6 - Patrols Mobile | Core |
| **Work Package 6 - Grounds Maintenance** | |
| Service GM1 - Hard Landscaping Services | Core |
| Service GM2 - Soft Landscaping | Core |
| Service GM3 - Tree Surgery | Additional |
| Service GM4 - Water Features and Drainage Pond Maintenance | Additional |
| Service GM5 - Snow and Ice Clearance | Core |
| Service GM6 - Internal Planting | Core |
| Service GM7 - Cut Flowers and Christmas Trees | Additional |
| **Work Package 7 - Portering and Logistics** | |
| Service P1 - Patient Movement and Logistics | Core |
| Service P2 - Furniture Management and Equipment Management | Core |
| **Work Package 8 - Visitor Support Services** | |
| Service VS1 - Reception Service | Core |
| Service VS2 - Telephony Services | Core |
| **Work Package 9 - CAFM** | |
| Service CF1 - CAFM Service | Core |
| **Work Package 10 - Management of Billable Works** | |
| Service BW1 - Billable works | Core |

## Definitions

* 1. Terms used in this 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 in addition to the table below which can be used if definitions relate solely to the Specification.

| **Expression or Acronym** | **Definition** |
| --- | --- |
| Additional Services | Services which are not a core part of any Work Package. Buyers however reserve the right to require any / all of these Services as part of a lot when tendering. These Services may be charged at an additional fee to be negotiated between the Buyer(s) and Supplier. |
| ADR | The European Agreement concerning the International Carriage of Dangerous Goods by Road. An international treaty on the transportation of dangerous goods, ratified by all European nations, and several countries outside Europe. “ADR” is derived from the original French name of the treaty (Accord relatif au transport international des marchandises Dangereuses par Route). |
| Anaerobic Digestion | The decomposition of organic waste material by anaerobic microorganisms, typically used as a means of waste disposal or energy production. |
| Arboriculture Association | A Charity organisation that promotes arboricultural best practice, delivers professional standards and guidance, ensuring responsible management. |
| Buyer Owned Linen | Linen items that are owned by the Buyer which the Buyer can request to be collected and processed by the Supplier under the Call-Off Contract. |
| Buyers Catering Facility | Catering spaces that are fully fitted out including prime cooking equipment, this shall be detailed in the Buyers Call-Off Procedure. |
| Buyers Catering Space | Catering spaces that are limited to being shelled spaces with incoming utility connections. This may include existing fit outs that are subsequently removed, this shall be detailed in the Buyers Call-Off Procedure. |
| CDG | Carriage of Dangerous Goods.  Refers to The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009. UK Legislation governing the transport of dangerous materials (including hazardous waste and pressurised vessels) by road or rail. |
| Check Cleaning1 | Means a check to assess if an element meets the performance parameters. If it does not, a Full or a Spot Clean should be undertaken to bring the element up to the performance parameter level. |
| Circular Economy | Where systems and products are designed to eliminate the concept of waste, by enabling the recovery and reuse of all materials at the highest value possible at all times. |
| Cleaning Services | Means the services provided by the Supplier in accordance with Work Package 2 of this Attachment 3 – Specification, Part C Service Requirements, Lot 5 – Bundled Soft FM, Bundled Soft FM Services. |
| Cleaning Specification | Means the Buyers specification established in accordance with the National Standards of Healthcare Cleanliness detailing cleaning elements, performance parameters and cleaning frequencies. |
| Clinical Waste | Defined in The Controlled Waste (England and Wales) Regulations 2012:  Waste from a healthcare activity (including veterinary healthcare) that:  (a) contains viable micro-organisms or their toxins which are known or reliably believed to cause disease in humans or other living organisms,  (b) contains or is contaminated with a medicine that contains a biologically active pharmaceutical agent, or  (c) is a sharp, or a body fluid or other biological material (including human and animal tissue) containing or contaminated with a dangerous substance within the meaning of Council Directive 67/548/EEC on the approximation of laws, regulations and administrative provisions relating to the classification, packaging and labelling of dangerous substances, and waste of a similar nature from a non-healthcare activity |
| Clinical Waste Strategy | The NHS Clinical Waste Strategy.  A strategy introduced to help the NHS manage clinical wastes safely, economically, and in the least environmentally harmful way possible,  See Appendix A. |
| Condition of receipt | The actual state of an item on return from the Supplier to the Buyer(s). |
| Confidential Waste | Wastes containing identifiable or personal information as defined under GDPR, or wastes containing other controlled or secret information. |
| Creasing | Material overlap.  Definite fold line in an article, caused by a finishing process employing pressure (ironing or pressing). |
| DGSA | Dangerous Goods Safety Advisor.  A DGSA is a certified professional who advises on the transport, packaging, and management of dangerous goods and substances. Their duties include:   * monitoring compliance with rules governing transport of dangerous goods * advising their business on the transport of dangerous goods * preparing an annual report to management on the business’ activities in the transport of dangerous goods * monitoring procedures and safety measures * investigating and compiling reports on any accidents or emergencies   advising on the potential security aspects of transport |
| Dimensional Distortion | The difference in size between the leading and trailing edges of ironed items. Any shrinkage of the article which makes the article ineffective or impractical for use. |
| Discharge Clean | means the cleaning of patient wards and bedrooms. |
| Environmental Regulator | The government agency responsible for environmental permitting and enforcement in the relevant UK nation (the Environment Agency, Scottish Environmental Protection Agency, Natural Resources Wales, or the Northern Ireland Environment Agency) |
| EWC | European Waste Catalogue |
| Full Cleaning[[1]](#footnote-1) | means cleaning all elements using an appropriate method to remove all visible dust, dirt, marks, and contamination, leaving the item in accordance with the required performance parameters. |
| Food Hygiene Certificate | a certificate awarded to those who successfully complete an accredited course on food hygiene and safety. |
| GDPR | General Data Protection Regulation.  UK legislation covering the storage, use, and control of personal and identifiable information. |
| Goods Receipt Area | Means the area designated by the Buyer in the Call-Off Procedure where deliveries will be receipted to the Buyers Premises. |
| Hazardous Area Response Team | means the designated team of specially recruited personnel who are trained and equipped to provide the ambulance response to high-risk and complex emergency situations. |
| Hazardous Waste | Waste possessing recognized hazardous properties.  Defined in The Hazardous Waste (England and Wales) Regulations 2016 (as amended):  Waste which is:  (a) listed as a hazardous waste in the List of Wastes(24);  (b) listed in regulations made under section 62A(1) of the 1990 Act; or  (c) a specific batch of waste which is determined pursuant to regulation 8 to be a hazardous waste. |
| Healthcare Waste | Healthcare waste is waste produced during human or animal healthcare, or related research activities. All wastes produced in a healthcare setting are healthcare wastes, including clinical waste, offensive waste and other non-clinical waste and resources. |
| Internal Window Cleaning | means the cleaning of the internal surfaces of external glazing and any internal glazing including glass balustrades and glass partitions identified by the Buyer in the Call-Off Procedure. |
| Major stain | A fresh stain that is clearly visible and greater than 2cm in diameter in any area of the article. |
| Manual Restraint | Any manual method such as guiding, hands on etc, that immobilises or reduces the ability of a person to move his or her arms, legs, body or head freely. |
| Mechanical Restraint | Any material or mechanical device such as hand cuffs, leg restraints, spit hoods etc, that immobilises or reduces the ability of the person to move their arms, legs, body or head freely. |
| Minor stain | A stain of less intensity but still fairly visible to the naked eye and greater than 4cm in diameter. |
| Non-Hazardous General Waste | Wastes which are not clinical, hazardous, or confidential.  If these wastes are generated at a healthcare facility or in the delivery of human or animal healthcare, they are considered healthcare waste.  This category includes offensive waste. |
| Odour | Articles should not have any unpleasant residual odour. |
| Offensive Waste | Defined in The Controlled Waste (England and Wales) Regulations 2012:  Waste that:  (a) is not clinical waste;  (b) contains body fluids, secretions or excretions, and (c) falls within code 18 01 04, 18 02 03 or 20 01 99 in Schedule 1 to:  (i) the List of Wastes (England) Regulations 2005(19), in relation to England, or  (ii) the List of Wastes (Wales) Regulations 2005(20), in relation to Wales.  Offensive waste is classified as non-hazardous general waste. |
| Periodic Cleaning1 | means full clean of an item at a set interval as part of routine environmental maintenance where daily or weekly activity is not required. This becomes periodic; fortnightly, monthly (four weeks), quarterly (12 weeks), six-monthly or annually. Periodic cleaning of items less frequently than fortnightly or monthly (e.g. carpet washing, floor stripping/polish/sealing and external window cleaning) is not considered routine and should form part of a planned and documented annual programme. |
| Presentation Dampness / Moisture retention Feel | Articles which feel harsh, particularly towels, nappies etc. are not acceptable for use. |
| Resistant Stain | A stain which is embedded on to the weave of the material and which has been washed through the normal wash process.  Likely types of staining will be mildew, iron or rust, concrete or floor marking and medical products. Transfer these products to a specific rewash process. Products which are stained with a medical consumable will need to be discussed with the buyer . |
| Reuse Notice Board | Means the notice board dedicated to promoting the reuse of furniture and equipment by staff and third parties. |
| RPA | Radiation Protection Advisor.  An RPA acts as independent advisor (even when an employee of a Supplier) on issues relating to radiation safety, radiation legislation, and the handling and management of radioactive and radiological materials. RPAs or entities acting as RPAs must meet the core competencies laid out in the HSE statement on radiation protection advisers. |
| RPS | Radiation Protection Supervisor.  A suitably trained and qualified employee responsible for overseeing the management of radioactive sources and premises containing radioactive / radiological material. |
| SIA | the Security Industry Authority |
| Spot Cleaning1 | means cleaning specific elements using an appropriate method to remove all visible dust, dirt, marks, and contamination, leaving the item in accordance with the required performance parameters. |
| Staining | A noticeable variation in colour caused by residue soiling. |
| Stains relating to grease / oil / plastics Measurements | Defined in centimetres should be taken as approximate. |
| Supplier Owned Linen | Linen items that are procured and owned by the Supplier and provided for use by the Buyer under the Call-Off Contract |
| Touch Point Cleaning1 | means a full clean of items that are frequently touched using an appropriate method to remove contamination. |
| VSS | Video Surveillance System |
| Waste Hierarchy | A diagram which ranks waste management options from most environmentally preferable (waste elimination) to least (landfilling).  Introduced into UK law by Article 4 of the revised EU Waste Framework Directive (Directive 2008/98/EC). |
| Working Hours | means hours the cleaning service is required to be in place, this may need to be a table where service covers multiple departments and/or Buyer Premises. |
| Wrinkling | Defined as evidence of surface deformation.  A wavy distortion or slight ridge in the smoothness of an article's surface. |

# Work Package 1 – Linen and Laundry Services

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Part B Contract Management, the Linen and Laundry Service Delivery Plan shall include as a minimum:
     1. methodology for reviewing, checking and recording linen volumes at each stage of service provision;
     2. processes for improving energy efficiency in laundry provision;
     3. approaches for supporting Buyer with identifying and reducing losses in the service provision;
     4. methodologies for linen maintenance; and
     5. processes for management and disposal of condemned linen.

## Service L1

### **Collection and Delivery**

* 1. The Supplier will ensure that transportation (collection and return) will not be subject to minimum quantities, unless otherwise specified by the Buyer at the Call-Off stage.
  2. The Supplier will collect used / infected linen from one or more designated collection points which will be specified by the Buyer at the Call-Off stage.
  3. The Supplier will return clean linen items, in line with standards specified, to one or more designated return points as specified by the Buyer at the Call-Off stage.

### Condemnation, Re-use and Recycling of Linen

* 1. Where linen hire items have been identified as needing repair, the Supplier will examine the items and undertake repairs for as long as linen items remain fit for purpose in every respect, as defined in Appendix B of this Framework Schedule 1 – Specification Part C Service Requirements, Work Package 1 – Linen and Laundry, Linen and Laundry Service.
  2. Where the Supplier identifies that the repair of a linen item is no longer economically viable and/or the linen item is beyond repair, the Supplier will actively consider whether the linen item can be safely re-used.
  3. Should the item be owned by the Buyer the Supplier will notify the appropriate person within the organisation.
  4. Where a linen item is decommissioned and cannot be re-used, the Supplier will actively seek to re-cycle the linen appropriately, to reduce waste to landfill.

### Standard Wash Linen and Laundry Services

### Buyer Linen and Supplier Linen (Hire)

* 1. The Supplier will in all cases, whether Buyer(s) Linen and Laundry items and/or Supplier Linen (Hire):
     1. supply all linen items in the range of sizes and quantities as requested during the Call-Off Contract.
     2. supply linen items which are fit for purpose (visibly clean, not damaged or discoloured, as defined in Appendix B).
     3. supply linen items which comply with any additional special requirements (e.g. including but not limited to styling, colour scheme of linen items) as specified by the Buyer(s).
  2. The Supplier will in all cases, whether Buyer(s) Linen and Laundry items and/or Supplier Linen (Hire):
     1. collect used / infected / soiled linen items from one or more designated collection points which will be specified by the Buyer(s);
     2. wash used/infected/soiled linen items, (if the Buyer(s) is an NHS or social care establishment then this will be undertaken in line with the Department of Health’s Choice Framework for local Policy and Procedures);
     3. finish washed linen items in accordance with the standards specified in Appendix B, ensuring that clean linen is thoroughly clean, free from infection, in good usable condition, in a good state of repair and in every respect fit for immediate use by the Buyer(s); and
     4. return clean linen items to one or more separate designated return points as specified by the Buyer(s).
  3. The Supplier will provide the Services five days a week (Monday through to Friday inclusive, excluding public holidays), details of which will be confirmed with the Buyer(s) at Call-Off stage.
  4. The Supplier will wrap / pack all linen items in bulk or in accordance with the requirements specified by the Buyer(s) at the Call-Off stage.
  5. The Supplier will maintain adequate stock levels to ensure the requirements of the Buyer(s) are met at all times.
  6. Unless otherwise specified by the Buyer(s), the Supplier will provide and use rolling cages to return clean linen to the Buyer(s). The rolling cages will be covered with a clean washable or disposable cover which is sufficiently secure to prevent break-ins to avoid recontamination before the clean linen is returned to the Buyer(s).
  7. At the Call-Off stage, where the Buyer specifies that it requires the processing (collection, wash, finish and return) and/or hire of linen items contained in the “Standard Wash Linen and Laundry Services - Linen Items” list in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 5 Bundled Soft FM Services for Work Package 1, the Supplier will provide prices for the processing and/or hire of such linen items, to the Buyer as specified by the Buyer at the Call-Off stage.
  8. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health’s Choice Framework for Policy and Procedures, as set out in Appendix A of this specification.
  9. Where Services are being supplied for linen and laundry items owned by the Buyer, the Supplier will return all clean, linen and laundry items to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and public holidays), unless otherwise stated by the Buyer at the Call-Off stage.
  10. The Supplier will provide an auditable tracing system to enable all linen and laundry items to be tracked through the linen processing cycle from collection to wash, finish and return.
  11. At the Call-Off stage, the Buyer will specify:
      1. the required frequency (days) of collections from each designated collection point;
      2. the required frequency (days) of returns to each designated return point;
      3. the time range (e.g. between 9.00am and 12.00pm) within which the collections and returns will take place; and
      4. the processes for fault reporting, management of defective linen items and condemnation of linen items.

### Specialist Laundry Services (Theatre Packs)

* 1. The Supplier will supply items which comply with the specific accreditations and performance criteria laid down in the European Standard EN13795.
  2. The Supplier will conduct all processing, decontamination, preparation, washing, finishing, packing and sterilisation in dedicated laundry facilities, which comply with the conditions and standards specified by the Buyer at the Call-Off stage.
  3. The Supplier will supply items which have been sterilised, when required, in accordance with the guidance set out in the Department of Health’s policy and guidance Choice Framework for local Policy and Procedures as detailed in Appendix A of this specification.

### Supplier Linen (Hire)

* 1. Where Services are supplied on a linen hire basis, the Buyer may request that the Supplier supply all of the linen items detailed in the “Specialist Laundry Services (Theatre Packs) - Linen Items” list, as set out in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 5 – Bundled Soft FM Services, and:
     1. supply all linen items in the range of sizes and quantities as requested during the Call-Off Contract;
     2. supply linen items which are fit for purpose (visibly clean, not damaged or discoloured, as defined in Appendix B); and
     3. supply linen items which comply with any additional special requirements (e.g. including but not limited to styling, colour scheme of linen items) as specified by the Buyer(s).
  2. The Supplier will provide the Services five days a week (Monday through to Friday inclusive, excluding public holidays), details of which will be confirmed with the Buyer(s) at Call-Off stage.
  3. The Supplier will wrap / pack all linen items in bulk, in accordance with the requirements specified by the Buyer(s) at the Call-Off stage.
  4. The Supplier will maintain adequate stock levels to ensure the requirements of the Buyer(s) are met at all times.
  5. Unless otherwise specified by the Buyer(s), the Supplier will provide and use rolling cages to return clean linen to the Buyer(s). The rolling cages will be covered with a clean washable or disposable cover which is sufficiently secure to prevent break-ins to avoid recontamination before the clean linen is returned to the Buyer(s).

### Specialist Cleanroom Laundry Services

* 1. The Supplier will provide the Services for all the “Specialist Cleanroom Laundry Services - Linen Items” listed in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 5 – Bundled Soft FM Services.
  2. At the Call-Off stage, where the Buyer specifies that it requires the processing (collection, wash, finish, and return) and/or hire of linen items contained in the “Specialist Cleanroom Laundry Services - Linen Items” list in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 5 – Bundled Soft FM Services for Work Package 1, the Supplier will provide prices for the processing and/or hire of such linen items, to the Buyer as specified by the Buyer at the Call-Off stage.
  3. The Supplier will conduct all processing, decontamination, preparation, washing, finishing, packing and sterilisation in dedicated laundry facilities, which comply with the conditions and standards specified by the Buyer at the Call-Off stage.
  4. Where the Services are being provided to a health care or social care organisation, the Supplier must ensure that it’s facilities comply with the Department of Health’s Choice Framework for Local Policy and Procedures, as set out in Appendix A (Laundry Services for Health and Social Care Organisations) of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 5 – Bundled Soft FM Services.

### Supplier Linen (Hire)

* 1. Where Services are supplied on a linen hire basis, the Buyer may request that the Supplier supply all the linen items detailed in the “Specialist Cleanroom Laundry Services - Linen Items” list as set out in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 5 – Bundled Soft FM Services; and
     1. supply all linen items in the range of sizes and quantities as requested during the Call-Off Contract;
     2. supply linen items which are fit for purpose (visibly clean, not damaged or discoloured, as defined in Appendix A); and
     3. supply linen items which comply with any additional special requirements (e.g. including but not limited to styling, colour scheme of linen items) as specified by the Buyer(s).
  2. The Supplier will provide the Services five days a week (Monday through to Friday inclusive, excluding public holidays), details of which will be confirmed with the Buyer(s) at Call-Off stage.
  3. The Supplier will wrap / pack all linen items, in accordance with the requirements specified by the Buyer(s) at the Call-Off stage.
  4. The Supplier will maintain adequate stock levels to ensure the requirements of the Buyer(s) are met at all times.
  5. Unless otherwise specified by the Buyer(s), the Supplier will provide and use rolling cages to return clean linen to the Buyer(s). The rolling cages will be covered with a clean washable or disposable cover which is sufficiently secure to prevent break-ins to avoid recontamination before the clean linen is returned to the Buyer(s).
  6. The Supplier will provide management information upon request by the Buyer, CCS or through Supplier audits, to include for example:
     1. fabric product name and product code;
     2. particle retention/barrier properties for 0.5 μm and 5.0 μm particle sizes;
     3. air permeability result;
     4. water vapour diffusion result;
     5. date of manufacture;
     6. operator name and any personnel number and department or cleanroom;
     7. number of wash cycles;
     8. number of sterilisation cycles;
     9. length of time in use; and
     10. any repairs or adjustments to the garment criteria.
  7. The Supplier will ensure that the properties 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.

## 

### Saturday, Sunday, and public holiday Services

* 1. Where requested by the Buyer, the Supplier will provide processing (collection, wash, finish, and return) services on the following additional days, in accordance with the Buyer’s requirements, which will be specified at the Call-Off stage:
     1. Saturday;
     2. Sunday; and
     3. Public holiday(s).

### Express Turnaround Service (for Buyer owned linen items only)

* 1. Where requested by the Buyer, the Supplier will provide express processing (collection, wash, finish, and return) turnaround services for Buyer owned linen items.
  2. Under express turnaround services, the Supplier will return all clean, linen items to designated return point(s) specified by the Buyer within 48 hours of collection from the designated collection point(s). This includes Saturdays, Sundays, and public holidays only where the Buyer(s) has elected to purchase this relevant Additional Service as part of the contract.

### Top-up Service On-Site

* 1. Where requested by the Buyer, the Supplier will monitor the stock levels of agreed linen items at specified locations on the Buyer’s premises (e.g. ward by ward, department by department) at a frequency specified by the Buyer. The Supplier will replenish the agreed linen items to the stock levels and frequency specified by the Buyer. The Buyer will specify the time range (e.g. between 9.00am and 12.00pm) for the supply of the Additional Services.

### Management of On-Site Bulk Linen Storeroom(s)

* 1. This service will be available for:
     1. linen items owned by the Buyer; and
     2. linen items which are hired to the Buyer from the Supplier.
  2. Where requested by the Buyer, the Supplier will monitor the stock levels of agreed linen items stored within designated bulk linen storeroom(s) on the Buyer’s premises at a frequency specified by the Buyer.
  3. The Supplier will replenish the agreed linen items to the stock levels and frequency specified by the Buyer. The Buyer will specify the time range (e.g. between 9.00am and 12.00pm) for the supply of the Additional Services.

### Specific Packing Requirement Off-Site or On-Site

* 1. Where requested by the Buyer, the Supplier will pack linen items to the individual requirements specified by the Buyer.
  2. The Supplier will either:
     1. provide a packing / wrapping service off-site (i.e. in the Supplier’s own laundry facility / facilities) which complies with the individual requirements for individual ward / department level, as specified by the Buyer at the Call-Off stage; or
     2. provide a packing / wrapping service on-site (i.e. on the Buyer’s own premises) which complies with the individual requirements for individual ward / department level, as specified by the Buyer’s at the Call-Off stage.

### Barcoding / Radio Frequency Identification (RFID)

* 1. Where requested by the Buyer, the Supplier will provide an auditable tracing system. The tracing system may be provided by either:
     1. barcoding each individual linen item;
     2. by a Radio Frequency Identification (RFID) system which involves a RFID tracking device being fixed into each linen item.
  2. The Supplier will fix the agreed identification to each specified linen item when it is new and before the linen item is used. In accordance with the Buyer’s instructions at the Call-Off stage, the Supplier will keep a record of the cleaning method utilised and the number of processing cycles that each individual linen item has been subjected to, and the Supplier will retain all such records. Upon the Buyer’s request, the Supplier will make the processing records for each individual linen item available to the Buyer for inspection and audit.

### Finishing / Presentation on Hangers

* 1. Where requested by the Buyer, the Supplier will:
     1. conduct the appropriate finishing process of specified linen items on hangers;
     2. return specified linen items on hangers (wrapped or unwrapped), to designated return points, as specified by the Buyer’s at the Call-Off stage.
  2. The Buyer will specify the time range (e.g. between 9.00am and 12.00pm) for the supply of the Additional Services.

### Management of Uniforms

* 1. Where requested by the Buyer, the Supplier will provide one, some, or all of the following services:
     1. Ordering uniforms as required, in accordance with the requirements specified by the Buyer.
     2. Receiving delivery of new uniforms, notifying relevant members of staff that new uniform is ready for fitting.
     3. Fitting and labelling uniform as required, in accordance with the requirements specified by the Buyer.
     4. Collection and disposal of uniforms, as required, in accordance with the requirements specified by the Buyer.

### Scrub Suit / Theatre Garment Locker Service

* 1. Where requested by the Buyer, the Supplier will:
     1. Collect used/infected/soiled scrub suits/theatre garments from designated lockers/locker areas, on a frequency and time range (e.g. between 9.00am and 12.00pm) specified by the Buyer.
     2. Wash used/infected/soiled scrub suits/theatre garments
     3. Finish washed scrub suits/theatre garments in a good state of repair and in every respect fit for immediate use by the Buyer.
     4. Return clean scrub suits/theatre garments to designated lockers/locker area on a frequency and time range (e.g. between 9.00am and 12.00pm) specified by the Buyer.
     5. Monitor stock levels of agreed scrub suits/theatre garments within designated on-site lockers/locker areas on a frequency and time range (e.g. between 9.00am and 12.00pm) specified by the Buyer.
     6. Replenish the agreed scrub suits/theatre garments to the stock levels, frequency, and time range (e.g. between 9.00am and 12.00pm) specified by the Buyer.

### Curtain Hanging and Removal

* 1. Where requested by the Buyer, the Supplier will provide a curtain hanging and removal service, as specified by the Buyer. This service will be available for:
     1. Curtains which are owned by the Buyer; and
     2. Curtains which are hired to the Buyer from the Supplier.
  2. The Buyer will specify the time range (e.g. between 9.00am and 12.00pm) for the supply of the Additional Services.

### Emergency Supplies - Major Incident (for hired linen items and total linen management service only)

* 1. The Supplier will store and maintain stock levels of clean linen items (linen hire or total linen management services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year).

### Total Linen Management Service

* 1. This service will comprise of the Additional Services which are:
     1. Owned by the Buyer; and
     2. Hired to the Buyer from the Supplier.
     3. Any Additional Services specified by the Buyer at the Call-Off stage.
  2. The Supplier will provide staff who are directly assigned to distributing, storing, and replenishing stock at designated areas (e.g. at ward/department level) on the Buyer’s premises as specified by the Buyer(s) at the Call-Off stage.
  3. In accordance with the Call-Off procedures defined in Framework Schedule 7 (Call-Off Award Procedure), the Buyer will invite all capable suppliers to conduct a site survey to enable them to construct their proposal and price.

### Sewing Room / Repair and Alteration

* 1. When requested by the Buyer, the Supplier will provide sewing room/repair and alteration services in accordance with instructions specified by the Buyer.
  2. The Supplier will repair/alter and return linen items (including garments and uniforms) within timescales specified by the Buyer.
  3. The Supplier will ensure that all repairs and alterations are undertaken in such a way that they do not:
     1. Reduce the lifespan of the linen item, garment, or uniform;
     2. Use materials that are of the same composition/colour as the linen item/garment;
     3. Do not affect or compromise the cleaning of the linen item/garment; and
     4. Will not cause discomfort to the user/wearer.

### Logo Affixing Service (for Buyer owned items only)

* 1. The Supplier will provide a service for affixing of logos to linen items/garments which are owned by the Buyer.

### Dry Cleaning Service (for Buyer owned items only)

* 1. The Supplier will provide a service for dry cleaning service of certain garments or linen items requested by the Buyer, either as part of the planned Linen and Laundry service or as an additional ad-hoc Call-Off.

### On-site Theatre Top-up Service

* 1. Where requested by the Buyer, the Supplier will monitor stock levels of agreed theatre textiles (gowns, drapes, clean air suits) and clean room garments at specified locations on the Buyer premises (e.g. theatre by theatre, department by department), at a frequency specified by the Buyer.
  2. The Supplier will replenish the agreed barrier theatre textiles (gowns, drapes, clean air suits) and clean room garments to the stock levels and frequency specified by the Buyer. The Buyer will specify the time range (e.g. between 9.00am and 12.00pm) within which the services will take place.

### Colour Flash Affixing Service

* 1. Where requested by the Buyer, the Supplier will provide a service to provide and affix colour flashes to clean room garments as specified at the Call-Off stage.

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# Work Package 2 – Cleaning Service

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service Delivery Plans

* 1. The Supplier shall prepare a Service Delivery Plan for each Buyers requirements as set out in Schedule 1 – Specification, Part B Contract Management. The Cleaning Service Delivery Plan shall include as a minimum:
     1. alignment to the Cleaning Specification, for agreement with the Buyer covering all functional risk categories identified within the Buyer Premises.
     2. a schedule for cleaning each area with detailed methodologies for cleaning all aspects of each area, taking into consideration:
        1. Ward operating procedures and timings;
        2. Department hours of operation; and
        3. Patient condition.
  2. The Supplier will consider the most appropriate methodologies for cleaning and improving infection control and prevention including the use of technology in the Delivery of the Service.

## Generic Cleaning Requirements

* 1. The following Standards shall apply to this Service, including the Cleaning Standards within Appendix B of this specification.
  2. The Supplier shall ensure that the Service is delivered in accordance with the requirements needed to enable the Buyer to attain Care Quality Commission (CQC) accreditation, for example in accordance with PAS 524 or other Standards defined by the Buyer in the Call-Off Procedure.
  3. The Supplier will provide the Services 24 hours, 7 days per week, 365(6)days, further details of which will be confirmed at Call-Off stage.
  4. The Supplier shall ensure that:
     1. The required Standard is in evidence in accordance with the agreed schedule of cleaning;
     2. As far as is reasonably practicable they specify and use cleaning materials and practices that are environmentally preferable, including utilisation of refillable containers throughout the entire product cycle where possible in accordance with the requirements of Infection Control and Prevention;
     3. All planned cleaning related activities shall take place in accordance with an agreed schedule of cleaning set out in the Cleaning Specification and the cleaning method statements. Where revisions are required, changes will be managed via the Contract Variation Procedure and be agreed with the Buyer during the Mobilisation Period; and
     4. All Supplier Staff wear formal corporate attire and appropriate PPE at all times including building/identification passes.
  5. The Supplier shall be required to clean certain areas in the presence of a Buyer Authorised Representative or under approved escort. These areas and the times for the cleaning to take place shall be agreed with the Buyer.
  6. The Supplier shall provide the Buyer with expert and technical advice on the service to explore improvements, maximise efficiency and performance and ensure infection control measures are maintained across all cleaning Services.
  7. The Supplier shall be responsible for ensuring that all Services are delivered in compliance with the Buyer's health and safety and COVID-19 site risk assessments.
  8. The Supplier shall agree with the Buyer any enhanced cleaning requirements that may be required on a periodic basis and the protocols for the activation of such enhanced cleaning requirements. The implementation of enhanced cleaning should be charged via Call-Off Schedule 25 - Billable Works and Projects.
  9. Where requested by the Buyer, the Supplier shall provide cleaning and infection control equipment, materials and consumables for use directly by Buyer Staff. Where appropriate, this shall include the provision of all associated COSHH data. Where the Buyer requests these Services, they shall be managed via the Billable Works and Projects management process.
  10. The Supplier shall undertake all tasks associated with professional cleaning Services across all Buyer Premises in accordance with the Cleaning Specification and the cleaning method statements to ensure that all elements are cleaned according to their functional risk category to achieve the necessary levels of cleanliness to achieve the audit target score for the relevant functional risk category.
  11. The Supplier shall be responsible for monitoring the provision of the Services on a daily basis in a methodology aligned to the Buyers audit process to ensure that the required service standard has been applied.
  12. The Supplier shall be responsible for the supply of all cleaning materials and Consumables required for the Delivery of the Cleaning Service.
  13. The supplier shall ensure that all Supplier provided cleaning materials and equipment are colour coded in accordance with the national colour-coding scheme and appropriately segregated when in use and stored.

## Service C1 - Routine Cleaning

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Supplier shall provide a patient-centred Routine Cleaning Service that provides a combination of the following:
     1. Scheduled cleaning;
     2. Reactive Cleaning, including spot cleaning;
     3. Check cleaning;
     4. Periodic Deep cleaning;
     5. Wall washing and high-level cleaning; and
     6. Cleaning of internal glazing.
  3. The Routine Cleaning service shall cover the elements (as defined in the National Standards of Healthcare Cleanliness 2021) indicated by a tick in the following table, Suppliers shall price the service on the basis of those items ticked:

| **Element** | **After Patient Use or if visibly soiled** | **Daily Clean Responsibility** | **Periodic Clean Responsibility** |  | **Element** | **After Patient Use or if visibly soiled** | **Daily Clean Responsibility** | **Periodic Clean Responsibility** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bed pan (reusable), bed pan holder, patient wash bowls. |  |  |  |  | Dispenser cleaning - hand wash, hand sanitisers, paper towel holders, toilet roll holders, all alcohol dispensers and hand dryers, including glove and apron dispensers. Replenish as required. |  | ✔ |  |
| Bed pan washer / macerator. |  | ✔ | ✔ |  | All elements of showers. |  | ✔ | ✔ |
| Other sluice equipment including sluice sink and equipment holders. |  | ✔ | ✔ |  | Toilets, bidets, urinals and toilet brushes. |  | ✔ |  |
| Commodes. |  |  |  |  | Sinks and taps. |  | ✔ |  |
| Patients hoists. |  |  | ✔ |  | Baths and taps. |  | ✔ |  |
| Weighing scales including neonatal, seated and standing scales. |  |  |  |  | Radiators including cover. |  | ✔ | ✔ |
| Medical equipment e.g. intravenous infusion pumps, drip stands and pulse oximeters, medical gas bottles and stands, walking aids. Refer to local protocol for medical equipment connected to and not connected to a patient. |  |  |  |  | Low surfaces - low level pipes and low-level trunking. |  | ✔ | ✔ |
| Wheelchairs (organisation owned). Refer to local protocol. |  |  | ✔ |  | Middle surfaces - window sills, non-patient furniture, tables, desks, shelves and ledges, work surfaces and cupboards exteriors. This does not include items covered by other elements in this list, i.e. switches & sockets. |  | ✔ | ✔ |
| Patient fans - with accessible blade. Refer to local risk assessment and protocol. |  |  | ✔ |  | High surfaces including curtain rails, staff locker tops that are accessible, and high surfaces around patient bed areas. |  | ✔ | ✔ |
| Patient TV and bedside entertainment systems including head pieces. | ✔ |  | ✔ |  | Bedside lockers. | ✔ | ✔ | ✔ |
| Notes and drugs trolleys and patient clipboards. | ✔ | ✔ | ✔ |  | Over bed tables and dining tables. | ✔ | ✔ | ✔ |
| All chairs and couches (soft furniture). |  | ✔ | ✔ |  | All waste receptacles (does not include euro/wheelie bin). | ✔ | ✔ | ✔ |
| Patient beds - frame, wheels, castors, head, foot, cot sides, nurse call and control panels, including carers beds in the clinical area. Non patient beds including on call beds - clean as per local protocol. | ✔ | ✔ | ✔ |  | Linen and general-purpose trolleys. |  |  | ✔ |
| Patient bed and trolley mattresses. Refer to local protocol for inspection of mattress integrity and ingression. | ✔ |  | ✔ |  | Replenishment of consumables. |  | ✔ | ✔ |
| Patient trolleys and treatment couches. Trolleys with x-ray storage and oxygen cylinders clean according to local protocol. | ✔ |  | ✔ |  | Ventilation grilles extracts and inlets. |  |  | ✔ |
| Patient toys (premises owned). Refer to local protocol and risk assessment. |  |  |  |  | Lighting including overhead, bedside, wall mounted examination lights both fixed and portable. | ✔ | ✔ | ✔ |
| Switches, sockets and data points, trunking, handrails and wall fixtures. | ✔ | ✔ | ✔ |  | Electrical items in multi-use areas - specifically computers and phones for example at nurses' station, computers on wheels (COWs) and workstations on wheels (WOWs), computer casing only. |  |  |  |
| Walls - accessible up to 2 metres. |  | ✔ | ✔ |  | Curtains and blinds (disposable and fabric). | ✔ |  | ✔ |
| Ceilings and walls - not accessible above 2 metres and ceiling lights. |  |  | ✔ |  | Dishwashers. Descale as per local protocol. |  |  |  |
| Floor - hard including skirtings. |  | ✔ | ✔ |  | Fridges and freezers (patient and staff areas). |  |  |  |
| Floor - soft including skirtings. |  | ✔ | ✔ |  | Fridges and freezers clinical (including but not limited to bloods fridges, medicine fridges, ice freezers for physio departments) |  |  |  |
| All doors including ventilation grilles. |  | ✔ | ✔ |  | Ice machines, hot water boilers and cold-water machines including drip trays. Follow local Infection Prevention and Control guidelines. Follow local protocol for descaling. |  | ✔ | ✔ |
| All windows including frames where accessible. |  |  | ✔ |  | Kitchen cupboards. |  | ✔ | ✔ |
| All internal glazing including partitions (excluding mirrors and windows). |  | ✔ | ✔ |  | Microwaves and traditional cookers/ovens. |  | ✔ | ✔ |
| Mirrors. |  | ✔ | ✔ |  | All cleaning equipment including cleaning trolley. |  | ✔ |  |

* 1. The Supplier shall replenish all user consumables at the Buyer Premises including but not limited to toilet rolls, hand towels, hand gels, infection control antibacterial wipes and hand-gels including both dispensers and loose supplies at the locations identified by the Buyer in the Call-Off Procedure for each Buyer Premises and shall ensure that consumables are fully stocked at all required locations at the start of each day to the standard set out in the Buyers Call-Off Procedure associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
  2. The Supplier is responsible for the collection and removal of all waste from within the Buyer Premises to the designated waste storage point/s on a daily basis.
  3. The Supplier shall provide a Service for sanitary products where required. The vending areas shall be kept free from stains and spills.
  4. The Supplier shall be responsible for the provision and disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.

### Scheduled Cleaning

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Supplier shall provide a Cleaning Services throughout the Buyer Premises that is delivered in a safe and efficient manner as per the cleaning method statements and the required Standards and shall take responsibility for cleaning all internal cleanable areas including common-touch areas, fixtures, fittings, furniture and finishes, to minimise degradation and maintain asset life cycle.

### Reactive Cleaning

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Cleaning Service shall include the provision of a patient-centred reactive cleaning service that maintains standards and reduces infection control risks to be delivered during operational cleaning hours for the functional risk area as agreed with the Buyer. The Supplier shall be responsible for managing all requests generated via the Buyers nominated helpdesk and recording these requests on the Suppliers Service Management Platform and shall ensure the full and safe use of the Buyer Premises is maintained.
  3. Tasks can include but not be limited to:
     1. Responding to spillages;
     2. Replenishing consumables and monitoring the cleanliness of the washrooms;
     3. Responding to complaints regarding cleanliness;
     4. Cleaning up dust and debris upon completion of maintenance works; and
     5. Stain removal.
  4. The Supplier shall respond to cleaning requests associated with wilful damage, and vandalism and upon request from the Buyer. Costs for this service shall be managed via the Billable Works and Projects process.
  5. All requests for Reactive Cleaning Services shall be routed through the Buyers nominated helpdesk and recorded on the Suppliers Service Management Platform to ensure seamless and efficient service.
  6. The Supplier shall ensure that all reactive cleaning requests generated via the Buyers nominated helpdesk during the agreed operational cleaning hours for the functional risk area at the Buyer Premises, with the exception of infection control specialist cleaning Services, are managed as part of the General Cleaning Service.
  7. Where the Buyer requires the Delivery of a reactive service outside of the agreed operational cleaning hours for the functional risk area at the Buyer Premises, the Supplier shall be responsible for the Delivery of the service and shall ensure the full and safe use of the Buyer Premises is maintained. Tasks can include but not be limited to:
     1. Responding to spillages;
     2. Responding to cleaning requirements generated via Billable Works undertaken by third party Suppliers;
     3. Responding to COVID-19 infection outbreaks and Delivery of mechanical deep cleaning, decontamination and disinfection Services (e.g. electrostatic spray disinfection Services, antiviral sanitisation Services) of buildings, furnishings and equipment. This service shall require testing services to ensure Buyer Premises are contamination free prior to any return-to-the-office by Buyer's personnel;
     4. Replenishing hygiene/clinical consumables;
     5. Maintaining cleanliness of prestige / high profile areas; and
  8. The Services delivered outside of the agreed cleaning operational hours shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.

### High Frequency Touchpoint Cleaning

* 1. The Service Infection Control / Touchpoint Cleaning Standards shall apply to this Service.
  2. The Supplier shall undertake planned and routine cleaning of high frequency touchpoints Services across all Buyer Premises in accordance with the Cleaning Specification and the cleaning method statements to minimise the risks of infection amongst Buyer Staff and visitors. Details of the operational hours will be defined by the Buyer in the Call-Off Procedure.
  3. The Supplier shall be responsible for implementing cleaning regimes which reflect the Buyer's requirements in accordance with Standards as set out in Appendix B Quality Standards.
  4. The Buyer shall deliver periodic cleaning Services of keyboards, screens and periphery IT equipment. These Services shall be managed via the Billable Works and Projects process.
  5. The Supplier shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each day. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises.
  6. The Supplier shall be responsible for the provision and disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.

### Check Cleaning

* 1. The Supplier shall undertake check cleans on a regular basis to assess if an element meets the required standards. If it does not, the Supplier shall ensure that a full or a spot clean is undertaken to bring the element up to the required standard.

### Deep Cleaning

* 1. The Deep Cleaning (Periodic) Standards apply to this Service.
  2. The Supplier shall:
     1. Provide a periodic and Deep Cleaning service that restores the patient environment, removing ingrained soiling and stains;
     2. Provide a programme for periodic and Deep Cleaning activities to the Buyer for Approval within one Month of the start of each Contract Year;
     3. Inform the Buyer of all periodic cleaning activity one Month prior to it being undertaken via the Buyers nominated helpdesk or PPM schedule;
     4. Undertake deep cleaning Services to all clinical areas, kitchens, theatres, and laboratories in the Buyer Premises and any other areas specified by the Buyer in the Call-Off Procedure. The deep cleaning Services are not required where catering Services are delivered by a Buyer appointed third-party provider; and
     5. Take responsibility for ensuring the Buyer’s staff are informed prior to carrying out periodic cleaning activities;
  3. Clean all catering and staff welfare areas identified by the Buyer in the Call-Off Procedure daily.
  4. The Supplier must establish a good working relationship with the Buyers catering service to facilitate the cleaning of all equipment where required in the Call-Off Procedure.

### Wall Washing and High-Level Cleaning

* 1. The General Cleaning Standards apply to this Service.
  2. Where this Service is requested by the Buyer, the Supplier shall provide a wall washing service which includes the following:
     1. Kitchen and dining areas every three months; and
     2. Ward areas every six months.
  3. Where this Service is requested by the Buyer, the Supplier shall provide the General Cleaning Requirement and Routine Cleaning to surfaces and ledges above 2m height.
  4. The Supplier shall be responsible for the provision of appropriate access equipment to all cleaning at height to be undertaken safely in accordance with legislation. Costs for this service shall be managed via the Billable Works and Projects process.

### Window Cleaning (Internal)

* 1. The Internal Window Cleaning Standards shall apply to this Service.
  2. Internal window cleaning shall be carried out [bi-annually] by the Supplier to the required Standard. The schedule is to be agreed with the Buyer and planned via the Suppliers Service Management Platform.
  3. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
  4. Rectification of any failure to clean to the required Standard to be carried out free of charge.
  5. Where mobile or fixed access equipment is not present at the Buyer Premises and the internal glazed area/s to be cleaned exceed a height of 20 metres, the Supplier shall make provision for the supply of portable access equipment within its costs for the Service.
  6. Splashes and excessive soiling shall be removed during agreed operational Working Hours to agreed response times.
  7. Subject to notification via the Buyers nominated helpdesk by the Buyers Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken using procedures appropriate to the finish of the fixture or windowpane.
  8. A system shall be implemented by the Supplier to ensure that windows with bomb blast curtains are not left unprotected. This includes situations where the bomb blast net is only for privacy purposes.

## Service C2 - Cleaning of Integral Barrier Mats

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Supplier shall ensure that all barrier matting is well maintained and kept clean.
  3. The Supplier shall advise the Buyer when replacement barrier matting, including coir matting, is required.
  4. Where the Supplier is requested to replace barrier matting by the Buyer, the costs for replacement barrier matting including coir matting should be charged via Call-Off Schedule 25 - Billable Works and Projects.

## Service C3 - Window Cleaning (External)

* 1. The External Window Cleaning Standards shall apply to this Service.
  2. The Supplier shall ensure that cleaning is carried out [bi-annually] to the required Standard or in line with local by-laws in force in certain parts of the UK.
  3. The schedule is to be agreed with the Buyer and planned via the Suppliers Service Management Platform.
  4. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
  5. Rectification of any failure to clean to the required Standard to be carried out free of charge.
  6. The Supplier shall deliver the service making use of existing fixed access equipment at the Buyer Premises or via a pole and reach solution. The Supplier shall be responsible for the provision of equipment, labour and materials required to deliver the service.
  7. Where mobile or fixed access equipment is not present at the Buyer Premises and the internal glazed area/s to be cleaned exceed a height of 20 metres, the Supplier shall make provision for the supply of portable access equipment within its costs for the Service.
  8. Subject to notification via the Buyers nominated helpdesk by the Buyer Authorised Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken by the Supplier using procedures appropriate to the finish of the fixture or windowpane. Splashes and excessive soiling shall be removed within agreed operational Working Hours to agreed response times.

## Service C4 - External Grounds Cleaning

* 1. The Supplier shall undertake scheduled litter picking patrols of the Buyers Premises in accordance with the schedule set out in the cleaning method statements.
  2. The Supplier shall undertake periodic cleaning of hardstanding in external areas, as identified in the Buyers Call-Off Procedure, to remove chewing gum and any build up of moss algae. The frequency of such cleans shall be in accordance with the schedule set out in the cleaning method statements.

## Service C5 - Installation and Art Cleaning

* 1. The Installation and Art Cleaning Standards shall apply to this Service.
  2. The Supplier shall provide an Installation and Art Cleaning Service at the Buyer Premises which shall include:
     1. Pictures;
     2. Artwork;
     3. Sculptures;
     4. Statues;
     5. Ceramics;
     6. Fabrics; and
     7. Pictures, including frames.
  3. The cleaning regimes shall comply with the advice / recommendations provided by English Heritage / Cadw / Historic Environment Scotland, the specialist conservation consultant, the arts coordinator and/or as instructed by the Buyer. The Supplier shall ensure that utmost care be taken when handling and cleaning these items.
  4. The Supplier shall have full responsibility for the items during the cleaning process and shall indemnify the Buyer against breakages or failures due directly to the cleaning process. Where the age and condition of an item is seen to deteriorate requiring the intervention of professional renovation; this shall be agreed with the Buyer before attempting to conduct cleaning.
  5. This Service shall be delivered on an ad hoc basis and costs for the Services shall be included in the Charges. Further information will be provided by the Buyer at the Call-Off stage.

## Pest Control Service

## Service P1 - Preventative Pest Control

* 1. Pest Control Standards shall apply to this Service.
  2. The Supplier shall provide a bi-monthly planned and reactive Pest Control Service to keep the Buyer’s Premises free from all types of rodents, birds and insects. Where other pests outside this scope affect a Buyer Premise (e.g. foxes, moles and/or rabbits) the Buyer will provide details of additional requirements and how these Services shall be priced in the Call-Off Procedure.
  3. A detailed survey of the Buyer Premises shall be delivered at Buyer Premises during the Mobilisation Period before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
  4. The Supplier shall provide site specific pest risk assessments and a full pest control action plan for dealing with the range of pests encountered within the Buyer Premises at Mobilisation. The Supplier shall ensure only biocidal products approved by the Health and Safety Executive are used on Buyer Premises. The Supplier shall ensure all potential risks to wildlife and the environment and humane pest control methods are given consideration whilst developing the pest control action plan.
  5. Where pests are known to be active at certain and regular periods of the year the Supplier shall produce a pest control management plan implementing both pro-active and long-term preventative measures to ensure against damage to Buyer’s infrastructure and the Buyer Premises.
  6. The Supplier shall give priority to infestations that present a major risk to health, safety and welfare, or which has an operational impact on the Buyer, and Deliver an emergency reactive Service and respond to emergency pest control requirements within twenty-four (24) hours of being notified.
  7. The Supplier shall, where necessary, align the pest control management plan with the Buyers Grounds Maintenance regime to maximise potential synergies with these Services.

## Service P2 - Reactive Pest Control

* 1. The Supplier shall respond to routine pest control requirements within five [5] days of being notified.
  2. In instances where there are repeated infestations that impact on the patient experience or clinical activity or reduce occupancy capability, the Supplier shall be responsible for the implementation of a preventative regime to avoid re-infestation. The Supplier shall report repeated infestations or instances of poor housekeeping to the Buyer and record all details on the Suppliers Service Management Platform.
  3. The Supplier shall remove all dead rodents, birds and insects, resulting from the pest control Service or other means.
  4. Where Buyer Premises require the installation of new bird netting or specialist Services (e.g. hawking Services) to prevent persistent fouling and/or building damage the Billable Works and Projects process shall apply.
  5. Where the Buyers Premises incorporate forestry and woodlands, and laboratories resulting in additional Pest Control requirements. These areas shall be identified by the Buyer in the Call-Off Procedure for the Supplier to consider in its Call-Off response.

# Work Package 3 – Waste Management Service

* 1. This section provides details of the Service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Schedule 1 – Specification, Part B Contract Management, the Waste Management Service Delivery Plan shall include as a minimum:
     1. measures to ensure compliance with all Law and Guidance relevant for each waste stream;
     2. an inventory of available / required equipment; and
     3. measures to track and reduce carbon from transportation and treatment of waste in line with NHS Net-Zero Targets.
  2. The Supplier will consider the most appropriate methodologies for promoting waste reduction, improving waste segregation and improving infection control and prevention including the use of technology in the Delivery of the Service.

## Generic Waste Requirements

* 1. The following Standards shall apply to this Service, including the Waste Standards within Appendix B of this specification.

### Collection

* 1. The Supplier will ensure that collection will not be subject to minimum quantities, unless otherwise specified by the Buyer in a Call-Off Procedure.
  2. The Supplier will collect waste from one or more designated collection points which will be specified by the Buyer in a Call-Off Procedure.
  3. The Supplier will return or replace bins and receptacles, in line with standards specified, to one or more designated return points as specified by the Buyer in a Call-Off Procedure.

### Provision, Re-use, and Recycling of Bins and Receptacles

* 1. The Supplier is responsible for the provision of UN specification bins and receptacles for the bulk storage of the waste stream they have been contracted to manage, to be located in a waste yard, or other designated bulk storage area. The bins should display the appropriate hazard warning symbols when used to store dangerous goods, in accordance with HTM 07-01. Bins for the collection of ward-level, public, office, and other internal bins is to be the responsibility of the Buyer.
  2. Where the Buyer or Supplier has identified bins and receptacles as needing repair, the Supplier will examine the items and undertake repairs for as long as the items remain fit for purpose in every respect, as defined in Appendix B of this Schedule 1 – Specification Part C Service Requirements.
  3. Where the Supplier identifies that the repair of a bin / receptacle is no longer economically viable and/or the item is beyond repair, the Supplier will actively consider whether the item can be safely re-used. The Supplier is responsible for assessing bins for usability, safety, and repair potential. If the receptacle is deemed to be beyond repair, the Supplier will notify the Buyer, providing evidence of this. If agreed by the Buyer, the Supplier will provide a replacement receptacle.
  4. Where a bin or receptacle is decommissioned and cannot be re-used, the Supplier will actively seek to recycle the item appropriately, to reduce waste to landfill.

### Staff Uniforms and Training

* 1. As highlighted within 4.13 of Framework Schedule 1 Specification Part B Contract Management, the Supplier Staff shall be suitably presented and wearing all required uniforms and/or appropriate work wear at all times (in line with the Health and Safety 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. The Supplier is responsible for resource recovery of PPE used in the Delivery of the Service that is deemed no longer fit for use.
  2. Supplier Staff must carry valid photographic ID at all times when on the Buyer(s) premises. All Supplier Staff must adhere to Buyer(s) security protocols when on Buyer(s) premises.
  3. The Supplier is responsible for ensuring all staff employed to deliver the Service receive suitable and regular training. This must include at minimum:
     1. Safe handling and transportation of waste;
     2. Basic principles of workplace safety;
     3. Correct segregation of waste, and identification of hazardous material;
     4. The Waste Hierarchy, and the principles of Circular Economy;
     5. Waste management legislation.
  4. Copies of all training material must be supplied to the Buyer(s) upon request. Buyer(s) reserve the right to use elements of Supplier training for internal, non-commercial purposes.
  5. This shall be priced as part of the Management Overhead.

### Vehicles and Transportation

* 1. The Supplier is responsible for the provision of all vehicles necessary to deliver the Services. Maintenance, fuel, insurance, registration, and replacement parts for all Supplier owned vehicles are the sole responsibility of the Supplier. An adequate fleet of vehicles must be made available and maintained to ensure the Services are delivered as required, in a safe, and legally compliant manner.
  2. The Supplier shall track vehicle emissions (including those stemming from production and maintenance of vehicles, and disposal of End-of-Life Vehicles) associated with the provision of the Service, and supply this data to the Buyer(s) on a monthly basis, or upon request (within 1 calendar week of request).
  3. Vehicles should be fitted with weighing equipment and GPS trackers, in order to record accurate waste mass and distance information. This information must be supplied to the Buyer(s) as a minimum on a monthly basis. The Supplier shall also provide this information upon request (within 1 calendar week of request).
  4. The Supplier is responsible for ensuring all vehicles used to deliver the Service are operated by suitably qualified staff, holding the necessary licences, and insurance.
  5. Vehicles used to supply the Service must comply with CDG and ADR specifications where applicable (i.e. when carrying hazardous materials over certain quantity thresholds). This may require Supplier vehicles to carry specific equipment, including fire extinguishers, wheel chocks, pocket lamp, warning signs, and warning vests.
  6. Buyer(s) shall require the Supplier to provide vehicles that will allow and require vehicles used to deliver Services to be compatible with specific containers, cages, or bins (to be agreed between the Supplier and Buyer(s)).
  7. This shall be priced as part of the Corporate Overhead.

### Compliance with legislation, guidance, and best practices

* 1. The Supplier shall handle, transport, treat and dispose of all healthcare wastes in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of Buyer requirements and type of healthcare waste materials for disposal shall be specified by the Buyer in the Call-Off Procedure. All wastes must be treated and disposed of at a permitted facility, using a process approved by the Environmental Regulator. A full list of relevant legislation is laid out in Appendix A.
  2. The Supplier must be familiar with the NHS Clinical Waste Strategy, and must support the Buyer(s) in implementing it where practicable. This includes offering separate collection for offensive waste if and when requested by the Buyer(s).
  3. The Supplier shall be responsible for ensuring all waste is managed in accordance with all waste related legislation and in accordance with the current edition of Health Technical Memorandum (HTM) 07-01: Safe Management of Healthcare Waste guidance.
  4. All waste handling, transportation, and other activities involved in the Delivery of the Service must be performed in compliance with Health and Safety Executive guidance.
  5. In fulfilment of its statutory duty of care (as set out in the Environmental Protection Act 1990), the Buyer(s) shall require the Supplier to provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (in accordance with the Waste Hierarchy, NHS net-zero guidance, and best practices). In particular, the Buyer(s) shall be assured that as much of the waste as possible shall be recovered/recycled or used for energy recovery, rather than being sent to landfill. The Supplier must also obtain suitable waste transfer notes for all loads of waste removed from the Buyer(s) premises, and provide a copy of any / all waste transfer notes within 72 hours of receipt of a written request from the Buyer(s). The Supplier shall retain copies of all hazardous and non-hazardous waste consignment notes generated in the course of delivering the Service. If requested by the Buyer(s), the Supplier shall use electronic consignment notes. Copies of any and all consignment notes within 72 hours. In disposing of waste, the Supplier shall maintain and proactively manage waste in accordance with the Waste Hierarchy.
  6. The Buyer(s) requires the Supplier to demonstrate commitment to and compliance with the principles of sustainable development, circular economy, proximity principle, and the waste hierarchy as documented by the Buyer, and seeks to continuously reduce the Buyer’s deleterious impact on the environment in waste disposal in general.
  7. The Supplier shall provide support in planning, measuring, reporting and recommending how waste can be continually minimised across all Buyer Premises and how HM Government sustainability targets can be achieved.
  8. The Buyer(s) reserve the right to conduct duty of care visits to Supplier premises to confirm compliance with legislation, guidance, best practices, and contractual obligations, to be carried out within 4 weeks. The Buyer(s) also reserve the right to witness destruction of all wastes, and carry out audits within 4 weeks.
  9. This shall be priced as part of the management overhead.

### Contingency management

* 1. The Supplier must advise the Buyer of available waste treatment capacity and alert the Buyer of any issues which may impact Service Delivery (equipment maintenance or failure, staffing issues, or other factors). The Supplier must communicate this to the Buyer within 24 hours of the issue being detected.
  2. In the event of a disease outbreak or other national or regional event which may cause prolonged Service disruption, the Supplier must arrange regular on a once per week basis updates with the Buyer to advise on current status.
  3. The Supplier must be familiar with the NHS England (2019) Guidance: Emergency Preparedness, Resilience and Response (EPRR), and work to support the Buyer(s) in line with this guidance.
  4. This shall be priced as part of the management overhead.

### Reporting, monitoring, and advisory Services

* 1. In addition to the requirements set out within Schedule 1 - Specification, Part B Contract Management, the Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer(s) to remain legislatively compliant. These reports shall include figures on greenhouse gas emissions associated with the transport, treatment, and disposal of waste, in order to support NHS Net Zero goals. Records must include:
     1. Total mass and estimated volume (number of bins / bags) removed Buyer(s) premises on a daily / weekly / monthly basis;
     2. Information on the fates of these wastes, and the associated environmental impact.
  2. Figures on road miles travelled (total and per each removal), and vehicle types must also be included. The Supplier must aim to minimise emissions associated with the Delivery of the Service as much as possible, without compromising quality or safety standards.
  3. The Supplier must provide data in a format appropriate for entry into the Estates Return Information Collection system (ERIC). All records must be provided in digital format, with paper copies provided if requested by the Buyer(s).
  4. This shall be priced as part of the management overhead.

### Emergency supplies (major incident)

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year). Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## Service W1 - Non-Hazardous Clinical Waste

* 1. This section provides details of the Services that Suppliers will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  2. The Supplier will provide all the Services listed in the generic waste requirements section of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Service W1.
  3. Where the Services are being provided to a healthcare or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  4. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within [72] hours of collection from the designated collection point (excluding weekends and public holidays), unless otherwise stated by the Buyer(s) in a Call-Off Procedure.
  5. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  6. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a [once per week] basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  7. The Supplier shall also provide a reactive Service for the collection and disposal of all types of Non-Hazardous Clinical Waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  8. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  9. Lockable UN Specification bins must be utilised for all clinical wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  10. Suppliers are expected to provide and manage secure, wheeled bins of 770 litres in volume as part of this Service. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s).
  11. The Service provided under this Lot is to cover all non-hazardous clinical wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
      1. Medically contaminated sharps. EWC codes: (18 01 01 and 18 01 09) or (18 02 01 and 18 02 08);
      2. Non-cytotoxic/cytostatic waste medicines. EWC codes: (18 01 09, 18 02 08, or 20 01 32);
      3. Non-infectious anatomical waste without chemicals. EWC code: (18 01 02);
      4. Uncontaminated sharps. EWC codes: (18 01 01, or 18 02 01).

## Service W2 - Hazardous Clinical Waste, including Radioactive Waste

* 1. This section provides details of the Services that Suppliers appointed will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  2. The Supplier will provide all the Services listed in the generic waste requirements section of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Service W2.
  3. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  4. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within [72 hours] of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call-Off Procedure.
  5. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  6. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  7. The Supplier shall also provide a reactive Service for the collection and disposal of all types of hazardous clinical waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  8. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  9. In addition to the mandatory training requirements for all of the Waste Services, this service W2, requires all staff employed to deliver the Service to receive Carriage of Dangerous Goods and ADR training. The Buyer(s) reserve the right to audit this training.
  10. The Supplier must employ a qualified Dangerous Goods Safety Advisor (DGSA) to ensure legal compliance. The DGSA must be available to respond to queries from the Buyer(s) within one week of written submission.
  11. Lockable UN Specification bins must be utilised for all clinical wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  12. Suppliers are expected to provide and manage secure, wheeled bins of 770 litres in volume as part of this Service. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  13. The Supplier shall comply and follow all guidance detailed within HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB), for hazardous waste This is to include:
      1. Cytostatic/Cytotoxic waste. EWC codes: (18 01 08\*, 18 02 07\*, or 20 01 31\*);
      2. Cytotoxic/Cytostatic sharps. EWC codes: (18 01 03\* and 18 01 08\* / 20 01 31\*) or (18 02 02\* and 18 02 07\* / 20 01 31\*);
      3. Hazardous anatomical waste. EWC codes: (18 01 03\* and 18 01 06\* / 18 01 07) or (18 02 02\* and 18 02 05\* / 18 02 06);
      4. Infectious waste contaminated with medicines. EWC codes: (18 01 03\* and 18 01 09) or (18 02 02\* and 18 02 08);
      5. Infectious medically contaminated sharps. EWC codes: (18 01 03\* and 18 01 09) or (18 02 02\* and 18 02 08);
      6. Infectious waste contaminated with chemicals. EWC codes: (18 01 03\* and 18 01 06\* / 18 01 07) or (18 02 02\* and 18 02 05\* / 18 02 06);
      7. Known infectious waste. EWC codes: (18 01 03\* or 18 02 02\*);
      8. Used, non-medicinally contaminated sharps EWC codes: (18 01 03\* or 18 02 02\*);
      9. Infectious gypsum. EWC codes: (18 01 03\* or 18 02 02\*);
      10. Infectious waste containing dental amalgam. EWC codes: (18 01 03\* and 18 01 10\*).
  14. The Supplier shall provide certificates of destruction for all hazardous or controlled, radioactive / radiological wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.
  15. Where the Buyer(s) hazardous waste includes ordnance, pyrotechnic, flammable, explosive, or pressurised vessel related waste the Supplier shall ensure that all waste is checked and made safe prior to disposal and shall issue a Monthly report on waste volumes disposed of to the Buyer.
  16. When hazardous clinical equipment is decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this. This advice should include guidance on whether the item in question can be repaired to a point where it is safe for continued use, and a high-level estimate of the costs and materials involved.
  17. Where the Buyer(s) practices on-site decay of radioactive and radiological wastes, the Supplier is responsible for ensuring radiation has decayed to a safe (background) level before removing this material from the premises
  18. The Supplier must have access to a qualified Radiation Protection Advisor (RPA), to ensure legal compliance. The RPA must be available to respond to queries from the Buyer(s) within [one week] of written submission.
  19. Where any active radioactive material (material which has not been fully decayed to a safe level) is removed from the site, the Supplier is responsible for ensuring suitably shielded containers and vehicles are used to limit exposure and minimise risk. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## General Waste (Hazardous and Non-hazardous)

* 1. This section provides details of the Services that Suppliers appointed will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  2. The Supplier will provide all the Services listed in the generic waste requirements section of this Framework Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Services W3 and W4.
  3. Where the Services are being provided to a healthcare or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  4. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within [72 hours] of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call-Off Procedure.
  5. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  6. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  7. The Supplier shall also provide a reactive Service for the collection and disposal of all types of non-hazardous general waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  8. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.

## Service W3 - Non-Hazardous General Waste

* 1. Suppliers are expected to provide and manage secure, wheeled bins between 240 to 1100 litres in volume as part of this Service. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  2. The Service provided under this Service is to cover all non-hazardous general wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
     1. Municipal Solid Waste. EWC codes: (20 03 01)
     2. Offensive waste. EWC codes: (18 01 04, 18 02 03, or 20 01 99)
     3. Uncontaminated Gypsum. EWC codes: (18 01 04, or 18 02 03)
  3. When furniture and fittings, or non-hazardous equipment and machinery are decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this including consideration for donations in the local community. This advice should include guidance on whether the item in question can be repaired to a point where it is safe for continued use, and a high-level estimate of the costs and materials involved.

## Service W4 - Hazardous General Waste

* 1. In addition to the mandatory training requirements for all Waste Services, Service W3 requires all staff employed to deliver the Service to receive Carriage of Dangerous Goods and ADR training. The Buyer(s) reserve the right to audit this training.
  2. The Supplier must employ a qualified Dangerous Goods Safety Advisor (DGSA) to ensure legal compliance. The DGSA must be available to respond to queries from the Buyer(s) within one week of written submission.
  3. Lockable UN Specification bins must be utilised for all hazardous wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  4. Suppliers are expected to provide and manage secure, 200 litre drums as part of this Service. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  5. The Services detailed within W3 are to cover all hazardous general wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
     1. Wastes from electrical and electronic equipment (WEEE). EWC codes: (16 02 09\*-16 02 16)
     2. Gases in pressure containers and discarded chemicals. EWC codes: (16 05 04\*-16 05 09)
     3. Batteries and accumulators. EWC codes: (16 06 01\*-16 06 06\*)
     4. Construction and Demolition Wastes. Various EWC codes.
     5. X-ray fixer and developer. EWC codes: (09 01 01\*-09 01 05\*)
     6. Dental amalgam. EWC code: (18 01 10\*)
  6. The Supplier shall provide certificates of destruction for all hazardous or controlled wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.
  7. Where the Buyers hazardous waste includes ordnance, pyrotechnic, flammable, explosive, or pressurised vessel related waste the Supplier shall ensure that all waste is checked and made safe prior to disposal and shall issue a Monthly report on waste volumes disposed of to the Buyer.
  8. The Supplier shall keep records (types and quantities) of all WEEE and share with the Buyer on an agreed basis.
  9. Where safe and feasible, the Supplier shall disassemble WEEE to maximise recycling and recovery potential, in compliance with all relevant Law and Guidance.

## Service W5 - Recyclable General Waste

* 1. This paragraph provides details of the Services that Suppliers appointed will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  2. The Supplier will provide all the Services listed in the generic waste requirements section of this Framework Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Service W4.
  3. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local Policy and Procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  4. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call-Off Procedure.
  5. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  6. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on an once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  7. The Supplier shall also provide a reactive Service for the collection and disposal of all types of recyclable general waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  8. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  9. Suppliers are expected to provide and manage secure, wheeled bins of between 240 to 1100 litres in volume as part of this Service. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  10. The Services detailed within W4 cover all recyclable healthcare wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include recyclable waste, Various EWC codes (See HTM 07-01 and WM3)

## Confidential Waste

* 1. This paragraph provides details of the Services that Suppliers appointed will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  2. The Supplier will provide all the Services listed in the generic waste requirements section of this Framework Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Service W6 and W7.
  3. Where the Services are being provided to a healthcare or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  4. In addition to the mandatory training requirements for all waste services, Service W5 and W6 requires all staff employed to deliver the Service to receive GDPR and information security training. The Buyer(s) reserve the right to audit this training.
  5. The Services W5 and W6 are to cover all confidential healthcare wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB).
  6. The Supplier shall provide certificates of destruction for all confidential wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.

## Service W6 - Confidential Waste - Off Site Services

* 1. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within [72] hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call-Off Procedure.
  2. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  3. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  4. The Supplier shall also provide a reactive Service for the collection and disposal of all types of confidential waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  5. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.

## Service W7 - Confidential Waste - On Site waste shredding service

* 1. Lockable, tamper-proof bins must be utilised for all confidential wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  2. The Supplier shall provide an on-site / mobile classified waste shredding Service in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the Buyer. The Supplier and Buyer shall agree whether the Service will be portered (on-site collection and replacement bins is the responsibility of the Supplier) or non-portered (Buyer is responsible for bringing bins to the collection area). The Supplier shall ensure:
     1. Services are fully compliant with UK GDPR and all data protection legislation;
     2. Services are delivered once per month basis at Buyer Premises;
     3. Suitable and sufficient standard sized secure containers are provided at Buyer Premises to enable the secure storage of all Buyer classified waste;
     4. A secure chain of custody is maintained at all times to ensure the secure collection, storage, removal and disposal of all classified materials so that at no time these materials are out of the Suppliers possession or sight, or capable of being deciphered once securely disposed of;
     5. No shredded classified materials are capable of being deciphered once securely disposed of;
     6. Material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the Buyer is only destroyed by a National Protective Security Authority (NPSA) approved company or on-site using NPSA approved shredders from the NPSA Catalogue of Security Equipment (CSE);
     7. Supplier Staff and / or Subcontractors delivering the Service are cleared to Counter Terrorist Check (CTC) as a minimum;
     8. All shredded classified materials are 100% recycled (as reasonably practicable); and
     9. A certificate of destruction is issued to the Buyer confirming destruction of the waste (detailing origin and fate of the waste, along with date of collection and destruction);
     10. Where classified materials may comprise a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.

## Service W8 - Sanitary Waste

* 1. This paragraph provides details of the Services that Suppliers appointed will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  2. The Supplier will provide all the Services listed in the generic waste requirements section of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Service W7.
  3. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  4. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within [72] hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call-Off Procedure.
  5. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  6. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a [once per week] basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  7. The Supplier shall also provide a reactive Service for the collection and disposal of all types of sanitary waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  8. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  9. This Service W7 shall cover all sanitary waste as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB).

## Service W9 - Collection and recycling of food waste

* 1. Suppliers may be required to arrange for the separate collection of food waste with Buyer kitchen and food service staff, or third-party contractors. Suppliers are required to handle food waste in accordance with the Waste Hierarchy, utilising Anaerobic Digestion, Composting, or other recovery / recycling technologies.
  2. Suppliers shall record the overall volume and mass of all waste collected, for use in the calculation of landfill diversion and greenhouse gas reduction. The quantities of any products generated from the processing of food waste (compost, biogas, etc) shall also be recorded and reported to the Buyer.
  3. Where Buyers are utilising macerators for the disposal of food wastes, Suppliers shall provide an estimate of food waste generation based on number of meals served and / or visitors, staff, and patients at the site. This may be supported by studies if agreed with the Buyer.
  4. Suppliers shall advise on the environmental and logistical impact of macerator use, and suggest alternative methods, as well as compliance with Law and Guidance

## Service W10 - Collection and disposal of e-cigarettes

* 1. Where requested by the Buyer, the Supplier will collect used disposable e-cigarettes from the Buyers premises and dispose of them in accordance with WEEE legislation.
  2. The Supplier will provide appropriate receptacles to the Buyer for the segregation of used disposable e-cigarettes on the Buyers premises.
  3. The Supplier will collect e-cigarette receptacles from the Buyers premises at a frequency specified by the Buyer.

## Service W11 - Barcoding / Radio Frequency Identification (RFID)

* 1. Where requested by the Buyer, the Supplier will provide an auditable tracing system. The tracing system may be provided by either:
     1. barcoding each waste receptacles, bins, and equipment; or
     2. by a Radio Frequency Identification (RFID) system which involves a RFID tracking device being fixed into each specified asset.
  2. The Supplier will fix the agreed identification to each specified asset when it is new and before it is used. In accordance with the Buyer’s instructions in a Call-Off Procedure, the Supplier will keep a record of the cleaning and maintenance method utilised and the number of processing cycles that each individual asset has been subjected to, and the Supplier will retain all such records. Upon the Buyer’s request, the Supplier will make the processing records for each individual asset available to the Buyer for inspection and audit.

## Additional Services

## Service W12 - Management of on-site bulk waste storage area(s)

* 1. This Service will be available for waste storage areas which are contractually managed by the Buyer(s).
  2. Where requested by the Buyer(s), the Supplier will monitor the remaining capacity and condition of agreed designated bulk waste storage areas on the Buyer’s premises at a frequency specified by the Buyer(s).
  3. The Supplier will perform cleaning and maintenance of these areas, and record remaining capacity as required by the Buyer(s). The Buyer(s) will specify the time range (e.g. between 9.00am and 12.00pm), and duration (e.g. 14 calendar days).

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# Work Package 4 – Catering Service

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety across all catering services It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Schedule 1 – Specification, Part B Contract Management, the Catering Service Delivery Plan shall include as a minimum:
     1. processes for the procurement, storage and preparation of ingredients;
     2. processes for development and review of menus and/or range of offering;
     3. processes for managing food wastage;
     4. approach to transportation of meals (where applicable);
     5. methodologies for managing food hygiene and Hazard Analysis and Critical Control Points (H.A.C.C.P); and
     6. processes for catering for special dietary requirements.

## Generic Catering Requirements

* 1. The Supplier shall be subjected to Government Buying Standards (GBS) in relation to food and catering in accordance with Appendix 1 of the Government Buying Standards for Food and Catering Services.
  2. The Supplier shall supply a value for money catering service, which is consistent with the requirements of NHS National Standards for Healthcare Food and Drink, NHS nutritional standards guidance, current food Service trends and the Buyer’s requirements and expectations.
  3. The Supplier shall be responsible for the production of a catering service business plan to be submitted during the Mobilisation Period, agreed with the Buyer, and updated annually as a minimum. The catering service business plan shall include as a minimum: the identification and exploration of all potential opportunities to develop and enhance the catering service to deliver continual improvement, greater efficiency, enhanced customer experience, improved sustainability and generation of additional income streams.
  4. The Supplier shall be responsible for the completion of a quarterly balanced scorecard submission.
  5. The Supplier shall collaborate with the Buyer to update its food and drink strategy for improving nutrition and hydration for patients, staff and visitors.

### Compliance with Food Safety

* 1. Where required by the Buyer under the Call-Off Procedure, the Supplier shall nominate a food safety specialist.
  2. The Supplier shall develop and implement appropriate operational policies, procedures and practices to ensure food safety and hygiene standards are maintained at all times and which complies with an Assured Safe Catering programme based on Hazard Analysis and Critical Control Points (H.A.C.C.P).
  3. All Supplier Staff engaged in the Delivery of the Service shall maintain proper standards of food safety, personal hygiene and personal apparel, in accordance with the Industry Guide to Good Hygiene Practice: Catering Guide at all times. This shall include as a minimum training in the following:
     1. Food production;
     2. Food hygiene, including:
     3. Health and safety legislation;
     4. Food hygiene policies and procedures; and
     5. The attainment of a Level 1 Food Hygiene Certificate;
     6. Supervisory and management training to the following standard:
        1. The attainment of a Level 2 Food Hygiene standard certificate for all supervisory Staff and cooks or equivalent; and
        2. The attainment of a Level 3 or Diploma Food Hygiene standard certificate for all managers or equivalent.
  4. The Supplier shall proactively identify and introduce technology and innovation that improves the capture, quality and accuracy of data relating to H.A.C.C.P throughout the full catering cycle. The Supplier shall provide information on any such technology and innovation including a cost benefit analysis to the Buyer for consideration. If the Buyer wishes the Supplier to proceed with the implementation of such technology, the costs for such implementation shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.

### Procurement, Storage and Preparation of Ingredients

* 1. The Supplier shall procure and replenish all food and ingredients required to undertake this Service, using recognised government contracts. Where recognised government contracts are not suitable, the Supplier shall procure produce in accordance with Government Buying Standards including Appendix 1 Government Buying Standards for Food and Catering Services.
  2. The Supplier shall implement quality control procedures for all incoming ingredients and foodstuffs to ensure goods are within their stated expiry date, free from damage and pest infestation, have been stored and transported at the correct temperature and are suitable for consumption as per the STS Food Safety Standards.
  3. The Supplier shall ensure that all food is handled, stored, prepared and cooked appropriately, that procedures are in place to ensure it is kept at the requisite temperature at all times including but not limited to storage prior to preparation, during cooking, during transfer and at point of service around the Buyers Premises to patients.

### Equipment Resources

* 1. The Supplier shall provide all staffing, training, supplies and equipment hardware, menus, crockery, utensils, disposables, personal protective equipment, cleaning materials and any other items required for the efficient Delivery of the Catering Service in accordance with the Buyer Requirements in the Call-Off Procedure.
  2. The Supplier shall provide, distribute, collect, wash and dry, store and replace as necessary all crockery, cutlery and other implements and equipment used in connection with the Catering Service and shall be responsible for the cleaning of all food production areas used in connection with the Catering Service as per NHS Cleaning Standards. Where areas used in connection with the Catering Service are cleaned by the Buyers cleaning provider, the Supplier shall liaise with the Buyer’s cleaning service to ensure that Service Delivery is scheduled to avoid the need for the repetition of tasks by either party.

### Menu Development and Nutritional Standards

* 1. The Supplier shall provide a customer-focused menu development service, in accordance with the National Standards for Healthcare Food and Drink, to be agreed with the Buyers food service dietitian or nutritional steering group, that meets the dietary requirements of the patient-mix and actively takes account of patient, employee and visitor feedback regarding the:
     1. Range of services on offer;
     2. Choice of meals, snacks and drinks;
     3. Quality of service;
     4. Accessibility of service;
     5. Appearance of the food and drink offer;
     6. Temperature;
     7. Timeliness; and
     8. Taste and texture
  2. The Supplier shall liaise with the Buyer’s food service dietitian or nutritional steering group on the approach the Buyer uses in relation to allergen screening and develop policies which integrate this into the Delivery of the Service.
  3. The Supplier shall work with the Buyer’s food service dietitian or nutritional steering group to integrate the nutritional screening programme into the Catering Service. The Supplier shall incorporate menu options that cater for patients at risk from malnutrition and/or dehydration.
  4. The Supplier must gain Approval from the Buyer’s nutritional steering group prior to the:
     1. Use of potentially allergenic ingredients (e.g. Nuts);
     2. Use of genetically modified foods;
     3. Delivery of modified, special and therapeutic diets with particular regard to the content, standard and method of delivery; and
     4. Implementation of all menus.
  5. The Supplier shall provide a minimum of a twenty-one (21) day menu cycle to ensure variety and selection and to avoid menu fatigue. Menu cycles shall be changed to take account of customer feedback. The Supplier shall provide suitable special menus for:
     1. Christmas Day;
     2. New Year’s Day; and
     3. Other occasions as set out by the Buyer in the Call-Off Procedure.
  6. The Supplier shall provide menus in the format and style agreed with the Buyers food service dietitian or nutritional steering group but as a minimum shall take full regard of:
     1. Ethnic/religious requirements;
     2. Plant-based offerings;
     3. Visually impaired/special needs patients, visitors and or employees;
     4. Technology available such as bedside communication systems;
     5. Genetically modified and or allergenic contents; and
     6. Dietary coding.
  7. The Supplier shall provide a meal ordering system no more than 2 meals in advance, except for the ordering of breakfast where it shall be ordered 1 meal in advance. This shall include the production, collection, collation and distribution of patient menus in a form compatible with the proposed Service methodology.

### Sustainability

* 1. The Supplier shall supply a sustainable catering solution which:
     1. Supports current and future hybrid working arrangements and variable Buyer Staff numbers utilising Buyer Premises as a place of work;
     2. Recognises the need to adopt regional and locational catering solutions;
     3. Supports diversity and inclusion in the workspace and promotes the health and wellbeing of Buyer Staff;
     4. Delivers a flexible and adaptable service, commensurate to the number of Buyer Staff working at the Buyer Premises;
     5. Supports, where the catering solution allows, local producers and suppliers;
     6. Offers sustainable and wide-ranging options for healthy meal and snack options including plant-based options and aligns to NHS National Standards for Healthcare Food and Drink and any provenance guidelines and requirements outlined by the Buyer in the Call-Off Procedure;
     7. Seeks to recycle 100% of all waste generated from the Delivery of the Services;
     8. Maximises the use of technology, for example the use of digital menus, online ordering and wireless technology for temperature logging;
     9. Where feasible, ensures Services are provided at convenient locations with optimal footfall or as advised by the Buyer;
     10. Seeks to maximise the use of the facilities and opportunities for increases in revenue from the Delivery of the Service while reducing the cost of patient meals;
     11. Further details of any sustainable catering solution requirement and associated pricing and incentivisation rationale will be provided by the Buyer in the Call-Off Procedure.
  2. The Supplier shall ensure the Services are delivered in accordance with the Environmental Protection (plastic straws, cotton buds and stirrers) (England) Regulations 2020, related Regulations in place across Devolved Administrations and all future waste related Regulations.
  3. Where the Catering Service requirements set out in the Call-Off Procedure requires the provision of Catering to satellite Buyers Premises, the Supplier shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.
  4. Where the Catering Service requirements set out in the Call-Off Procedure requires the provision of Catering to satellite Buyers Premises, 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.

### Food Wastage

* 1. The Supplier shall collect data on food waste volumes returned from patient meal service against each ward and collate this data on behalf of the Buyer.
  2. The Supplier shall utilise Food Waste volumes and meal ordering data to adapt the menus and meal offerings to reduce the volume of food waste generated.
  3. Suppliers shall arrange for the separate collection of food waste and spoiled produce in accordance with Law and Guidance. Suppliers are required to handle food waste in accordance with the Buyers waste hierarchy, maximising the use of Anaerobic Digestion, Composting, or other recovery / recycling technologies.
  4. Where macerators are still in place Suppliers shall ensure that these are not used in the disposal of food waste in accordance with Law and Guidance.
  5. The Supplier shall provide advice to the Buyer on ways it could improve the volume of waste that is recycled including composting.
  6. Suppliers shall record the overall volume and mass of food waste collected, for use in the calculation of landfill diversion and greenhouse gas reduction. The quantities of any products generated from the processing of food waste (compost, biogas, etc) shall also be recorded and reported to the Buyer.
  7. The Supplier shall liaise with the Buyer waste management contractor to ensure that waste derived from the Catering Service is segregated and disposed of correctly.

### Utilities

* 1. Where deemed appropriate, the Supplier shall be responsible for the payment for water, gas, electricity and waste management Services related to the Catering Service on a pay-as-used basis. The Buyer shall arrange metering if necessary, as set out by the Buyer in the Call-Off Procedure.

### Use of Buyer Catering Facilities – (Equipped)

* 1. Where the Buyer specifies in the Call-Off Procedure that the Supplier shall make use of existing Catering facilities within the Buyer Premises for the Delivery of the Service, the Supplier shall provide an initial assessment of the Buyers Catering facilities based on information supplied at the Call-Off Procedure including any issues that would limit the ability to meet legislation and guidance in its response.
  2. The Supplier shall develop its Catering Service on the basis of utilising the Buyers Catering facilities as they are without any significant redesign unless this is required to meet legislation and guidance.
  3. During the mobilisation period, the Supplier shall undertake a full detailed assessment of the Buyers Catering facilities and provide a report confirming any issues with the existing facility including details of any equipment requiring repair or replacement either due to fault, failure or legislative non-compliance. The Supplier report shall set out in full all aspects that it deems requiring attention to allow the Service to be delivered in accordance with this specification with an indication of the cost impact for undertaking the required works, for the Buyer to action. The report shall further set out any potential changes or updates that could be made to equipment that will reduce the energy consumption associated with the Delivery for the Catering Service and improve Service quality for the Buyers consideration.
  4. Where the Buyer requests the Supplier to undertake the necessary works to address any issues identified with the Buyers Catering facilities, the costs for such works shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.
  5. The Supplier shall review the stock lists for all kitchenware and tableware provided by the Buyer based on information supplied at the Call-Off stage and determine any shortfalls in equipment available. The Supplier shall seek to reuse as much kitchenware and tableware as possible to reduce the generation of waste. The Supplier shall be responsible for the supply of any additional equipment deemed necessary including any replacement of items during the Contract Period.
  6. Where equipment is damaged or faulty the Supplier shall notify the Buyer via the Buyers nominated helpdesk to raise the matter with an assessment of the impact caused by the loss of the relevant piece of equipment.

### Use of Buyer Catering Facilities – (Shell)

* 1. Where the Buyer specifies in the Call-Off Procedure that the Supplier shall make use of existing Catering space within the Buyer Premises to fit out to allow the Delivery of the Service, the Supplier shall develop its own design for the fully operational Catering facility. The design should provide:
     1. An efficient working environment;
     2. Energy efficient prime cooking equipment;
     3. Flexibility for future upgrades and adaptation; and
     4. A service model that is sustainable for long term service provision.
  2. The Supplier shall include the fully costed design within its response to the Call-Off Procedure as a separate cost line item. The costs shall be amortised over a period specified by the Buyer in the Call-Off Procedure and included in the invoicing as a separate line item with details of the balance of costs set out alongside this.
  3. In the event of an early termination of the contract, the Buyer shall pay the Supplier the balance of any outstanding sums associated with the Catering Facility fit-out.
  4. The Supplier shall develop its Catering Service on the basis of utilising the Buyers Catering Space as fitted out to the Suppliers design.
  5. During the mobilisation period, the Supplier shall undertake the fit-out of the Buyers Catering Space. Where the Supplier identifies issues with the Buyers Catering Space that were not previously identified by the Buyer in the Call-Off Procedure, the Supplier shall notify the Buyer immediately with a cost for rectifying the issue. The costs for such works shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.
  6. The Supplier shall review the stock lists for all kitchenware and tableware provided by the Buyer based on information supplied at the Call-Off Procedure and determine any shortfalls in equipment available. The Supplier shall seek to reuse as much kitchenware and tableware as possible to reduce the generation of waste. Any additional equipment deemed necessary will be the responsibility of the Supplier, ownership of the equipment will be agreed as part of the Call-Off Contract Period.
  7. Where the Buyer does not have appropriate utility metering in place for the Buyers Catering Space, the Supplier shall include for the provision of metering of all utilities associated with the Catering Service as part of the Suppliers design.
  8. The Supplier shall be responsible for all Utility Costs associated with the provision of the Catering Service.

### Use of Supplier Catering Facilities

* 1. Where the Buyer specifies in the Call-Off Procedure that the Supplier is to provide its own space to deliver the Catering Service from, the Supplier shall ensure that the Catering facility is designed and operates in accordance with legislation and guidance.
  2. The Supplier shall allow the Buyer to carry out regular inspections of its Catering facility to confirm that the Service is being delivered in accordance with the requirements of this specification.
  3. The Supplier shall put in place additional Hazard Analysis and Critical Control Points (H.A.C.C.P) for the transport of food products and meals to Buyer Premises covering as a minimum quality, consistency and temperature requirements.

## Service CA1 - Patient Catering Services

* 1. The General Catering Standards shall apply to this Service.
  2. The Supplier shall provide a patient centred planned Catering Service for all In-patients and day patients on a 365(6) days per year basis.
  3. In all cases meals shall be delivered in accordance with the quality standards set out in the NHS National Standards for Healthcare Food and Drink. All scheduled meals shall be delivered according to delivery schedules which will be agreed with the Buyer during mobilisation. In all cases deliveries shall be made inside the times detailed in Guideline Meal Service Times Table below.
  4. Scheduled meals that are to be delivered to satellite Buyers Premises shall be transported to those sites listed in the Buyers Call-Off procedure at times agreed with the Buyer's Representative.

### Guideline Meal Service Times Table

|  |  |
| --- | --- |
| **Meal** | **Site A** |
| Breakfast | [0730 – 0830 hrs] |
| Lunch | [1200 – 1300 hrs] |
| Evening Meal | [1700 – 1800 hrs] |

* 1. The Supplier shall provide a reactive and ad hoc patient Catering Service between [07.30 and 20.00] hours and in accordance with NHS National Standards for Healthcare Food and Drink.
     1. The Supplier shall provide ad hoc meals when requested, including but not limited to:
        1. In-patients who are admitted outside scheduled mealtimes, or are receiving treatment during scheduled mealtimes;
        2. Patients in Departments specified by the Buyer in the Call-Off Procedure; and
        3. Any reactive or ad hoc request made by the Buyer’s Representative.

### Special Dietary Requirements

* 1. The Supplier shall provide, on the instruction of the Buyers nutritional steering group, special diet meals, including fortified soups and drinks to designated patients on a scheduled and ad hoc basis and wherever possible such meals and/or beverages should be served with the other scheduled meals. Special diets may include but are not limited to:
     1. therapeutic;
     2. special (including but not limited to Diabetic, Coeliac, Low Potassium, Wheat free);
     3. adolescent;
     4. cultural;
     5. religious;
     6. paediatric;
     7. texture modified (soft) meals; and
     8. any other special requirement that is set out in the Buyers Call-Off Procedure.

### Distribution and Delivery

* 1. The Supplier shall liaise with the Buyers portering/logistics provider to agree the delivery of all meals to their intended patient and the collection and return of food trolleys.
  2. The Supplier shall implement and maintain systems such that:
     1. Meals are delivered according to their Scheduled or agreed time; and
     2. Food trolleys are removed from the ward/department immediately after the meal service is completed in the ward/department.

### Ward Catering Supplies

* 1. The Supplier shall provide a supply of dry goods to Wards and/or departments to supplement the Catering Service. The nature of the dry goods to be supplied shall be as set out in the Buyers Call-Off Procedure.

### Beverage Service

* 1. The Supplier shall provide a comprehensive range of beverages to in-patients and day patients, on no less than seven occasions and three occasions respectively, in any 24-hour period.

### Chilled Potable Water

* 1. The Supplier shall propose the method of supplying chilled water. The Supplier shall be solely responsible for the provision of all chilled potable water to each Buyer Premises.
  2. Where mains connected coolers are proposed, the Supplier shall provide a system, whereby the provision, maintenance and sanitation of the chilled cooler and water are contained within the Charges for each Buyer Premises. No further charge shall be levied.
  3. The Supplier shall have the ability to purchase bottled water in large numbers for business continuity purposes and seasonal variations in demand where required. This will be a Pass Through Cost.
  4. During the Mobilisation Period the Supplier shall provide the Buyer with a proposal for the use, disposal or otherwise of any extant non- permanent water coolers located within each Buyer Premises. This shall include the management of the cancellation of any prevailing contracts not supplied by the Supplier.

## Retail and Hospitality Catering Solutions Service

* 1. The Supplier and the Buyer shall jointly review the Retail Catering solution at regular intervals as part of the liaison procedures. The review shall focus on:
     1. Opening hours of each retail catering offering;
     2. The extent and range of choice;
     3. Pricing controls; and
     4. Footfall associated with each retail catering offering.
  2. To ensure that each offering under the Retail Catering solution remains sustainable. The Supplier shall provide the Buyer with sufficient information to inform the discussion and details of any alternative offerings and changes that will allow them to sustain the retail catering solution in accordance with the terms of the Call-Off Procedure.
  3. The Supplier shall operate a pricing policy that is benchmarked to high street and Buyer budgets as evidenced by the Buyer’s requirements.
  4. The Supplier shall provide a complete price and quality benchmarking exercise at Contract commencement and every 6 Months thereafter to validate and support proposed changes to pricing.
  5. The Supplier shall provide options for payment to the Buyer that include cash, debit-card, credit-card, contactless or cashless payment systems.
  6. The Supplier shall ensure that they do not offer any form of credit of deferred payment to customers for the Services.
  7. The Supplier shall offer discounted or preferential pricing for staff using the facility.
  8. The Supplier shall be responsible for the production and provision of all promotional media and menus associated with the Delivery of these Services and shall ensure the Buyer has issued Approval of all designs, formats and content prior to use at Buyer Premises.
  9. The Supplier shall be responsible for the provision of consumables required to deliver the Service. Where the Buyer is not responsible for the provision of food production equipment, fixtures and fittings, the Supplier shall be responsible for the supply of this equipment and shall issue proposals and costs to the Buyer, which shall include any investment to be made by the Supplier, for prior Approval. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.

### Service CA2 - Full-Service Restaurant

* 1. The Supplier shall provide:
     1. A Full-Service Restaurant provision, that shall feature but not be limited to a range of freshly prepared meals, snacks and beverages with seating areas. The required range shall be set out in the buyers Call-Off Procedure and reviewed periodically.
     2. Preparation and service of all meals for staff and visitors in the restaurant facilities and ensuring that such meals meet the requirements with respect to appearance, temperature, timeliness, taste and texture in accordance with NHS National Standards for Healthcare Food and Drink.
     3. A choice of meals in the restaurant including full hot and cold meals, plant-based and healthy options, and a range of snack/takeaway options that meets the Buyer’s requirements, maximises utilisation and spend and is commensurate with the operational and physical design of the facility.
     4. A daily menu that offers choice and quality and is agreed with the Buyer. Samples of menus will be provided within the Supplier’s Tender where requested by the Buyer in the Call-Off Procedure.
     5. A seasonal menu plan which meets changing consumer demands and thus maximises sales and levels of utilisation while meeting NHS National Standards for Healthcare Food and Drink.
  2. The Supplier’s main restaurant shall be staffed in accordance with the minimum hours set out in the Buyers Call-Off Procedure or as agreed otherwise between the parties during the periodic review. The Supplier may extend the opening hours of restaurant / cafeteria facilities to provide additional Services at its own cost.
  3. The Supplier shall ensure all tables shall be cleaned within [5 minutes] after use and made available for the next customer.
  4. The Supplier shall ensure the service of, and payment for, meals and beverages in the restaurant by all restaurant users shall take place quickly and efficiently, during busy periods this should be completed within [5 minutes] of customers joining the queue.
  5. The Supplier shall provide nutritional information for all Service offerings as part of any menu displays or cards.
  6. The Supplier shall ensure chilled temperature water and suitable receptacles are available free of charge at all times within the restaurant/cafeteria facilities.
  7. Portion sizes shall be agreed in writing between the Supplier and Buyer at the outset and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.

### Service CA3 - Deli / Coffee Bar

* 1. The Supplier shall provide a counter Service offering with a mix of ready-made grab and go items and made to Order choices. This can be served from a fixed counter or mobile cart.
  2. The Supplier shall provide nutritional information for all Service offerings as part of any menu displays or cards.
  3. The Buyer may opt for hot beverages and a grab and go offer because of higher returns and space configuration, this option shall be made available if required.

### Service CA4 - 24-hour Catering Services (Food and Beverages)

* 1. The Supplier shall provide a 24-hour Service based around vending or similar solutions that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items, that complements the rest of the Retail Catering Service.
  2. The Supplier shall provide:
     1. Continuous service where specified by the Buyer in the Call-Off Procedure primarily or where a Catering Service is unviable;
     2. A 24-hour Catering service that caters for patients, staff and visitors;
     3. A 24-hour Service based around vending or similar solutions that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items; and
     4. The 24-hour Service shall meet healthy eating, sustainability and provenance guidelines.
  3. The Supplier shall be responsible for procuring, installing, commissioning, testing, maintaining, and cleaning vending machines and/or alternative equipment according to manufacturer’s instructions and for any other ancillary equipment required, for meeting the out-of-hours Services.
  4. The Supplier shall agree the ingredients lists of vended goods with the Buyer’s Representative.
  5. The Supplier shall ensure that the pricing policy is benchmarked to high street and the Buyer’s budgets.
  6. The Supplier shall ensure that vending machines are replenished with appropriate items, including hot and cold beverages, confectionery and cold snacks. The date label is to be checked and removed as required. Storage conditions shall be appropriate to the product.
  7. The Supplier shall ensure that the 24-hour Service meets the requirement of the Buyer's personnel working at Buyer Premises to include but not be limited to site operating hours, late, weekend and lone working shift operations. The service shall be provided at nil subsidy and be part of the catering concession wherever feasible. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
  8. The Supplier shall clean and maintain vending machines and ensure that they are operable during operational Working Hours.

### Service CA5 - Hospitality and Meetings

* 1. The Supplier shall provide a hospitality Catering Service to the Buyer Premises and during the hours specified in the Buyers Call-Off Procedure to cater for:
     1. Beverage service to meetings;
     2. Working breakfast and lunch service;
     3. Catering for functions; and
     4. Ad hoc requests.
  2. For the avoidance of doubt the hospitality service shall include, where requested:
     1. Hot and/or cold beverages;
     2. Transportation of food within the facility;
     3. Crockery, cutlery, all equipment and disposables necessary to fulfil buyer requirements;
     4. Provision of waiting and/or serving staff;
     5. Provision of table linen, napkins etc.;
     6. Preparing and clearing the function; and
     7. Any other reasonable requirement.
  3. The Supplier shall implement and manage an effective booking and charging system for all ad hoc hospitality or meeting catering Services. Costs for this system shall be incorporated into the Hospitality pricing. This shall include as a minimum the following details:
     1. Record of all service requests;
     2. Function type and details;
     3. Contact details of the client; and
     4. Authorised budget code or purchase order.
  4. Staff employed for functions shall be fully inducted, trained in all areas of working in which they shall be involved in, have a Level 1 Food Hygiene Certificate and comply with Health & Safety at Work Act, including but not limited to:
     1. Use of all machines relevant to their work areas;
     2. Handling and usage of cleaning materials;
     3. Personal hygiene and presentation; and
     4. Lifting and handling.
  5. Hospitality menus and price lists shall be made available by the Supplier and agreed with the Buyer on a regular basis.
  6. This Service requirement shall be outside the Charges and shall be dealt with via Call-Off Schedule 25 - Billable Works and Projects for each event / function to include food, labour, profit and Overheads.

### Service CA6 - Events and Functions

* 1. The Supplier shall provide an on-demand catering service for events and functions as required.
  2. This Service requirement shall be outside the Charges and shall be dealt with via Call-Off Schedule 25 - Billable Works and Projects for each event / function to include food, labour, profit and Overheads.

### Service CA7 - Retail Services / Convenience Store

* 1. The Retail Services / Convenience Store Standards shall apply to this Service.
  2. The Supplier shall provide a self-Service retail outlet that offers predominantly chilled food, beverages, confectionery and non-food items.
  3. The Supplier shall acquire and maintain all necessary operating licences, accreditations and Approvals relating to Delivery of the Retail Services and shall bear all associated costs.
  4. The Buyer will not be responsible for the provision of custom for retail service outlets at the Buyer Premises.
  5. The Supplier shall ensure their pricing strategy for retail Services is delivered in accordance with the following requirements:
     1. The requirement to seek to maximise the take-up of the retail Services;
     2. The requirement to undertake and complete a price and quality benchmarking exercise during the Mobilisation Period and every six 6 Months thereafter to validate the pricing strategy;
     3. The requirement to provide clear pre-purchase pricing information for all retail Services transactions, in a format and style acceptable to the Buyer;
     4. The requirement to provide, maintain and operate till systems for taking payments from retail Services customers; and
     5. Where the Buyer requires Services which involve the sale of alcohol, the Supplier shall be responsible for managing the facilities and acquiring and maintaining all necessary operating licences, permissions, accreditations and Approvals relating to the sale of alcohol on Buyer Premises.

# Work Package 5 – Security Service

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Attachment 3 – Specification, Part B Contract Management, the Security Service Delivery Plan shall include as a minimum:
     1. Security system and management procedures including emergency response processes;
     2. VSS and alarm monitoring processes
     3. Access management protocols including out of hours;
     4. Facility patrols (where appropriate);
     5. Visitor management and identification;
     6. Crime prevention;
     7. Vandalism and theft;
     8. Security breaches/reporting of incidents;
     9. Vetting of Supplier Staff;
     10. Staff uniforms and identification; and
     11. Key holding (where appropriate).

## Generic Security Requirements

* 1. The General Security Standards shall apply to all aspects of this Service.
  2. The Supplier must be an Approved Contractor accredited by the Security Industry Authority (SIA).
  3. The Supplier shall maintain a security provision in accordance with the requirements of the Buyer as set out in the Call-Off Procedure that creates a safe, secure and welcoming care environment for patients, staff and visitors.
  4. The Supplier shall provide a comprehensive Security Service on a [24] hours a day [365(6)] days per year basis that reflects the public nature of the Buyers Premises to ensure the safety and security of all patients, staff and visitors to the Buyers Premises.
  5. The Supplier shall meet the requirements of the Buyer for Security Services, use of technology and procedures. The Supplier shall liaise directly with the Buyer security Representative as required by the Buyer and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer.
  6. The Supplier shall ensure all Services are delivered in full compliance with the required security Standards as detailed in the Appendix A.
  7. The Supplier shall develop and present an outline plan for dealing with a complete range of emergency situations and be responsible for maintaining, reviewing, updating and testing the emergency plan to ensure it reflects the Buyer requirements at all times. The Buyer shall collaborate with the Supplier on this plan and provide expert input as appropriate.
  8. The Supplier shall provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Buyer to ensure efficient operation.
  9. The Supplier shall produce and regularly update assignment instructions that cover all the Buyer’s requirements. The assignment instructions shall be approved by the Buyer Security Representative. The Supplier shall comply with any assignment instructions as requested by the Buyer via the Contract Variation Procedure as set out in clause 24 of the Core Terms.
  10. The Supplier shall collaborate with the Buyer and provide access to all documentation related to the service as requested by the Buyer when conducting its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Call-Off Contract without any prior notice.
  11. Where appropriate, security staff shall liaise with reception staff and may fulfil some of the roles of the reception staff outside of facility core working hours which may include meeting and greeting visitors and issuing of visitors passes as detailed within the Buyer Premises' instructions. Details of any such requirements will be provided by the Buyer in the Call-Off Procedure.
  12. The Buyer reserves the right to conduct its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Call-Off Contract without any prior notice.
  13. The Supplier shall maintain a comprehensive list of the Supplier Staff / Buyer Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Subcontractors for items of plant, equipment or fabric that may affect the good running of each Buyer Premises and this list shall be made available to all appropriate staff and to the Buyers nominated helpdesk.
  14. During times of heightened security, the Supplier shall provide further detailed security provision as required by the Buyer. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Buyer Premises or in car park areas for potential suspect devices. Costs for the provision of these Services will be managed via Call-Off Schedule 25 (Billable Works and Projects).
  15. The Supplier shall support the Buyer Representative in the review of the violence prevention and reduction assessment where required in the Buyer Call-Off Procedure.
  16. Where specified in the Buyer Call-Off Procedure, the Supplier shall participate in the Buyers security related forums providing service-related advice. These forums may include but are not limited to security forum, Violence Group, Mental Health and the Accident and Emergency group.

### Recruitment and Staff Management

* 1. The Supplier shall attract, recruit and retain Staff to deliver the required Goods and Services and any future expansion of the required Goods and Services. The Supplier shall support the continued professional development of their employees.
  2. All Supplier Staff shall be confident and competent to make quick decisions, to challenge, to give clear and specific directions to mitigate any security risks to the Buyer.
  3. The Supplier shall ensure the provision of gender appropriate security staff to meet the Buyer’s security requirements. Details of the required ratios will be provided by the Buyer in the Call-Off Procedure.
  4. The Supplier shall maintain a comprehensive list of the Supplier Staff / Buyer Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Subcontractors for items of plant, equipment or fabric that may affect the good running of each Buyer Premises and this list shall be made available to all appropriate staff and to the Buyers nominated helpdesk.

### Uniforms and Identification

* 1. The Supplier shall supply all Supplier Staff with a suitable uniform, to be agreed with the Buyer, to present a professional appearance at all times. The Supplier shall ensure uniforms are appropriate for all seasons, for example appropriate for winter patrols as agreed with the Buyer.
  2. The uniform should be sustainable, disposed of ethically and not become landfill waste at the end of life.
  3. The Supplier shall be responsible for the provision and costs of all equipment, work wear, uniforms and Personal Protective Equipment (PPE) for their Staff.
  4. All Supplier Staff shall carry a current SIA License and any relevant Buyer identification and site passes required by the Buyer at all times whilst on duty.

### Language

* 1. All Supplier Staff shall have a good comprehension of the English language and be able to follow direction and orders as necessary. In addition adequate written English abilities shall also be expected.
  2. The provision of multilingual security personnel and translation Services may be required to meet Buyer requirements, this will be detailed by the Buyer at Call-Off. Costs for the provision of these Services will be managed via Call-Off Schedule 25 (Billable Works and Projects).

### Accreditation and Training

* 1. Supplier Staff delivering licensable activities must hold a current SIA licence appropriate to their duties.
  2. In addition to the training requirements for a current SIA licence, Supplier Staff shall have the following training as a minimum:
     1. Buyer specific training as detailed in the Call-Off Procedure;
     2. Counter Terrorism Awareness;
     3. Security threats and mitigation;
     4. Conflict management;
     5. Identifying threats;
     6. Incident reporting;
     7. Threat levels;
     8. Healthcare familiarization training relevant to the nature of the Buyers Premises; and
     9. NHS Emergency Preparedness Resilience and Response (EPRR) familiarisation.
  3. 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.
  4. 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.
  5. Supplier Staff are fully trained in regard to the Buyers dignity and respect policy and deliver the Services in a manner that protects the dignity of patients, staff and visitors at all times. The Supplier shall ensure that policies and procedures are in place to monitor Supplier Staff adherence to the policy.
  6. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Staff shall at all times be aware of the Buyer’s current strategy to deal with emergency evacuations.
  7. The Supplier shall ensure that all Supplier Staff are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding.
  8. The Supplier shall ensure the Continued Professional Development (CPD) of their Staff to ensure that their knowledge and skills remain current and up to date.
  9. All Supplier Staff delivering this service shall have successfully completed training and be in possession of a first-aid responder qualification.
  10. The Buyer may require the Supplier to deliver bespoke training Services to Buyer Staff. Details of bespoke training requirements will be provided at Call-Off and costs shall be managed via Call-Off Schedule 25 (Billable Works and Projects).

### Equipment

* 1. The Supplier shall provide and maintain all appropriate communications devices as required by Supplier Staff to Deliver the Services at Buyer Premises and must ensure they are sanctioned in writing by the Buyer.
  2. The Supplier shall be responsible for the provision of all hardware equipment including digital cameras, computers and printers: these shall be provided by the Buyer for the Supplier’s use at the cost of the Buyer.
  3. The Supplier shall not be responsible for the provision of access cards.

### Vetting and Clearance

* 1. Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must hold a current enhanced level disclosure or barring check in accordance with current legislation and Government guidance.
  2. The Supplier shall be responsible for meeting the costs associated with vetting and security clearances for Supplier Staff and subcontractors.
  3. 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 a Supplier member of Staff who has the appropriate level of clearance.

### Emergency Response

* 1. The Supplier shall ensure that their Staff are trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat.
  2. The Supplier shall ensure that their Staff shall at all times be aware of the Buyer’s current strategy to deal with emergency evacuations.
  3. The Supplier shall ensure that all Supplier Staff are competent and trained in the response to and use of the emergency response equipment, for example alarm systems and they understand the procedures to be followed in the event of an emergency situation.

## Service S1 – Guarding Service

* 1. The Guarding Standards shall apply to this Service.
  2. The Supplier shall provide a static guarding Service at the Buyer Premises at the internal and/or locations specified by the Buyer in the Call-Off Procedure.
  3. The Supplier shall meet the requirements of the Buyer for guarding, use of technology and procedures. The Supplier shall liaise directly with the Buyer’s Representative as required by the Buyer and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer.
  4. The security duties shall include but not be limited to:
     1. The operation of building access control systems for people and vehicles into Buyer Premises to prevent unauthorised access. The maintenance of building access control systems will remain the responsibility of the Buyer. Where the Supplier identifies a failure in the building access control systems, the Supplier shall raise this to the Buyer’s nominated helpdesk.
     2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Buyer.
     3. Conduct daily checks on all security and searching equipment including Video Surveillance Systems (VSS), radios, recording equipment, search wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Buyer Representative for the Buyer Premises and the Buyer’s nominated helpdesk.
     4. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Buyer’s requirements.
     5. Patrol exterior including car park areas where appropriate, and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Buyer’s requirements.
     6. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required.
     7. Security breach patrols within the Buyer Premises are to be conducted outside of operational Working Hours and managed to identify offenders and return any confiscated materials in accordance with the Buyer’s requirements.
     8. Liaison with the Buyers nominated helpdesk for non-operational Working Hours Service calls.
     9. Liaise with the Buyers Estates Service to enable the release of trapped patients, staff and visitors in lifts.
     10. Open and lockup of Buyer Premises including escort of staff.
     11. Handle lost property.
     12. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized.
     13. Record and report statistics on items surrendered and seized to the Buyer.
  5. The Supplier shall maintain a physical security provision required by the Buyer to meet the requirements of Call-Off Schedule 4 - Call-Off Tender.

### Patient and Staff Accompaniment

* 1. The Supplier shall provide staff to undertake a range of patient accompaniment roles. Supplier Staff undertaking patient accompaniment roles shall maintain the dignity and respect of the patient at all times in accordance with the Buyers dignity and respect policy.
  2. Where requested by the Buyers Staff, the Supplier Staff shall assist with the monitoring patients at risk of falls in accordance with the Buyers policy.
  3. Supplier Staff shall provide an out of hours escort for Buyer Staff travelling alone between the Buyers Premises and associated car parking areas.
  4. Where requested by the Buyers Staff, Suppliers Staff will assist with the provision of manual restraint of patients or visitors in accordance with the Buyers policy on manual restraint. The Supplier shall not use Mechanical Restraint at any time.
  5. Where a twenty-four (24) hour or other permanent guarding arrangement is in place, the Buyer may request additional ad hoc guarding. This shall be managed via Call-Off Schedule 25 - Billable Works and Projects.
  6. The Supplier shall take account of the fact that the duration of the required accompaniment may be undetermined and shall ensure that the accompaniment Service is maintained until such time as the Buyer informs the Supplier that the guarding is no longer required, or the Supplier satisfies the Buyer that the Buyer Premises it has been sent to secure no longer requires its presence.

### Emergency Response Support

* 1. For each Buyer Premises with an on-Site guarding Service, the Supplier shall respond to alarm activations including missing persons, violent persons, lift or panic alarms, within the timescale specified by the Buyer in the Call-Off Procedure and coordinate with police in accordance with Buyer Policies.
  2. The appropriate Supplier Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Buyer. In response to any accidents directly reported to them or any incident reported by the Buyers nominated helpdesk, the Supplier shall submit details of any accidents or injury in the Buyers Datix platform or equivalent.
  3. In the event of an emergency, the Supplier shall be responsible for informing other members of the Supplier’s Staff, Subcontractor(s) and the Buyer. In the case of any emergency arising the Supplier shall follow the Buyer’s procedures. All security staff shall liaise with the Buyers nominated helpdesk for communications purposes.

### Fire Response

* 1. Where required in the Buyers Call-Off Procedure Supplier Staff shall undertake roles on the Buyer's fire response team to help coordinate operations in the event of a Fire Alarm. The Supplier shall ensure that Supplier Staff delivering patrolling Services at Buyer Premises are redeployed to undertake fire marshal Services during fire evacuations at the Buyer Premises in accordance with the Buyer's fire plan. The Supplier shall liaise with the Buyer to establish and agree the necessary training requirements. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
  2. Supplier Staff shall, in all circumstances, cooperate with the Buyers nominated fire officer in implementing the Buyers fire incident procedures.
  3. Where required in the Buyer Call-Off Procedure Supplier Staff shall issue and receipt fire alarm pagers daily to designated staff identified by the Buyer.
  4. Support fire alarm testing in accordance with the requirements of the Buyer as set out in the Call-Off Procedure and as outlined within the assignment instructions.
  5. Secure perimeter of the Buyer Premises, including fire exits and ensure only authorised access into evacuated areas of the Buyer Premises in the event of evacuation. Report incidents immediately to the Buyer Representative (including the Buyers nominated fire officer) and complete a security incident or accident report form if appropriate.

### Management of Passes

* 1. The Supplier may be responsible for the production of passes for new and visiting staff and visiting contractors following authorisation from the Buyer and operate the access control system in accordance with the Buyer’s requirements.
  2. The Supplier shall be responsible for the provision of all consumables necessary for the production of all staff, contractor and Supplier security passes from the Call-Off Start Date including paper visitor passes, printing consumables, lanyards and pass-holders.
  3. The Supplier shall maintain a log of all passes issued by security guards and carry out a daily audit to ensure that all temporary passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Buyer may on occasion notify the Supplier to disable lost or unreturned passes; the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.
  4. The Supplier shall liaise with the Buyer’s Authorised Representative to ensure that processes, format and content of the passes meet the Buyer’s requirements as agreed at Call-Off.
  5. Where card access systems are in use, the Supplier shall provide the Buyer with regular transaction reports and ad hoc reports as required by the Buyer. Costs for these Services shall be included in the Charges.
  6. The Supplier shall be obliged to liaise closely with the Buyer Security Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Buyer’s security requirements. The Supplier shall also comply and operate with the Buyer’s specific access requirements.

### Control of Access

* 1. Where notified by the Buyers Representative, the Supplier Staff shall facilitate out of hours access and accompany visitors and patient relatives within the Buyer Premises for the purposes of end of life and palliative care access.
  2. The Supplier shall be responsible for the removal of visitors:
     1. denied access from the Buyer's Premises;
     2. showing violent or inappropriate behaviour; or
     3. otherwise at the request of Buyer Staff.
     4. from designated areas of Buyer Premises including but not limited to Accident and Emergency, Low Secure and Secure Mental Health Units and any other areas identified in the Buyers Call-Off Procedure
  3. The Supplier shall:
     1. During operational working hours, inform the Buyer where any individual/s refuse to leave the Buyers Premises upon instruction issued by the Supplier Staff to vacate the Buyer Premises. Where security incidents require the support of the emergency Services, the Supplier shall seek confirmation from the Buyer prior to contacting the emergency Services for assistance.
     2. Outside operational working hours, inform the Buyer via the Buyer's out-of-hours on-call process where any individual/s refuse to leave the Buyer's Premises upon instruction issued by the Supplier Staff to vacate the Buyer Premises. Where security incidents require the support of the emergency Services, the Supplier shall seek Approval from the Buyer via the use of the Buyer's out-of-hours on-call management process prior to contacting the emergency Services for assistance.
     3. Where there is no out-of-hour access to the Buyer for reporting or Approval purposes, the Supplier shall take control of the incident and manage in accordance with the processes agreed by the Buyer as outlined within the security assignment instructions.
     4. Complete a written incident report and ensure this is issued to the Buyer no later than the next working day.
  4. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Buyer’s guidance/procedures with a minimum of two (2) security staff present in order to provide corroborative evidence in the event of an incident. At least one (1) female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.

### Car Parking and Blue Light Routes

* 1. The Supplier shall put in place processes and procedures for the monitoring of unauthorised parking and obstruction. The processes and procedures shall have a strong focus on the maintenance of Blue Light Routes, Accident and Emergency access and egress, Helipad access and emergency service access routes for the Buyer Premises.
  2. The Supplier shall request the driver of any vehicle parking in an unauthorised manner to remove the vehicle and shall:
     1. During operational working hours, inform the Buyer where any individual/s refuse to move the vehicle from the unauthorised location upon instruction issued by the Supplier Staff to move the vehicle.
     2. Outside operational working hours, inform the Buyer via the Buyer's out-of-hours on-call process where any individual/s refuse to move the vehicle from the unauthorised location upon instruction issued by the Supplier Staff to move the vehicle.
     3. Where there is no out-of-hour access to the Buyer for reporting or Approval purposes, the Supplier shall take control of the incident and manage in accordance with the processes agreed by the Buyer as outlined within the security assignment instructions.
     4. Complete a written incident report and ensure issue to the Buyer no later than the next working day.
  3. The Supplier shall be responsible for the operation of barrier control systems.
  4. The Supplier shall patrol car park areas where appropriate, and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Buyers requirements.
  5. Where designated parking is in place, as specified in the Buyer Call-Off Procedure, the Supplier shall be obliged to liaise closely with the Buyer Representative to ensure that procedures are to their satisfaction and that the format and content of all vehicle passes are appropriate to the Buyers security requirements. The Supplier shall also comply and operate with the Buyers specific access requirements.

### Alarm and Incident Response

* 1. The Supplier shall respond to the alarms set out in the Buyers Call-Off Procedure including but not limited to:
     1. intruder detection system alarms;
     2. fire alarms;
     3. lift alarms; and
     4. Access control alarm.
  2. Alarms shall be responded to immediately and effectively by the Supplier Staff. The Supplier shall ensure procedures including manual override of automated systems are in place should security staff be required to respond to alarm activations and/or unplanned incidents.
  3. Where notified of a missing patient or infant abduction Supplier Staff by the Buyers Representative shall instigate a co-ordinated search of all areas of the Buyers Premises including, internal areas and external grounds. Supplier Staff shall keep a record of all searches undertaken and keep the Buyers incident team informed of the outcome of any searches undertaken.
  4. Where required, in accordance with the Buyers procedures and policies for infant abduction, the Supplier Staff shall attend the affected department when the incident is raised and coordinate a lockdown or access control of areas of the Buyers Premises to aid any search efforts.
  5. Where required, in accordance with the Buyers procedures and policies for missing patients, the Supplier Staff shall coordinate a lockdown or access control of areas of the Buyers Premises to aid any search efforts.
  6. In the event of a missing patient or infant abduction the Supplier Staff shall liaise with the Police, where necessary/appropriate.
  7. Where the Supplier is responsible for the operation of the Video Surveillance System (VSS), Supplier Staff shall review VSS footage to inform search efforts. Where the Buyer is responsible for the operation of the Video Surveillance System (VSS), Supplier Staff shall liaise with the Buyers VSS control facility to coordinate search efforts.
  8. Supplier Staff shall ensure that they record all actions in the security log database.

### Patrols

* 1. The Patrols shall be at a frequency defined by the Buyer in the Call-Off Procedure and set at irregular intervals for each Buyer Premises with a security guarding Service and shall cover the interior and exterior of each Buyer Premises according to the Buyer’s requirements. The frequency may be increased if the response level or local threat increases.
  2. The patrolling Schedule shall include, but shall not be limited to the following:
     1. Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, clear desk policy compliance, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows.
     2. Identifying and recording potential health and safety, fire issues and hazards identified in the Buyer Premises.
  3. The security staff shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events to the Buyer. Where it is appropriate to do so, the Supplier shall take immediate remedial action to reduce risk in accordance with agreed procedures. Where the nature of the incident is not covered by agreed procedures, the Supplier shall indicate the seriousness of the hazard and seek advice from the Buyer on the appropriate remedial action. The primary objective at all times shall be to ensure the security of each Buyer Premises and the health and safety of its building users.
  4. The Supplier shall:
     1. Maintain a comprehensive list of locations and Assets to be overseen as part of the security Service in accordance with the Buyer’s requirements.
     2. Provide patrol monitoring systems.
     3. Keep a record for each Buyer Premises covered by the security Service. This record shall include the times of inspections, any incidents noted by staff, thefts and any faults to each Buyer Premises requiring further attention by the Supplier. Problems or faults shall be reported to the Buyers nominated helpdesk on identification. The Supplier shall report thefts in accordance with the Buyer’s requirements.
     4. Be responsible for delivering security reports to the Buyer in line with the Buyer’s requirements.
     5. Collate these reports so that Monthly figures can be provided to the Buyer in a format to be agreed.

## S2 - Video Surveillance Systems (VSS) and Alarm Monitoring

* 1. The Video Surveillance Systems (VSS) and Alarm Monitoring Standards shall apply to this Service.
  2. The Supplier shall ensure that:
     1. Supplier Staff operate the Buyer’s Video Surveillance Systems (VSS) and alarm monitoring systems at the Buyer Premises across internal, external and/ or locations specified by the Buyer at Call-Off in accordance with Law and Guidance.
  3. The Supplier shall take note that any system outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Buyer Staff and building users. Where equipment is the responsibility of the Buyer, the Supplier shall raise any outages to the Buyers nominated helpdesk immediately on discovery of the failure.

### Staff Rostering

* 1. All Supplier Staff viewing VSS displays are changed regularly to maintain alertness. The Supplier shall operate VSS control rooms in line with Law and Guidance. The Supplier shall ensure that at least one (1) guard (Security Industry Authority (SIA) VSS certified) monitors the VSS screens at all times and that cameras are intelligently tasked in accordance with the Buyer’s operational requirements.
  2. Ensure that any Supplier Staff viewing VSS displays have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to Suppliers and the Buyer Staff and update these as required, including all liaisons with and instructions from the Buyer.
  3. The Supplier shall ensure that Supplier Staff are constantly available to monitor activities shown on VSS monitors and where VSS coverage has failed, adequate staff are at the Buyer Premises to cover each Buyer Premises with a guarding Service. Where this requirement requires the provision of additional resource, the requirement shall be managed via Call-Off Schedule 25 - Billable Works and Projects.

### Equipment

* 1. Any digital video recorders (DVR’s) used by the Supplier to monitor VSS shall be provided and maintained by the Buyer, unless otherwise specified in the Call-Off Procedure.
  2. Supplier Staff are fully trained to ensure competent use of VSS and Alarm monitoring equipment and are fully aware of the processes to deal with and escalate any incidents.
  3. Where the Buyer:
     1. operates VSS surveillance Services from within a dedicated VSS control room located at the Buyer Premises, the Supplier shall be responsible for monitoring all on-site VSS displays for security incidents/breaches as part of the overall security requirements at each Buyer Premises and shall ensure the service is Delivered in accordance with the Buyer's Security Policies.
     2. has no dedicated VSS control room based at the Buyer Premises, VSS may be in place at the Buyer Premises to provide an evidential record only so that real-time VSS monitoring is not necessary. The Supplier shall ensure all Supplier Staff are trained in the use of the VSS system and have the ability to retrieve and copy images from the VSS system as required upon request from the Buyer.

### Management of Media

* 1. The Supplier shall retain all VSS media for the duration agreed with the Buyer before re-use and/ or deletion and make it available for review by the Buyer or other third parties for example the local Police force, where required.
  2. All forms of media used by the Supplier to monitor VSS activity shall be kept in a fire-proof secure facility to allow immediate access to their contents. It shall continue to be the responsibility of the Supplier to provide and maintain all VSS media in good order to enable ready access on an as-needs basis and as outlined above.
  3. The Supplier shall manage any digital recording system in line with procedures stipulated by the Buyer.
  4. The Supplier shall keep the VSS systems under continuous review, in order to recommend to the Buyer any revisions to the systems that may be advantageous.
  5. It shall be the Supplier’s responsibility to ensure that any incidents of breakdown of the systems are reported through the Buyers nominated helpdesk.
  6. The Supplier shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Buyer. All incidents shall additionally be reported to the Buyers nominated helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by their VSS monitoring to the Buyer as part of their reporting on performance.
  7. The Supplier shall be responsible for instigating any liaison with the Buyer’s security Representative as required to ensure security is at all times uncompromised.
  8. VSS footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the Information Commissioner’s Office, shall be followed.

### Alarm Monitoring

* 1. There are specific security Services required at a number of Buyer Premises. These Buyer Premises require the monitoring of alarm systems as including but not limited to:
     1. panic alarm systems;
     2. disability alarms in public areas;
     3. intruder detection system alarms; and
     4. fire alarms.
  2. Where alarm systems are triggered, Supplier Staff shall respond in accordance with the appropriate Buyer Policy and Supplier agreed procedure.
  3. Supplier Staff shall record details of all alarm incidents in the security log database.

## Service S3 - Ad Hoc Guarding Services

* 1. The Buyer may request Ad Hoc guarding Services. These Services may be required as a one off or as part of their guarding Services requirement. The following section details Services they may require. This is not exhaustive and details will be specified by the Buyer at Call-Off.
  2. This Service shall be managed via Call-Off Schedule 25 (Billable Works and Projects).

### Enhanced Security Standards

* 1. The Enhanced Security Standards shall apply to this Service.
  2. The Supplier shall comply with all of the Buyer’s policies and procedures on security and act upon the instructions of Buyer Security Representative, should there be a change in the Response Level associated with the Buyer Premises.
  3. The Supplier shall ensure that all staff delivering the enhanced security requirements Services shall be conversant with the varying response levels and associated changes in security procedures required by the changes in the response level for the Buyer Premises. The Buyer shall instruct the Supplier which level is in force. The Supplier shall provide security measures appropriate to this level.
  4. The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert, for example, to follow a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.
  5. The Buyer shall instruct special security arrangements that may be necessary to protect senior officials or visiting persons. In these cases the Supplier shall co-operate with the police, special branch, diplomatic protection group and any national security Service as directed by the Buyer security Representative. The Supplier shall form part of the overall security arrangements and shall report as appropriate.
  6. The Buyer may require the Supplier to provide additional security staff in circumstances including demonstrations, riots or other events which may require Services to be provided in common parts of shared areas. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, at least three (3) Working Days notice of such a requirement shall be provided. The Supplier shall provide the additional resources and shall be paid in accordance with Call-Off Schedule 25 - Billable Works and Projects.
  7. The Supplier may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised.

## Service S4 - Key Holding

* 1. The Key Holding Standards shall apply to this Service.
  2. The Supplier shall provide a professional key holding Service, being the custodian of building access keys, access cards and passes and alarm system codes, ensuring compliance with Security Industry Authority and its licensing requirements.
  3. In the event of a break-in or attack at a Buyer Premises where no static guarding Services are present, the Supplier shall respond, secure and make safe in accordance with the Buyer’s requirements.
  4. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Buyer Premises twenty four (24) hours a day, seven (7) days a week, fifty two (52) weeks a year. These shall include provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.
  5. Supplier Staff shall only issue keys and access cards and passes to the Buyer Authorised Representative. Master key usage shall be limited in accordance with the Buyer’s requirements and shall not be removed from the Buyer Premises.
  6. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys and access cards and passes.
  7. The Supplier shall be responsible for funding replacement keys, fobs and associated door furniture where they are responsible for any failure to safeguard the Buyer's property.

## Service S5 - Lock Up / Open Up of Buyer Premises

* 1. The Lock Up / Open Up of Buyer Premises Standards shall apply to this Service.
  2. The Supplier shall provide a planned lock-up and unlock service at Buyer Premises where static guarding Services are not in place in line with the Buyer requirements.
  3. The Supplier shall provide a security response service at Buyer Premises where no static guarding Services are present.
  4. The Supplier shall be responsible for attending Buyer Premises upon alarm activations and shall provide assistance to emergency Services on arrival as required to ensure the Buyer Premise is fully secured and all alarms reset as necessary. The Supplier shall liaise with the Buyers nominated helpdesk with reference to any reactive maintenance required in order to secure each Buyer Premises.
  5. The Supplier shall be responsible for attending Buyer Premises upon request via the Buyers nominated helpdesk for out of hours Buyers Staff access in the case of emergency. This Service shall be paid for as additional works via Call-Off Schedule 25 - Billable Works and Projects.
  6. The Supplier shall notify the Buyer immediately upon discovery of any break-ins, attempted break-ins, vandalism, faulty access or alarm equipment present at the Buyer's Property. The Supplier shall be responsible for the completion of a written security incident report which shall be issued to the Buyer no later than the next working day.
  7. The Supplier shall be responsible for the provision of a securing and making safe Service in the event of break–ins, vandalism or damage to the external building on a reactive basis within the timescales detailed in the Buyers Call-Off Procedure. This shall include but shall not be limited to boarding up windows on a temporary basis, replacement locks and re-glazing of broken windows as a minimum requirement. This Service shall be paid for as additional works via Call-Off Schedule 25 - Billable Works and Projects.
  8. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.

## Service S6 - Patrols (Mobile via a Specific Visiting Vehicle)

* 1. The Patrols (Mobile via a Specific Visiting Vehicle) Standards shall apply to this Service.
  2. A Mobile Security Patrol Service shall be required to make regular visits to each Buyer Premises and check that the security of the Buyer Premises and its perimeter has not been compromised.
  3. The Supplier shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security Patrol Service in accordance with the Buyer’s requirements. Where requested by the Buyer, the Supplier shall conduct a specific security assessment of each Buyer Premises prior to commencing the mobile security patrol Service.
  4. The Supplier shall make a copy of the security assessment report available to the Buyer.
  5. The Buyer may require the Supplier to provide an ad hoc mobile security patrol service to vacant and surplus Buyer Premises and on occasion at an occupied Buyer Premises. This additional requirement shall be managed via Call-Off Schedule 25 - Billable Works and Projects.

# Work Package 6 - Grounds Maintenance Service

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Attachment 3 – Specification, Part B Contract Management, the Grounds Maintenance Service Delivery Plan shall include as a minimum:
     1. Programme of works;
     2. Methodologies for the Delivery of the Services based on the Buyers Premises;
     3. Proposals for dealing with external litter;
     4. Adverse weather preparation and action;
     5. Surface maintenance;
     6. Equipment; and
     7. Processes for the management of chemicals and pesticides.

## Generic Grounds Maintenance Requirements

* 1. The following Standards shall apply to this Service, including the Grounds Maintenance Standards within Appendix B of this specification.

### Chemical and Pesticide Usage

* 1. The Supplier shall consider in every instance whether the use of any form of chemical, including fertiliser, pesticide and herbicide, is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs (DEFRA). The Supplier shall ensure compliance with the Buyer’s policy on Greening Government Commitments at all times.
  2. The Supplier shall ensure that all chemicals are applied in accordance with manufacturers’ instructions and in accordance with all relevant health and safety codes. Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi and maintaining soil fertility. The Supplier shall substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna.

## Service GM1 - Hard Landscaping Services

* 1. The Hard Landscaping Standards shall apply to this Service.
  2. The Supplier shall provide fully comprehensive, professionally managed hard landscaping and maintenance Service to provide safe access and egress to Buyer Premises for all patients, staff and visitors which includes:
     1. Footways, footpaths and pavements;
     2. Road surfaces (including road drainage and storm drains);
     3. Courtyard and terrace paving;
     4. Steps and ramps to entrances;
     5. Car parking areas;
     6. Kerbs, edgings and pre-formed channels;
     7. Fencing, gates and boundaries;
     8. Fixed and portable Irrigation systems;
     9. Lighting columns and lit bollards;
     10. External furniture including wooden furniture, bicycle shelters and sculptures; and
     11. Road and playground markings.
  3. The Supplier shall ensure that all external hard surfaces are kept safe, clean and tidy. The Supplier shall ensure that Planned and Reactive Maintenance activities maintain areas of hard landscaping that are safe, free of defects and prevent any dangers or hazards to the Buyer and Buyer Staff and building users.
  4. The Supplier shall ensure that fences, gates and boundaries are maintained and replaced to deter unauthorised access and retain the appearance of well-kept facilities.
  5. The Supplier shall ensure that all external furniture, bicycle stores and the like are well maintained, regularly cleaned and kept in good repair.
  6. The Supplier shall respond to requests for Reactive Maintenance placed via the Buyers nominated helpdesk and recorded on the Suppliers CAFM. The Supplier shall ensure that a pro-active approach is taken to maintenance of hard landscaping and shall take advantage of the ability of the CAFM system to incorporate these activities into a PPM schedule.

## Service GM2 - Soft Landscaping Services

* 1. The Soft Landscaping Standards apply to this Service.
  2. The Supplier shall provide a fully comprehensive, professionally managed soft landscaping and maintenance Service at the Buyer Premises to provide a safe and inviting environment for patients, staff and visitors. The Service may be integrated with other external Services such as cleaning and Hard Landscaping maintenance where applicable, so that there shall be no duplication of tasks in external areas.
  3. The Supplier shall maintain all external planted areas and shall maintain healthy and vigorous plants with a tidy weed free appearance.
  4. The Supplier shall establish a landscape management plan for each Buyer Premises detailing each area of planting including species and maintenance requirements on a seasonal basis. The landscape management plan will identify all non-native species including both invasive and non-invasive.
  5. The Supplier shall provide a horticultural Service in respect of the provision and maintenance of external planting in beds and containers. All plants shall be maintained to ensure a pleasing and tidy appearance and are healthy in growth. All plants and shrubs that have died or appear to be dying shall be removed and replaced as soon as possible with a suitable, comparable replacement. Where the dead or dying plant is deemed non-native this shall be replaced with an appropriate native species.
  6. The Supplier shall provide a maintenance service in respect of all grassed areas which shall be maintained to a good aesthetic standard at all times with grass cuttings removed from site. The Buyer will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas.
  7. The Supplier shall ensure that:
     1. Planned and reactive maintenance activities are undertaken in line with the landscape management plan and maintained areas of soft landscaping and planting are safe and free of defects;
     2. All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice;
     3. All pots/ containers are cleaned and replaced where necessary;
     4. All external soft landscaped areas are kept safe, clean and tidy and the Supplier shall be responsible for the removal of all litter, leaves and debris and for emptying all external waste receptacles, to include dog litter bins in accordance with hazardous waste regulations;
     5. All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
     6. Soil improvers shall not contain peat or sewage sludge;
     7. Growing media shall not contain peat;
     8. All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;
     9. Growing media should meet quality Standards as set out in under PAS100 and the Quality Protocol;
     10. Plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant;
     11. All debris arising from the performance of the works is promptly removed from the Buyer Premises and disposed of in an environmentally preferable manner;
     12. All lawn type grassed areas are cut as part of the PPM schedule to an approved height of cut to give a neat regular, even finish, free from ribbing, arisings are to remain on the ground;
     13. Box mowing, where indicated, is cut collecting arisings in a fitted box attachment on a roller type mower;
     14. Banks, small rough areas, around trees and obstructions, fence lines, etc., are mown and vertical edges are neatly trimmed by hand or suitable approved machines;
     15. All grassed areas are clear of litter and debris; and
     16. Arisings from mown areas are collected at least fortnightly between April and October. More frequent collections may be requested by the Buyer.
  8. Where invasive weeds are present at a Buyer Premises, the Supplier shall inform the Buyer and be responsible for putting in place surveillance regimes in line with statutes set out in Appendix A Legislation, Guidance and ACoP to identify notifiable and invasive weeds to initially control and stop their spread with an objective to totally eradicate them. This service is deemed to be an addition to the Contract scope specified in the Call-Off Procedure and shall be treated as Billable Works for payment purposes.
  9. In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:
     1. Wormeries;
     2. Bat and beetle boxes;
     3. Nesting birds;
     4. Heritage vines and creepers;
     5. Patient gardens;
     6. Annual pruning and maintenance; and
     7. Herb garden for use in catering departments (where applicable).
  10. Where this Service is required at an historic environment (built heritage and archaeological remains), and designated nature conservation Sites, requirements will be defined by the Buyer in the Call-Off Procedure.
  11. The Supplier shall ensure during Autumn and Winter that:
      1. Leaves and all debris from all grassed areas, shrub beds, roads, paths, hard standings, gravelled areas around buildings, etc., are raked up/swept up fortnightly to maintain all areas free from debris and leaves during all seasons.
      2. Shrub beds and planted areas including tree stations are hand forked, removing all weeds. Rose beds are lightly forked to avoid root damage, leaving beds with a neat even finish. Edges to lawns, paths, roads, etc., are half-moon trimmed to straight lines and smooth areas. All beds to be maintained for a twelve (12) month period on a monthly basis.
      3. All young trees at each Premises are checked, and where necessary, tree stakes are supplied/fixed/adjusted and tied secured and chaffing between stakes and ties avoided. The Supplier shall prune off water branches all year to promote good crown formation. The Supplier shall carry out one annual prune each January and in March only for the first year of the Contract.
      4. Approved suitable cones, stakes, birch twigs, ties and rings are supplied by the Supplier and erected, when instructed by the Buyer, to support herbaceous plants in beds and borders. Periodical tying, cutting down dead stems is carried out including and dismantling and storing plant supports.
      5. Dead plants/trees are replaced, and seasonal bedding plants are pruned.
      6. Selective weed killer is applied to pebble and gravel areas as necessary.
      7. Total weed killer is applied to fence lines, moat areas; dead weeds to ramps, moats and lightwells are removed.
      8. Weeds growing in pathways, flower tubs, beds, etc., removed, as necessary, and arisings carted from the Premises.

## Service GM3 Tree Surgery (Arboriculture)

* 1. The Supplier shall undertake an annual tree survey at each Buyer Premises;
  2. The Supplier shall ensure that all trees are maintained to ensure the safety of patients, staff and visitors at each Buyer Premises;
  3. The Supplier shall develop and implement an arboriculture management plan for the Buyer Premises.
  4. The Supplier shall provide tree surgery on an ad hoc basis. Costs for these Services shall be managed via Call-Off Schedule 25 – Billable Works and Projects.
  5. The Supplier shall ensure that Supplier Staff carrying out tree surgery Services are National Proficiency Tests Council qualified (or equivalent) in Arboriculture, and that all work is carried out to relevant standards, refer to Appendix B Quality Standards. Any third party Supplier(s) used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.
  6. The Supplier shall seek Approval from the Buyer before trimming or felling any trees, particularly trees which are protected via a Tree Preservation Order.

## Service GM4 Water Features and Drainage Pond Maintenance

* 1. The Water Features and Drainage Pond Maintenance Standards shall apply to this Service.
  2. The Supplier shall provide a maintenance Service in respect of ponds and external water features, where applicable. Ponds shall be free from excessive plant remains, weeds and sludge so as to maintain a healthy biological balance.
  3. The Supplier shall monitor the water levels in water features and drainage ponds. The Supplier shall be required to carry out risk assessments on potential erosion or hazards associated with any water features and drainage ponds.
  4. The Supplier shall provide an inspection report on an annual basis or as dictated by any applicable risk assessment.
  5. The Supplier shall provide maintenance in respect of sea walls and river walls where applicable. The Supplier shall carry out an annual inspection and provide a condition report to the Buyer as required.
  6. The Supplier shall ensure that Supplier Staff operating in a water environment:
     1. Comply with all relevant health and safety legislation;
     2. Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent;
     3. Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water;
     4. Where an independent electrically or mechanically operated hoist or cradle is used by a competent operator or given sufficient training in its use. Some means of communication is to be provided for use in an emergency;
     5. Check, maintain and examine in accordance with manufacturers or statutory requirements any hoist / cradle;
     6. Display warning signs/notices;
     7. Provide adequate lighting for the whole of the period of work. Lighting shall be adequate for night work and shall illuminate the immediate surrounding water surface;
     8. Wear a buoyancy aid, of a tested and approved pattern;
     9. Provide suitable rescue equipment, for example a boat, boathook, lifebelt or lifeline to be in position, and check as serviceable before works are permitted to commence;
     10. Strictly control the use of any electrical equipment and shall take steps to ensure that leads are not long enough to touch the water. All equipment shall be connected to lines to prevent their accidental dropping into water causing possible electric shocks;
     11. Conduct regular and frequent checks on numbers of Staff working, made by the Supplier Representative, or a nominated person;
     12. Do not operate as lone Workers, any works over water are to be carried out by a minimum of two persons; and
     13. Ensure that extra checks are made by the Supplier Authorised Representative. Special care must be taken in fog, snow or rain.
  7. Where waterways, ponds and lakes are present, the Supplier shall carry out one inspection annually and ensure boundaries are kept free from weeds. Ponds shall be free from excessive plant remains, weeds and sludge to maintain a healthy biological balance.
  8. The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and environmental management requirements.
  9. The Supplier shall where necessary undertake water quality testing and reporting, in-line with environment agency best practice, refer to Appendix A Legislation, Guidance and ACoPs. Where appropriate based on testing results, the Supplier shall implement measures to restrict access to bodies of water as required.
  10. The Permit to Work system shall be used for this Service.

## Service GM5 - Snow and Ice Clearance

### Planned Snow and Ice Clearance

* 1. The Planned Snow and Ice Clearance Standards shall apply to this Service.
  2. The Supplier shall provide a professionally managed and proactive snow and ice clearance Service to the Buyer Premises. Where snow or heavy frost is forecast, the Supplier shall take reasonable preventative measures to maintain safe surfaces for pedestrian and vehicle users. All roads, car parks, pathways, entrances and other affected surface areas of the Buyer Premises shall be free of snow and ice at the start of operational hours and kept in an anti-slip condition.
  3. The Supplier shall be responsible for the provision of salt bins and salt at Buyer Premises and shall maintain stock levels to ensure health and safety is maintained.
  4. The Supplier shall take care during snow clearance to ensure that the Buyer Premises is not damaged.
  5. Further details will be provided by the Buyer in the Call-Off Procedure.

### Reactive Snow and Ice Clearance

* 1. The Reactive Snow and Ice Clearance Standards shall apply to this Service.
  2. The Supplier shall provide a reactive gritting, snow and ice clearance Services as and when required at the Buyer Premises.
  3. This service shall be routed via the Buyers nominated helpdesk and recorded on the Suppliers CAFM to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.
  4. The Supplier will be responsible for the provision of all materials and consumables required to successfully Deliver the service and ensure safe access to the Buyer Premises is maintained.
  5. The Supplier shall take care during snow clearance to ensure that the Buyer Premises is not damaged. The costs for this service shall be included in the Charges.

## Service GM6 - Internal Planting

* 1. The Internal Planting Standards shall apply to this Service.
  2. The Supplier shall provide a horticultural Service in respect of the provision and maintenance of all indoor planting. All plants shall be maintained so as to ensure a pleasing and tidy appearance and to remain in healthy growth. All plants which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.
  3. The Supplier shall ensure that:
     1. All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes account of its position within the Buyer Premises and accords with good horticultural practice;
     2. Soil improvers do not contain peat or sewage sludge; and
     3. Growing media does not contain peat and it should meet quality Standards as set out in PAS100 and the Quality Protocol.
  4. Plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.
  5. The Supplier shall consider in every instance whether the use of any form of chemical (for uses including fertiliser, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Buyer’s policy on Greening Government Commitments at all times.
  6. All chemicals shall be applied in accordance with manufacturers’ instructions and in accordance with all relevant Health and safety codes.
  7. The Supplier shall ensure that all Supplier Staff clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises.
  8. The Supplier shall ensure that:
     1. All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes account of its position within the Buyer Premises and accords with good horticultural practice;
     2. A fully detailed Asset register detailing all plant specimens shall be kept by the Supplier detailing type, location, condition and frequency of visit for all plants on display at each location; and
     3. All pots/containers are cleaned and replaced where necessary, and no instances of damaged pots or containers occur at any time.

## Service GM7 - Cut Flowers and Christmas Trees

* 1. The Cut Flowers and Christmas Trees Standards shall apply to this Service.
  2. This Service requirement shall be outside the Charges and shall be dealt with as a Pass-Through cost.
  3. The Supplier shall provide a cut flower Service on request of the Buyer. This is to include the provision of vases and the Delivery of flowers within timescales agreed by the Buyer.
  4. The Supplier shall:
     1. Remove dead flowers as necessary;
     2. Provide an ad hoc Service for the provision of corporate Christmas trees, suitable support pots and decorations on a seasonal basis to the Buyer Premises. costs for these Services will be managed via Call-Off Schedule 25 – Billable Works and Projects; and
     3. Purchase all Christmas trees taking account of sustainable development objectives and dispose of all Christmas trees in an environmentally preferable manner, with appropriate certification/evidence retained for later inspection.
  5. The Buyer shall provide the Supplier with a detailed list of its Staff that are authorised to order flowers. The Supplier shall reject any orders made by unauthorised Staff for cut flowers unless otherwise instructed by the Buyer.
  6. The Supplier shall provide a range of various types and costs of cut flowers and arrangements.
  7. In relation to Christmas trees, the Standard includes both internal and external pots that are suitable for the size of tree and weighted to ensure there is not any danger of collapse.
  8. The Supplier shall ensure that all Supplier Staff are fully trained and appropriately qualified within their horticultural specialty and shall have appropriate and approved attire. All Supplier Staff shall have clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises and liaise with the Buyers nominated helpdesk during and outside operational Working Hours.

# Work Package 7 - Portering and Logistics Service

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Attachment 3 – Specification, Part B Contract Management, the Portering and Logistics Service Delivery Plan shall include as a minimum:
     1. methodology for arranging patient movement
     2. details of staff uniforms
     3. details of proposed routes for movement of goods and materials around the Buyer Premises to minimise visibility;
     4. equipment used in the Delivery of the Service; and
     5. methodologies for audit of the Service provision.

## Generic Portering and Logistics Services

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall provide a high-quality Portering and Logistics Service which offers a timely, responsive and pro-active system for the movement of patients, materials and equipment within the Facilities.
  3. The Portering Service shall:
     1. provide a patient-focused service that is empathetic and helpful to patient needs and expectations;
     2. provide a comprehensive Planned, Scheduled and Reactive Portering Service that is reliable and tailored to the needs of the Key Customers;
     3. provide an integrated flexible portering team with a culture that incorporates continuous development and innovation relating to changes in patient and Buyer needs, Buyer demand and hospital environment;
     4. undertake efficient materials management duties for the receipt and distribution of materials to all wards and departments throughout the Facility;
     5. assemble materials designated for other Buyers Premises at the dispatch area for onward distribution by the Buyer; and
     6. ensure required standards are achieved through the use of the correct mix of Supplier Staff and Equipment, effective management systems, clear performance targets and appropriate level of monitoring.
  4. The Supplier shall establish an effective system for handling fire and other Emergency procedures and provide such training as necessary. They shall be responsible for providing support to other Buyer employees and staff in responding to Emergency situations, in line with the Buyers Policies and Procedures.
  5. The Supplier shall undertake the following activities on a programmed basis, and provide a service which is capable of reacting to any ad hoc situations as they arise:
     1. movement of patients;
     2. movement of deceased patients and mortuary duties;
     3. movement of specimens, samples and laboratory items;
     4. deliveries to and collection from wards and departments including but not limited to:
        1. linen;
        2. food trolleys;
        3. Waste;
     5. movement of equipment and furniture;
     6. receive, onward distribution and collection of materials;
     7. mail service;
     8. medical gas service;
     9. pharmacy and laboratory stores;
     10. receipt, sorting and onward deliveries of patient records, x-rays etc within the Facility;
     11. major infrastructure and major incident support; and
     12. ad-hoc tasks as may be required from time to time.
  6. The Supplier shall liaise with the Buyers:
     1. Waste Service;
     2. Catering Service;
     3. Linen and Laundry Service;
     4. Security Service; and
     5. Visitor Support Service (Reception).
     6. To ensure a smooth and seamless patient-centred Service provision.
  7. The Supplier shall employ a workforce that:
     1. Is friendly and helpful;
     2. Is calm and reassuring;
     3. Is physically fit for undertaking the tasks required of the role;
     4. Is reliable;
     5. Is willing to work with staff and patients of all ages and from all walks of life;
     6. Is health and safety aware;
     7. Is able to follow instructions carefully;
     8. has good communication skills;
     9. has good organisational skills; and
     10. has suitable safety and security checks and clearances in line with the roles to be undertaken, and the nature of the patients that they will be supporting.
     11. Is suitably trained and familiar with the Buyers violence prevention and reduction policies and programmes.
     12. Is suitably trained in regard to the Buyers dignity and respect policy and deliver the Services in a manner that protects the dignity of patients, staff and visitors at all times.
     13. Has received healthcare familiarisation training relevant to the nature of the Buyer' Premises.
  8. The Supplier shall proactively identify where technology and innovation can improve the efficiency and effectiveness of the Service and enhance the patient experience. The Supplier shall provide details of any such technology and innovation to the Buyer for their consideration. Where this relates to elements of the Supplier provided Service, the Supplier shall develop a plan for its introduction on Approval from the Buyer.

### General Ad-Hoc Tasks

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. Staff shall be expected to cooperate with miscellaneous ad-hoc movement requests from the Buyer’s departments and wards to ensure the smooth running of the Facilities.
  3. The Supplier shall provide:
     1. general and ad hoc tasks on a day-to-day basis to meet the requirements of the Buyer; and
     2. general and ad hoc service to all areas of the Facilities comprising:
        1. dealing with each ad-hoc request for the Portering Services within the times agreed with the Buyer;
        2. ad hoc duties for Special Incidents; and
        3. assistance in the Planned or Emergency movement of wards and departments to new locations on the Site(s).
  4. Such ad-hoc duties include but are not limited to:
     1. assisting non-abled patients that may require wheelchair assistance in entering the hospital;
     2. wiping down wheelchairs and other forms of patient transport between patients in line with Infection Control procedures;
     3. collection and distribution of medical and x-ray records depending on the Buyer’s Electronic Patient Record (EPR) capabilities;
     4. pest control reporting;
     5. major incident support and major infrastructure failure, including assistance in the event of a fire; and
     6. security or untoward incidents.

## Service P1 - Patient Movement and Logistics

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall establish and operate an effective system to handle patient movement requests. Patient movement requests may be on an Emergency, Important, Routine, Planned, or Scheduled Service Request basis, involving all forms of patient ‘transport’ throughout the Facilities. All requests for patient movement shall be in accordance with Portering Service Rectification Times.
  3. In carrying out patient movement tasks the Supplier shall:
     1. respond in a courteous and polite manner, in line with the Buyers Dignity and Respect Policy and the NHS Constitution and maintain patient dignity at all times; and
     2. be trained and properly supervised in the correct use of all modes of patient transportation and the methods used in safely transferring patients to and from such transport.
  4. The Supplier will be required to provide dedicated porters in certain areas to meet demand. The Buyers Representative and appropriate Heads of Department will liaise with the Supplier in this instance.
  5. The Supplier shall liaise with departments who require a dedicated input to be provided and, where this is specified, the Supplier Staff will be expected to perform a wide variety of other tasks within the department.
  6. The Supplier shall deal with the Buyers Representative to ensure where there are areas with high users of the Service and the Buyer shall put in place appropriate arrangements to meet demand provided that such tasks are consistent with the nature of the Service Requirements, these areas may include the following:
     1. emergency care unit comprising of accident and emergency, acute receiving unit and common assessment unit;
     2. radiology; and
     3. outpatients.

### Movement of Deceased Patients and Mortuary Duties

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall establish and operate an effective system to handle requests for the movement of deceased patients from wards to the mortuary in a sensitive manner that maintains the dignity of the deceased at all times. Requests from the Buyers nominated helpdesk shall be on an ad-hoc basis and shall be responded to in accordance with the Buyers Call-Off Procedure.
  3. The Supplier shall comply with the appropriate procedures outlined in the relevant Buyers Policies including but not limited to the Buyers Dignity and Respect Policy. A concealment trolley must be used to transfer deceased patients in a discrete manner and the route chosen should avoid public areas where possible.

### Movement of Specimens, Samples, Laboratory Items, Patient Records, X-ray films

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall establish and operate an effective system to handle requests for the collection, delivery and conveyance of specimens, blood, blood plasma, samples, reports, patient records and x-ray films between wards, departments, and laboratories, in accordance with Buyer Policy. Service Requests from the Buyers nominated helpdesk shall be on an ad-hoc basis and shall be responded to in accordance with the Buyers Call-Off Procedure.
  3. The Supplier Staff shall be trained in the Buyers Policies on the collection and handling of specimens and implement such policies and procedures when transferring specimens, samples, blood, blood products and empty specimen containers.

### Delivery and Collection of Linen

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall provide a linen Delivery and collection service on a Planned, Scheduled or Ad-hoc basis in accordance with the Buyers Call-Off Procedure. Tasks shall include but not be limited to:
     1. delivery and collection of clean linen trolleys and collection of used linen from wards or departments to the clean linen room or used linen store respectively;
     2. ensuring clean linen and used linen remains segregated at all times during the delivery and collection processes in line with the Buyers Policies;
     3. returning empty trolleys to their designated dispatch/collection point in a clean and contamination free condition; and
     4. responding within agreed timescales to deliver emergency or supplementary requests for linen.

### Delivery and Collection of Food Trolleys

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall provide a Planned and Scheduled Delivery and collection service for food trolleys containing patient meals within the times to be agreed with the Buyer. Tasks shall include but not be limited to:
     1. delivery of and collection of trolleys between the kitchen/food preparation areas and the wards and departments within the agreed timescales;
     2. movement of trolleys shall be carried out in a safe manner, so as not to:
        1. cause injury to any patient, staff or visitor;
        2. impair food presentation, quality and temperature;
        3. impede traffic flow in the Facilities; and
        4. cause damage to the Facility.

### Waste Collection, Segregation and Storage

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall provide a Planned, Scheduled and Ad-hoc Waste collection service in accordance with schedules agreed with the Buyer. Collections shall be at a frequency such that full refuse containers are replaced with empty containers as required and, in any event, at least daily.
  3. The Supplier shall collect Waste in accordance with the Buyers Policies and the Waste Management Service Specific Specification.
  4. The Supplier shall implement security procedures to ensure that Confidential Waste is collected and stored according to the Buyers Policies.

### Stores and Goods Management Services

* 1. The Stores and Goods Management Standards shall apply to this Service.
  2. The Supplier shall be responsible for the provision, management and operation of a storage, supply and distribution service on behalf of the Buyer at the Buyer Premises.
  3. The service shall include maintaining an inventory of stored items on behalf of the Buyer and managing the receipt of new and replacement items when procured by the Buyer.
  4. The Supplier shall ensure that stored items are issued in strict compliance with the authorisation protocols provided by the Buyer.
  5. The Supplier shall be responsible for unpacking Buyer deliveries and placing into storage as required by the Buyer. The Supplier shall be responsible for ensuring all items are stored safely and in accordance with all statutory requirements (e.g. hazardous waste).
  6. The Supplier shall provide a Goods handling and inspection service to the Buyer. The service shall include but not be limited to:
     1. Off-loading Goods from vehicles;
     2. Repackaging and re-loading Goods from vehicles;
     3. Opening, unpacking and Delivery of Goods;
     4. Buyer fulfilment Services; and
     5. Goods handling and transportation Services.
  7. Where these Services are required, as detailed in the Buyers Call-Off Procedure, the Supplier shall be responsible for the provision of all equipment required to manage the deliveries (e.g. pallet trucks, fork-lift trucks), transport and transport related Services, to include but not be limited to maintenance, calibration, fuel and insurance, as required to meet the requirements of this service. Any costs in relation to this, shall be priced in the Call-Off Procedure.
  8. The Supplier shall forward all investigation reports concerning losses or damage to the stored items to the Buyer procurement service to support the Buyer’s internal financial management and reimbursement processes.
  9. The Supplier shall reimburse the Buyer for any loss or damage to stored items that are attributable to the actions, inactions or negligence of the Supplier.
  10. Further details of the requirement will be provided in the Call-Off Procedure.

### Receipt, onward distribution and collection of materials

* 1. The General Portering and Logistics Standards shall apply to this Service.
  2. The Supplier shall be responsible for the control of movement of materials through the Facilities. Tasks include but are not limited to:
     1. marshalling vehicle traffic to prevent Site congestion caused by deliveries;
     2. signing goods delivery notes and transferring goods to the Goods Receipt Area;
     3. damaged materials or packaging which present a hazard shall be reported to the Buyers Representative. Logging receipts and written records must be maintained;
     4. notifying the Buyers Representative of any damaged materials occurring after receipt of delivery while in the care of the Supplier; and
     5. damaged materials and materials for return/collection shall be moved to a quarantined goods holding area and the Supplier shall notify the Buyers Representative to arrange collection by the appropriate supplier.
  3. The Supplier shall provide an ad-hoc materials distribution service in accordance with the Buyers Call-Off Procedure.
  4. In the event of a request that the Buyer highlights as being time sensitive, the Supplier shall ensure goods get delivered to the correct ward/department within the timescales agreed with the Buyer.
  5. The Supplier shall provide and maintain safe and secure custody of materials in line with the Buyers security procedures 24 hours day 365(6) days per year.
  6. The Supplier shall deliver materials in accordance with manufacturer’s recommendations.
  7. The Supplier shall in respect to all materials provide a scheduled distribution service to ensure the prompt and safe distribution of materials to the relevant wards and departments within the agreed timescales with the Buyer. In undertaking this task, the Supplier shall be responsible for the custody of all such materials whilst in transit.

### Medical Gas Services

* 1. The Medical Gas Standards shall apply to this Service.
  2. The Supplier shall establish an effective and safe system for the distribution of portable medical gas cylinder services.
  3. The Supplier shall be responsible for the distribution of appropriate medical gas cylinders in all patient treatment areas throughout the Facilities. Duties shall include but not be limited to:
     1. maintaining appropriate safe stock levels in liaison with Pharmacy Department/Buyer;
     2. receipt and storage;
     3. the loading/unloading of cylinders and exchanging cylinders at storage areas;
     4. exchange of cylinders at wards and departments; and
     5. removal of empty cylinders back to the appropriate storage area.
  4. The Supplier shall be responsible for ensuring that only staff trained in the handling, storage and supply of medical gases will undertake duties associated with them. Appropriate training records shall be available for inspection by the Buyers Representative.

## Service P2 - Furniture Management and Equipment Movement

* 1. The Supplier shall provide a centrally managed facility to organise the provision and supply of all necessary office items as new Buyer Staff join, as moves occur, or as new Buyer Premises are added to the Buyer Premises.
  2. The Supplier shall:
     1. Manage the storage of all items of furniture associated with office work. This will include desks, storage cabinets, bookcases, shelving, chairs, pedestals and all other equipment and furniture commonly utilised in any office. This requirement excludes all IT equipment;
     2. Provide a holistic approach to the removal and storage of furniture, the provision of furniture from storage and the temporary holding of new furniture awaiting deployment. The Supplier shall ensure that furniture taken from storage is clean and fully functional prior to Delivery to the Buyer;
     3. Remove any packing materials for equipment immediately on delivery at its intended place, and assemble any furniture as necessary in such a way as to produce minimal disruption to the workings of the Buyer. The Supplier shall dispose of any packing materials in accordance with the principles set out in the policy on Greening Government Commitments; and
     4. At all times maintain accurate records of stored furniture and Goods, including a photo entry of all stored items, referenced against the register of Buyer Assets.
     5. Ensure that:
        1. No item leaves or arrives at the Buyer Premises without associated logging for corporate governance purposes; and
        2. The Asset information is linked to the space location and componentry associated to the Asset through the Asset information requirements.
        3. The Buyer procurement team are provided with up to date records of furniture items in holding stock to allow Buyer Staff members to be directed to the holding stock and not directly to new purchases of equipment. Any Asset tracking labels used shall be attached inconspicuously;
        4. The Buyer is aware of the contact point for collection, replacement or addition to all furniture and equipment;
        5. The Buyers nominated helpdesk are fully informed to enable the Buyers nominated helpdesk to respond to the request originator within anticipated time-scales for deliveries and removals;
        6. They provide a single point of advice for the equipping of any new Buyer Staff, and shall perform all other necessary liaison functions with other Suppliers that will be required to facilitate this process to include IT equipment and telephony;
        7. They undertake regular audits and reviews of stored equipment;
        8. No furniture in use in the Buyer Premises is sent for disposal. Only redundant furniture held in storage may be sent for disposal ensuring that the highest quality stock is always retained. All furniture will be disposed of in accordance with the principles set out in the policy on Greening Government Commitments. When it becomes clear that furniture will not be needed after a certain date it may be advertised to other departments on the Buyer’s Reuse Notice Board. The proceeds of any furniture disposal shall be returned to the Buyer and may be shared with the Supplier subject to the terms of any prior agreement with the Buyer;
        9. They have professional knowledge of business Standards relating to office furniture, including the provision of flexible working spaces and acceptable environmental conditions, included within the Services;
        10. They encourage innovation when providing this Service by remaining constantly updated as to new types of furniture entering the marketplace that could be of use to the Buyer;
        11. They remain conversant with sustainable developments and green procurement guidelines and new Standards being applied to the industry that the Buyer shall comply with. The furniture Government Buying Standard should represent a minimum requirement; and
        12. They keep detailed records of issued and disposed furniture on a department-by-department basis for Audit purposes, demonstrating any cost. This shall include disposal in an auditable, environmentally preferable manner. These records will be available to the Buyer on request and will be kept for the duration of the Call-Off Period.

# Work Package 8 - Visitor Support Services

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.
  2. The Visitor Support Standards shall apply to this Service.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Attachment 3 – Specification, Part B Contract Management, the Visitor Support Service Delivery Plan shall include as a minimum:
     1. methodology for the provision of the Services;
     2. methodologies for the review of the Services with the Buyer;
     3. methodologies for the audit of the Services; and
     4. details of staff uniforms.

## Service VS1 - Reception Service

* 1. The Supplier shall provide a professional, reception Service appropriate to the business use of the Buyer Premises. In reception areas of each Buyer Premises, the reception Service shall liaise with and complement the Buyers security Service.
  2. The Supplier shall provide a welcoming, courteous and polite reception service to meet the Buyer’s requirements which may include but not be limited to:
     1. Providing directions and wayfinding instructions and other relevant Buyer guidance and information for anyone enquiring at reception;
     2. Notifying the contact person that a visitor is waiting for them;
     3. Assisting the Buyer with performance and quality management Services to ensure excellent customer service and patient, staff and visitor experiences are maintained;
     4. Assisting with the management and Delivery of complaints and customer satisfaction surveys;
     5. Managing contactless visitor management systems, to include but not be limited to digital signage systems and touch screen solutions;
     6. Assisting the Buyer with infection control measures at Buyer Premises;
     7. Managing the Buyer’s telephony system to direct incoming telephone calls for the Buyer’s staff at each Buyer Premises where the switchboard Service is combined with each Buyer Premises' reception Service. The Supplier shall ensure that incoming calls are dealt with promptly, accurately and politely. Incoming calls shall be routed to the appropriate member of staff or building user as defined by the local details supplied by each Buyer Premises. Managing the Buyer Staff workstation and meeting room allocations; and
     8. Ad-hoc duties requested by the Buyer, which shall be included in the Charges.
     9. Further details of Buyer requirements will be provided at the Call-Off stage.
  3. The Supplier shall provide innovative proposals to the Buyer for the optimisation of the management of visitor ingress and egress in the reception area. The Supplier shall liaise with the Buyers security Service to ensure that all visitors and staff receive a courteous and professional Service each time they visit each Buyer Premises. However, for the avoidance of doubt where similar Services are described in the Reception Service and the Security Service, the requirements of the Security Service shall take precedence.
  4. The Supplier shall also maintain any public information displays and notice boards within the reception area including updating as and when required.
  5. Where the Supplier Staff are based in or near to patient waiting areas, the Supplier shall monitor patient waiting areas and summon assistance if required. The Supplier shall liaise with the Buyers portering Service and the ambulance service regarding patients requiring assistance at the main entrance.
  6. Where deliveries are received at the Reception, Supplier Staff delivering the Reception Services shall either direct the delivery to the main goods entrance or take delivery of any items, which are delivered by hand at the Reception desk in accordance with the Buyers Call-Off Procedure. Mail room staff shall receive delivered items from the Reception staff and deal with these as necessary. Supplier Staff delivering the Reception Services shall be responsible for advising those delivering other Goods of the location of the goods entrance.

### Taxi Booking Service

* 1. The Taxi Booking Standards shall apply to this Service.
  2. The Supplier shall manage and coordinate a Taxi Booking Service for the Buyer. The Supplier shall propose a third-party Supplier to provide Taxi Services for the Buyer.
  3. The use of environmentally friendly vehicles such as electric vehicles, ultra-low emission vehicles (ULEV) and those powered by liquid petroleum gas (LPG) shall be considered. The proposed costs for providing such Services shall be shown within the Charges price but this will not include the cost for journeys made via this Service.
  4. This shall provide the Buyer with an opportunity to evaluate these unit costs against current costs. Should the Supplier be able to demonstrate that their supply chain is able to offer better value for money, the Buyer may accept those as suitable Subcontractor(s). The Buyer reserves the right to choose those or alternative Suppliers for this Service.

### Voice Announcement System Operation

* 1. The Voice Announcement System Operation Standards shall apply to this Service.
  2. Where available at each Buyer Premises, the Supplier shall use the voice announcement system on occasions requiring broadcasts or announcements to be made to the Buyer Staff, as requested by the Buyer.
  3. The Supplier shall ensure that Supplier Staff using the voice announcement system are trained in its use and in the making of announcements in a clear and audible manner.

## Service VS2 - Telephony Services

* 1. The Supplier shall provide a switchboard Service and make use of the Buyer’s telephony systems to manage incoming telephone calls for the Buyer Staff at each Buyer Premises where the switchboard Service is combined with each Buyer Premises' reception Service. The Supplier shall ensure that incoming calls are dealt with promptly, accurately and politely. Incoming calls shall be routed to the appropriate member of staff or building user as defined by the local details supplied by each Buyer Premises.
  2. The Supplier shall provide a professional, night reception Service appropriate to the business use of the Buyer Premises. In reception areas of each Buyer Premises, the night reception Service is expected to liaise with and complement the security Service. The Supplier shall be responsible for providing a seamless and integrated Service within reception areas in order to receive and manage staff and visitors efficiently and in a welcoming manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly.
  3. The Supplier shall liaise with the Buyers Security Service to support the response to bomb alerts, incendiary devices, chemical or biological threats or messages in accordance with the Buyer’s Emergency procedures. The service shall also liaise with emergency services and designated Buyer employees where required.

# Work Package 9 – Computer Aided Facilities Management (CAFM)

## Service CF1 - CAFM

* 1. The CAFM Standards shall apply to this Service.
  2. Where the Buyer requirements include the provision of scheduled or reactive Services in the Call-Off Procedure, the Supplier shall provide the system and software required to deliver, record and monitor the Services. Where a Buyer requires a CAFM provision that interfaces with an existing Buyer’s CAFM system, the Supplier shall be responsible for the provision of this interface. Costs for these Services should be included in the Supplier costs within the Charges.

## Service Delivery Plans

* 1. In addition to the Service Delivery Plan Requirements set out in Attachment 3 – Specification, Part B Contract Management, the CAFM Service Delivery Plan shall include as a minimum:
     1. methodology for establishing CAFM for use on the Call-Off Contract including demonstration to the Buyer of all requirements within this Specification;
     2. details of the specification of the CAFM platform to be used;
     3. methodologies for Buyer interaction with the CAFM;
     4. methodologies for correctly categorising tasks in the CAFM to align with the KPI’s for the Call-Off Agreement;
     5. audit processes for the CAFM to ensure data integrity; and
     6. details of how data will be transferred to the Buyer from the CAFM on expiry of the Call-Off Procedure.

## General Requirements

* 1. The Supplier shall be responsible for the provision of all Buyer licences. Costs for this provision should be included within the Supplier costs within the Charges. Further details of the Buyer’s requirements will be provided at Call-Off.
  2. The Supplier shall establish a CAFM, Portering management platform or similar to allow the Buyer to raise requests, and record all tasks requested, planned and completed as part of the Service. The Supplier shall liaise with the Buyers IT Service to integrate this with the Buyer nominated helpdesk platform for efficient sharing of information and requests.
  3. The Supplier shall be responsible for ensuring:
     1. the CAFM system has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed and monitored through the CAFM system.
     2. the Buyer has full access to the live CAFM system data at all times and be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web-based application which can be accessed via a web browser. The Supplier shall be responsible for the provision of a reasonable number of licences for Buyer Staff to allow access to the CAFM system. Details of the requirements shall be defined by the Buyer in the Call-Off Procedure.
     3. an application programming interface or export function for the systems data shall be available at all times to the Buyer.
     4. all feedback information associated with its activities and information relating to the completion of Service requests is promptly and accurately entered into the CAFM system.
     5. all response and rectification periods required by the Buyer are maintained within the CAFM system and the CAFM system has the capability to produce alerts as reactive or planned works that are about to breach their KPI agreement.
     6. the CAFM system has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.
     7. parent and child relationships be codified and recorded within any data or information exchange from the CAFM system(s).
     8. the CAFM system captures all costs including direct labour, Subcontractor labour, consumable and material costs;
     9. they are capable of interacting with the Buyer’s IT systems, an independent helpdesk, assurance and / or performance partner where appropriate. In such a situation, the Supplier shall be required to use the Authority’s defined master data to report activities against. This will be defined by the Buyer in the Call-Off Procedure.
  4. The Supplier shall have the capability to operate its CAFM system in a way that integrates data with the Buyer’s IT systems, the CAFM system of an independent helpdesk and/or assurance service Supplier where appropriate. Where this is a requirement, further information will be provided by the Buyer in the Call-Off Procedure.
  5. The CAFM system shall have the capability to:
     1. Record and report by each Buyer Premises or location;
     2. Review work assignment to Supplier Staff and Subcontractors;
     3. Track progress on logged activities, issue status updates and the provision of on-screen alerts;
     4. Provide automated email notifications of work requests;
     5. Provide automatic status updates to the Buyer’s Representatives;
     6. Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all Buyer Premises (e.g. compliance dashboard);
     7. Provide search and visibility of calls and activities logged directly by Buyer Staff via an interface or other electronic means;
     8. Provide automatic associated hazard warnings, for example asbestos alerts;
     9. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
     10. Provide clear and proactive management of KPI agreements;
     11. Provide accurate reporting Management Information and KPI performance data to meet the requirements of the Buyer and Authority;
     12. Log Service requests via intranet and internet; and
     13. Automatically prioritise work and job escalation when appropriate.
     14. 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.
  6. The cost control functionality shall have the capability to:
     1. Track costs through multi-level 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 details of benchmarking data;
     6. Navigate, search and view all budget information;
     7. 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;
     8. Easily distribute information to stakeholders;
     9. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis; and
     10. Manage health and safety equipment and Service requests.
  7. The report functionality shall have the capability to:
     1. Report on performance management;
     2. Automatically generate reports;
     3. Provide direct email distribution to stakeholders;
     4. Produce specific corporate reporting requirements;
     5. Analyse data;
     6. Provide extensive reports as standard;
     7. Provide measured performance benchmarking; and
     8. Provide cost control and monitoring.
  8. The Supplier shall ensure that in line with best practice, the CAFM system has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.
  9. 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 CAFM system shall remain with the Buyer.

### CAFM during the Mobilisation Period

* 1. The Supplier shall:
     1. Liaise in detail with the Buyer to ensure that its proposed systems can interface with existing systems during the Mobilisation Period;
     2. Be in continuous contact with the Buyer's IT Supplier for the establishment of the CAFM system interface. 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 CAFM system shall remain with the Buyer;
     3. Be responsible for implementing the full CAFM system interface with the assistance of the Buyer's IT Supplier in accordance with the Buyer's requirements as set out in the KPI Requirements, during the Mobilisation Period;
     4. Ensure that full CAFM system training is provided to all staff, Subcontractors, Buyer Authorised Representatives and other FM Supplier(s) where applicable prior to Service Start Date;
     5. Provide a reasonable quantity of user licences for the Buyer, which shall be transferable, where the CAFM system is provided by the Supplier;
     6. Ensure that all appropriate information required for a successful mobilisation and transition of Service Delivery is obtained from the Incumbent Supplier before the Service Start Date;
     7. Ensure a timely build of all IT platforms in their CAFM system to meet the requirements triggered by the Service Start Date of the Call-Off Contract;
     8. Ensure the CAFM system can produce all reports required under the MI Reporting Template as provided at Framework Schedule 5 - Management Charges, and information from the Service Start Date;
     9. Ensure the format, standard and frequency of reporting is developed and agreed with the Buyer and any other FM Supplier(s) where applicable, and delivered in accordance with their requirements;
     10. Ensure that the full reporting capability is fully functional within the CAFM system at Service Start Date to enable the Supplier to report against their contractual performance measures;
     11. Ensure that at Service Start Date it has the ability to report on the Supplier performance;
     12. Ensure that the information required to report its KPIs is contained within the CAFM system;
     13. Ensure that at the end of the Mobilisation Period or on a date specified by the Buyer in the Call-Off Procedure that the CAFM system has the ability to perform all Services within the CAFM system. The Supplier shall be responsible for undertaking all functionality tests of the CAFM system and for presenting this to the Buyer during the Mobilisation Period for Buyer Approval. These tests shall include but not be limited to:
         1. Ensuring synergies with Buyer IT systems are fully operational;
         2. Ensuring task management capability, ensuring that all tasks are capable to being tracked throughout their full lifecycle;
         3. Ensuring effective linkages across parent and child tasks;
         4. Ensuring effective complaints management processes;
         5. Ensuring financial reporting regimes are in place;
         6. Automated performance reporting regimes are in place (e.g. statutory compliance status, Billable Works performance status etc.);
         7. Ensuring capability to issue automated updates and alerts to customers in relation to tasks logged on the CAFM system are fully operational;
         8. Ensure KPI performance monitoring reporting; and
         9. Capability to store all forms of the Buyer's analytical data and electronic media.
  2. Further details of the scope of the functionality tests will be provided by the Buyer in the Call-Off Procedure.

### Real Time Reporting

* 1. The Supplier shall inform the Buyer directly and log details via the CAFM system each time reportable incidents occur. These shall include but not be limited to:
     1. Complaints;
     2. Health and safety accident reporting / RIDDOR reports;
     3. Environmental incidents;
     4. Health and safety hazards (e.g. asbestos risks, legionella risks);
     5. Instances of accidental damage caused by the Supplier Staff; and
  2. Further information on the reporting requirements will be provided in the Call-Off Procedure.

### Self-Service Reporting Capability

* 1. The Supplier shall provide the Buyer with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the Buyer. Costs for these Services shall be included in the Charges.

# Work Package 10 – Management of Billable Works

## Service BW1

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of 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 these Bundle Soft FM Services.

## Work Package 1 - Linen and Laundry Legislation, Guidance and ACoP

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| **Work Package 1 Linen and Laundry Services** | |
| Legislation, ACoP or similar industry or Government guidelines | The health care aspect of the Linen and Laundry industry is now heavily regulated to ensure compliance with guidance regarding cleanliness and infection control. Some Buyer(s) are NHS trusts, and they must comply with the Health and Social Care Act 2008: Code of Practice on the Prevention and Control of Infections and Related Guidance and can be accessed online at:  <https://www.gov.uk/government/consultations/prevention-and-control-of-infections-code-of-practice>  These Buyer(s) may wish to assure themselves that the services that they commission under this Framework Contract comply with regulatory requirements.  This compliments the rights for patients under the NHS Constitution, which states that patients have a right to expect care to be provided in a “clean and safe environment that is fit for purpose, based on national best practice”.  In accordance with the Health and Social Care Act 2008: Code of Practice on the Prevention and Control of Infections and Related Guidance Suppliers shall comply with the Department of Health’s policy and guidance Choice Framework for local Policy and Procedures (Health Technical Memorandum 01-04: Decontamination of linen for health and social care) establishing Essential Quality Requirements (EQR) and demonstrate that a plan is in place for progression to Best Practice.  Essential Quality Requirements (EQR) encompasses all existing statutory and regulatory requirements. EQRs incorporate requirements of the current Medical Devices Directive and Approved Codes of Practice as well as relevant applicable Standards. They will help to demonstrate that an acute provider operates safely with respect to its decontamination services. HTM 01-04 can be accessed online at:  <https://www.gov.uk/government/publications/decontamination-of-linen-for-health-and-social-care>  The purpose of HTM 01-04 is to provide a structure to enable local choices to be made regarding the management, use and decontamination of healthcare and social care linen. HTM 01-04 is designed to reflect the need to continuously improve outcomes in terms of:   * patient safety; * clinical effectiveness; and * patient experience.   Where the Services are being supplied to health and social care organisations, the Supplier will comply with the requirements of the Department of Health’s Choice Framework for local Policy and Procedures (CFPP 01-04 Decontamination of linen for health and Social Care). This publication provides guidance on the management, use and decontamination of health care and social care linen:  HTM 01-04: Decontamination of linen for health and social care;  The Services and any Standards set out in this Specification may be refined by a Buyer, to the extent set out in Framework Schedule 5 (Call-Off Procedure), during a Call-Off Procedure to reflect its local HTM 01-04 service requirements for a particular Call-Off Contract. The Supplier acknowledges and agrees that a Buyer will be entitled to conduct site visits to a Supplier’s facilities as part of the Further Competition Procedure.  If at any point the Department of Health’s HTM 01-04 policy and guidance is amended or replaced (whether by enhancement, another agreement or by alternative Government arrangements), the Supplier will comply with the new arrangements once issued and in force.   * The Health and Social Care Act 2008: Code of Practice on the Prevention and Control of Infections * Department of Health’s policy and guidance Choice Framework for local Policy and Procedures * Essential Quality Requirements * HTM 01-04: Decontamination of linen for health and social care; * Department of Health Uniforms and workwear: Guidance on uniform and workwear policies for NHS employers 2010 * Department of Health (1995) Hospital Laundry Arrangements for Used and Infected Linen. * Health Service Guidelines (95)18, London * Department of Health (2006) Immunisation against infectious diseases * Immunisation against infectious disease: ‘The Green Book’ * Department of Health (2007) Essential Steps to safe, clean care. London: DH * HSE (1999) Management of Health and Safety at Work Regulations. London: Stationery Office * HSE (2002) Control of Substances Hazardous to Health Regulations. London: Stationery Office * McCulloch, J 2000. Infection Control: Science, Management and Practice, London. * NHS Executive (1995) HSG 95 (18) Hospital Laundry Arrangements for Used and Infected Linen. London: Health Publications Unit * NPSA (2010) The National Specifications for Cleanliness in the NHS: Guidance on setting and measuring performance outcomes in primary care medical and dental premises. NPSA London * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * CQC Guidance for providers on meeting the regulations. * The Health and Social Care Act 2008: Code of Practice on the Prevention and Control of Infections |

## Work Package 2 - Cleaning Services Legislation, Guidance and ACoP

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| **Work Package 2 Cleaning Services** | |
| Legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines | The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:   * National Standards of Healthcare Cleanliness 2021 * The NHS Scotland National Cleaning Services Specification * National Standards for Cleaning in NHS Wales * Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance. * Infection Control (HBN 00-09) 2013 * Department of Health (2011) PAS 5748:2011 Specification for the planning, application and measurement of cleanliness in hospitals * Association of Healthcare Cleaning Professionals (AHCP) (2009) Colour Coding Hospital Cleaning Materials and Equipment: Safer Practice Notice 15 * Department of Health (2006) Saving Lives: A delivery programme to reduce healthcare associated infection including MRSA. * Department of Health (2004) Towards cleaner hospitals and lower rates of infection. * Department of Health (2004) A Matron’s Charter: An Action Plan for Cleaner Hospitals. * NHS Estates (1997). Health Building Note 4 In-Patient Accommodation: Options for Choice (HBN) 4. * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and CQC Guidance for providers on meeting the regulations * PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals; * British Institute of Cleaning Science (BICS) Edition 6; * Control of Substances Hazardous to Health (CoSHH); * Health and Safety at Work Act1974; * The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations)); * The Environmental Protection Act 1990 (the “EPA”); and   Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations);  In addition to the General Cleaning Standards the following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:   * The Environmental Protection Act 1990 (the “EPA”); and   Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).  The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * Public Health Act 1961 * Control of Pollution Act 1974 * Health and Safety at Work Act 1974 * The Poisons Act 1972 * The Control of Substances Hazardous to Health Regulation 1988 * Improving non-emergency patient transport services - Report of the non-emergency patient transport review August 2021 * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * CQC Guidance for providers on meeting the regulations * Prevention of Damage by Pests Act 1949; * The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and * Protection of Animals (as amended). |

## Work Package 3 – Waste Management Services Legislation, Guidance and ACoP

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| **Work Package 3 Waste Management Services** | |
| Legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines | The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:   * Animal By-Products (Enforcement) (England) Regulations 2013 * Carriage of Dangerous Goods (Amendment) Regulations 2019. * Carriage of Dangerous Goods and Use of Transportable Pressure Equipment (Amendment) (EU Exit) Regulations 2020. * Clean Neighbourhoods and Environment Act 2005 * Control of Substances Hazardous to Health (Amendment) Regulations 2004 * Controlled Drugs (Supervision of management and use) Regulations 2013 * Controlled Waste (England and Wales) Regulations 2012. * Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991. * Controlled Waste and Duty of Care (Amendment) Regulations (Northern Ireland) 2014 * CQC Guidance for providers on meeting the regulations * CQC Provider Handbooks * Data Protection Act 2018 * Directive 2008/98/EC of the European Parliament and of the Council of 19 November 2008 on waste and repealing certain Directives Waste Framework Directive * Environment Act 1995 * Environment Act 2021. * Environmental Permitting (England and Wales) (Amendment) (EU Exit) Regulations 2019. * Environmental Protection (Duty of Care) (Amendment) (Wales) Regulations 2003 * Environmental Protection (Duty of Care) (Scotland) Regulations 2014. * Environmental Protection (Duty of Care) Regulations 1991. * Environmental Protection Act 1990 * Hazardous Waste (England and Wales) Regulations 2005. * Health and Safety (Consultation with Employees) Regulations 1996 * Health and Safety (Sharp Instruments in Healthcare) Regulations 2013. * Health and Safety at Work etc. Act 1974 * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance * Health Technical Memorandum 07-01; Safe Management of Healthcare Waste * International Waste Shipments (Amendment of Regulation (EC) No 1013/2006 and 1418/2007) Regulations 2021. * International Waste Shipments (Amendment) (EU Exit) Regulations 2019 * Ionising Radiation (Medical Exposure) (Amendment) Regulations 2018 * Ionising Radiations Regulations (Northern Ireland) 2017 * Ionising Radiations Regulations 2017 * Landfill (Scotland) Regulations 2003 * Landfill Regulations (Northern Ireland) 2003 * Management of Health and Safety at Work Regulations 1999 * Misuse of Drugs (Amendment) (England, Wales and Scotland) Regulations 2020 * Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) (England and Wales and Scotland) Regulations 2018 * Pollution Prevention and Control (England and Wales) Regulations 2000 * Producer Responsibility Obligations (Packaging Waste) (Amendment) (England) Regulations 2020 * Producer Responsibility Regulations 2014 Public Services (Social Value) Act 2012 Radioactive Substances Act 1993 Regulation (EC) No 1272/2008 of the European Parliament and of the Council of 16 December 2008 on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC, and amending Regulation (EC) No 1907/2006 * Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 * Safety Representatives and Safety Committees Regulations 1977 * Special Waste Amendment (Scotland) Regulations 2004 * Waste (Circular Economy) (Amendment) Regulations 2020 * Waste (England and Wales) Regulations 2011 * Waste (Scotland) Regulations 2012 * Waste and Contaminated Land (Amendment) Act (Northern Ireland) 2011 * Waste and Contaminated Land (Northern Ireland) Order 1997 * Waste Electrical and Electronic Equipment Regulations 2006 * Waste exemption: NWFD 3 temporary storage of waste at a place controlled by the producer * Waste Framework Directive. Directive 2008/98/EC of the European Parliament and of the Council of 19 November 2008 on waste and repealing certain Directives. * Waste Incineration Regulations (Northern Ireland) 2003 |

## Work Package 4 - Catering Services Legislation, Guidance and ACoP

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| **Work Package 4 Catering Services** | |
| **General Catering Standards** | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * Food Hygiene (The Food Safety Act 1990); * Food Hygiene (England) Regulations 2006; * Kitchen Ventilation (The Workplace (Health, Safety and Welfare) Regulations 1992); * Waste Disposal (Building Regulations 2000 pt H – Drainage & Waste Disposal (2002 edition); * Slips and Trips (The Management of Health and Safety at Work Regulations 1999 (Regulation 3); * Gas Safety (Gas Safety (Installation and Use) Regulations 1998); * Fire Safety (Regulatory Reform (Fire Safety) Order 2005); * Personal Hygiene (The Food Safety and Hygiene (England) Regulations 2013); * Refrigeration (F Gas Regulations 2007/2015); * Equipment Maintenance (Provision and Use of Work Equipment Regulations 1998); * Food Safety (Temperature Control) Regulations 1995; * Food Safety Act 1990; * Food Safety (England) Regulations 2005; * Food Safety (Temperature Control) Regulations 1995; * Food labelling legislation; * Hazard Analysis and Critical Control Point (HACCP), Regulation (EC) 852/2004; * Control of Substances Hazardous to Health (CoSHH); * Waste Scotland Regulations (2012) (for all sites within Scotland); * Manual Handling at Work; * The Environment Act 2021; * Health and Safety at Work Act; * Control of Substances Hazardous to Health 2002; * Food Safety Act 1990 (Amended Regulations 2004); * HSG (96) 20 -Management of Food Hygiene & Food Services in the National Health Service; * NHS Code of Practice for the manufacture, distribution and supply of food, ingredients and food related products; * Regulation EC 852/2004 on the hygiene of foodstuffs; * Health Act 2006 Code of Practice for Prevention and Control of Health Care Associated Infections (Department of Health 2006) revised January 2008; * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014; * CQC Guidance for providers on meeting the regulations; * Drinking Water Directive 1998; * National Food Strategy 2020; and * Government Food Strategy 2022; |

## Work Package 5 – Security Services Legislation, Guidance and ACoP

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| **Work Package 5 Security Services** | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * Government Functional Standards * Security Policy Framework * Government Security Classifications * Secure sanitisation of storage media guidance * National Counter Terrorism Security Office (NaCTSO) * National Protective Security Agency (NPSA) PAS 97:2021 Mail Screening and Security - Specification * HMG Infosec Standard 5 (IS5); * National Protective Security Agency (NPSA) * Communications Electronic Security Group (CESG) * General Data Protection Regulation (GDPR); * Data Protection Act 1998 (DPA); * Surveillance Camera Code of Practice 2013; |

## Work Package 6 – Grounds Maintenance Legislation, Guidance and ACoP

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| **Work Package 6 Grounds Maintenance** | |
| Legislation, ACoP or similar industry or Government guidelines |

## Work Package 7 - Portering and Logistics Service Legislation, Guidance and ACoP

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| **Work Package 7 Portering and Logistics Service** | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * Portering Services Standards for NHSScotland (SHFN 02-01) * Manual Handling Operations Regulations 1992 (as amended); * The Management of Health and Safety at Work Regulations 1999; * Provision and Use of Work Equipment Regulations 1998; and   Operations and Lifting Equipment Regulations 1998 (LOLER).   * HSE - Drum and Cylinder Handling Guidelines * BCGA - The Storage of Gas Cylinders - Code of Practice 44 * NERC - Guidance to Safe Storage and Installation of Gas Cylinders   Buyer Medical Gas Policy |

## Work Package 8 - Visitor Support Services Legislation, Guidance and ACoP

There is no specific Legislation, Guidance and ACoP for the Visitor Support Services beyond compliance Legal Compliance under the contract.

## Work Package 9 - CAFM Legislation, Guidance and ACoP

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| **Work Package 9 - CAFM** | | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * National Protective Security Authority (NPSA). * BS 25999: Business Continuity Management. * ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition). * ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition). * ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition). * ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance. * ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition). * ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security. * The UK Government Functional Standard GovS004 |

# 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 these Bundled Soft FM Services.

## Work Package 1 - Linen and Laundry Quality Standards

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| **Work Package 1 Linen and Laundry Services** | | |
| **All Services** | **Condition of Linen** | |
| Standard | Unacceptable stain | Any stain which falls in the definition of a Major stain and Minor stains or any stain on Theatre Linen. |
| Repair | An alteration to an article which returns it to a serviceable condition. |
| Repair free | An article which may have been repaired but requires no further repair. |
| Hole | A hole in an article greater than 2 cm in diameter. |
| **All Services** | **Standard of Finish** | |
| Standard | **Linen Item** | **Standard of Finish** |
| Sheets and Counterpanes-Calendar (Ironed) finish | Slight creasing allowed along any edges but must not exceed 15cm from the edge of the sheet. No creasing allowed in any other area. Holes are only permitted within 15cm from the edge but must not exceed 2cm in diameter. No major staining allowed; some minor staining allowed if deemed acceptable by the users. |
| Draw sheets-  Calendar finish | Slight creasing is allowed within 15cm of the hemmed edges. Slight creasing allowed towards both ends of the selvedge edges, but no creasing allowed within the centre section of the selvedge. Holes or tears are permitted within 15cm from the hemmed edge but must not exceed 2cm in diameter or length. No major staining allowed; some minor staining allowed if deemed acceptable by the users. |
| Pillowcases-  Calendar finish | Creasing allowed around the opening end and the internal flaps. Slight creasing allowed near to seamed edges. No creasing allowed in any other area. No major staining allowed; some minor staining allowed if deemed acceptable by the users. |
| Blankets-  Fully dried and folded | Wrinkling allowed in all areas of the article. No major staining allowed; some minor staining allowed if deemed acceptable by the users. |
| Towels-  Fully dried and folded | Wrinkling allowed in all areas of the article. No major staining allowed; some minor staining allowed if deemed acceptable to the users. |
| Duvet covers-  Fully dried and folded | Slight creasing is allowed near to the seamed edges and around the opening end of the duvet cover. No creasing allowed in any other area. No major staining allowed; some minor staining allowed if deemed acceptable to the users. |
| Scrub suits / Pyjamas  Standard Requested by Buyer | Wrinkling allowed around the collar and along seams and wrinkling under the armpits and crotch area. Slight wrinkling around tapes. No major staining allowed; some minor staining allowed if deemed acceptable by the users. |
| Uniforms / white coats  Standard Requested by Buyer | Wrinkling allowed particularly along seams. The Supplier will be responsible for the replacement of buttons and other fastenings if damaged during the laundering process. No major staining allowed; some minor staining allowed if deemed acceptable by the user. |
| Trousers  Standard Requested by Buyer | As above. No major staining allowed; some minor staining allowed if deemed acceptable by the user. |
| Patients’ gowns / nightwear  Standard Requested by Buyer | As above. No major staining allowed; some minor staining allowed if deemed acceptable by the users. |
| Curtains (unlined)-Calendar finish | Major creasing unacceptable, some minor creasing allowed. No major staining allowed; some minor staining allowed if deemed acceptable by the users. Only very light wrinkling allowed. Dimensional distortion should not exceed three inches and returned stacked in cages. |
| **All Services** | **Management Services** | |
| Standard | 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. | |

## Work Package 2 - Cleaning Services Quality Standards

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| **Work Package 2 Cleaning Services** | |
| **General Cleaning Standards** | |
| Sustainability | Compliance with Government Buying Standards for Cleaning Products and Services. |
| Standard | * Appendix 4 of National Standards of Healthcare Cleanliness 2021, Appendices * Cleaning is to be carried out using cleaning methods which will achieve a good standard of cleaning, leaving the Asset free from dirt, marks and smears, and preserving the original condition and appearance of the Asset, given due consideration of its age and condition. * Supplier is to evidence that Supplier Staff are trained and accredited to deliver to National Standards of Health Care Cleanliness 2021 and/or BICS Standards and are competent in their duties. * To ensure that the Supplier can deliver the required level and quality of Service, a clear desk policy should be considered (where appropriate) and where it can be enforced without undue impact on the daily operation(s) by the Buyer. * The Supplier shall develop and implement a resource management plan that will set targets and responsibilities for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production. The structure and format of the resource management plan shall be agreed by the Buyer at Call-Off Commencement Date. * These Standards will be applied across the Buyer Premises which is included in Framework Schedule 6 (Call-Off Contract) as the Standard to be applied to all cleaning activity. * Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. * Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation. * The Supplier shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services:   + Paper products;   + Cleaning products;   + Liquid Soap;   + Air Fresh products;   + Bin Liners; and   + Sanitary vending consumables. |
| **Infection Control / Touchpoint Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * All cleaning Services will be fully compliant with the appropriate COVID-19 Risk Assessment/s. * All cleaning Services will be delivered in compliance with all current guidance published by HM Government (and all Devolved Parliaments), to include but not be limited to:   + UK Health Security Agency 2021 – COVID19: Cleaning in non-healthcare settings outside the home;   + UK Health Security Agency 2021 – COVID19 guidance;   + HSE 2021 – Cleaning, hygiene and hand-washing to reduce the coronavirus (COVID-19) transmission; and   + BEIS and DCMS 2021 – Working safely during coronavirus (COVID-19). * All personnel shall be fully trained in COVID-19 cleaning techniques to safely deliver the Services. |
| **Deep Cleaning (Periodic) Standards** | |
| Standard | These Standards below will be carried out using the same principles to the General Requirements and for regular cleaning tasks but with a greater level of effort and application with the intention of re-generating the appearance of the finish of a surface or product being cleaned.  All cleaning should be undertaken in accordance with the relevant national guidance for cleaning standards.  Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.  A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied:   * Deep cleaning of clinical areas including wards, theatres and laboratories and to include but not be limited to:   + Hard floors (including tiled, cast, wooden, laminate);   + Carpets (including entry matting, barrier matting);   + Soft Furnishings (including curtains, cushions);   + Fridges, water boilers, microwave ovens and soap dispensers;   + Blinds/window dressings;   + Telephones and IT equipment; and   + Desks; * High level ledges and surfaces (generally above 1.8 metres – or as agreed in the Call-Off Contract with the Buyer) including edges, corners, folds and crevices will be cleaned a minimum of six times a Year (or as detailed by the Buyer in the Call-Off Contract to prevent the build-up of dust and debris using appropriate access equipment as necessary. The process shall render them free from ingrained dirt and dust, void of all stains and markings. * The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers. * The Supplier shall ensure that Supplier Staff are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). * Guidance should also be sought from the various trade and governing bodies for the sector including the following:   + The Association of Healthcare Cleaning Professionals |
| **External Area Cleaning Standards** | |
| Standard | Supplier shall ensure that Supplier Staff are trained to undertake the tasks demanded of them.  The cleaning methods will comply with any manufacturer’s recommendation for the cleaning of the external building fabric.  The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including steam cleaners and pressure washers.  Hard surfaces should be left free from algae growth on completion of cleaning.  On completion of cleaning Hard Surfaces should be left free from:   * Algae growth; and * chewing gum. |
| **Internal Window Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task. * Guidance should be sought from the various trade and governing bodies for the sector including:   + The British Window Cleaning Academy. * The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including high level clean and reach systems, steam cleaners and pressure washers. * Where appropriate, the Supplier shall ensure that all Supplier Staff are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). * Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice. |
| **External Window Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task. * Guidance should be sought from the various trade and governing bodies for the sector including:   + The British Window Cleaning Academy. * The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including high level clean and reach systems, steam cleaners and pressure washers. * Where appropriate, the Supplier shall ensure that all Supplier Staff are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).   Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice. |
| **Installation and Art Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * Guidance should be sought from the various trade and governing bodies for the sector including the following:   + The British Antique Furniture Restorers’ Association. * Under no circumstances is the Supplier to authorise the cleaning of art, sculptures, antiques, display items, mirrors or artefacts, unless the method of cleaning has been agreed in writing and underwritten by the Buyer. |
| **Communication and Equipment Rooms Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * Data Centre Cleaning Standard (ISO 14644) * The scope shall include ‘Comms’ rooms, data centres and any other space related to or supporting IT equipment |
| **Pest Control Standards** | |
| Standard | There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:   * British Pest Control Association (BPCA); and * The Royal Society for Public Health (RSPH).   A risk assessment shall be carried out to determine what pest control methods are to be used.  A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function. |

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## Work Package 3 – Waste Management Services Quality Standards

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| **Work Package 3 Waste Management Services** | |
| **General Waste Standards** | |
| Sustainability | * NHS England (2020a). Delivering a ‘Net Zero’ National Health Service * NHS England (2020b). For a greener NHS, A Net Zero NHS. * NHS England (2020). Net Zero Supplier Roadmap. * NHS Supply Chain. (n.d.). Waste and the Circular Economy Strategic Pillar * NHS Supply Chain. Waste and the circular economy. * NHS England (2019b). The NHS Long Term Plan |
| Standard | * ISO 14001. Environmental management systems. Requirements with guidance for use. International Organization for Standardization. * ISO 9001 Quality management systems. Requirements. International Organization for Standardization. Geneva. |

## Work Package 4 - Catering Services Quality Standards

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| **Work Package 4 Catering Services** | |
| **General Catering Standards** | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * NHS National Standards for Healthcare Food and Drink * All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients * Food in Hospitals – National Catering and Nutrition Specification for Food and Fluid Provision in Hospitals in Scotland * Nursing Care Standards for Patient Food in Hospital – Northern Ireland * Waste and Resources Action Programme’s (WRAP) Hospitality and Food Service Voluntary Agreement; * Waste and Resources Action Programme’s (WRAP) Menu planning for preventing food waste; * Government Buying Standards; * Responsibility Deal; * Greening Government Commitments; * Food for Life – Catering Mark; * Food Service at Ward Level with Healthcare food and Beverage Service Standards – a guide to ward level services – 2007 * The Hospital Caterers Association (HCA).   Additional Standards in relation to Nutritional Standards include:   * Care Quality Commission (CQC) – Essential Standards of Quality and Safety: Regulation 14: Meeting nutritional and hydration needs * Council of Europe Resolution Food and Nutritional Care in Hospitals (10 key characteristics) * Standards for food, fluid and nutritional care – Scotland * The Nutrition and Hydration Digest, 2nd Edition * Independent Review of NHS Hospital Food 2020   Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:   * Sustainable food production; meeting high standards of farming and food processing; * Nutrition, including food procurement, menu development and provision, food preparation and food service; * Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management; * Social and economic value – achieving wider social benefits for the community; and * Quality of service provision. * HCA Service Guides - Retail and Commercial Service Standards – An operational guide to services |
| Sustainability, Nutrition and Procurement | Guidance should be sought from the various trade and governing bodies for the sector including:  Under the Greening Government Commitments, Buyer’s will be open and transparent on the steps they are taking to address procurement of food and Catering Services: including action taken within the context of overarching priorities of value for money and streamlining procurement, to encourage the procurement of food that meets British or equivalent production Standards insofar as possible and to reduce the environmental impacts of food and Catering Services and support a healthy balanced diet.  Catering Procurement will be treated as a separate Project for identifying a standard procedure and aggregating requirements where possible. Where existing catering operations are in place the Government Buying Standard for food and catering shall be applied. The catering Standards will be incorporated into the FM Service Standards once they have been developed.  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. |
| * Food and Beverage Quality Standard | Meal Preparation and Serving   * Hot meals are served to the patient hot. * Care shall be taken over presentation of each meal – the appropriate portion size provided; meals shall be arranged on the plate to look appetizing. * Meals are plated onto clean plates with no residues of grease or previous meals left on them. * Patients are provided with sufficient cutlery to eat their meal and dessert; cutlery shall be clean with no residues of grease or previous meals left on it. * Starter, main course and pudding shall be served separately, and all stages of the meal shall be at the correct temperature upon serving. * Meal condiments and garnishes shall be provided in accordance with the menu. * Supplier Staff shall ensure patients are able to reach their meal. * Used crockery and cutlery from one course shall be removed before the next course is served.   Beverages   * Beverages are provided in clean cups with no residues of grease or previous beverages left on them. * Cold beverages shall be provided at room temperature or chilled as per the request of the individual patients. * Hot beverages shall be provided hot and shall be freshly made as per individual patient request. * Cold beverages shall be offered in accompaniment to meals. Hot beverages shall be offered after the meal. * It is Government policy not to provide bottled water as a method of supplying chilled water at Buyer Properties, and therefore should only be considered by the Supplier where no other system is possible. Where bottled water is to be provided, the Supplier shall provide a cost per bottle prior to order and an indication of expected usage.   Retail Catering   * The Supplier shall ensure that, as a minimum, a member of the management/supervisory team and/or senior chef is physically present in the serving and dining areas during main meal service periods and at other key times as appropriate. * Supplier Staff shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the Buyer, have received appropriate training and undertake their duties in a professional, pleasant and attentive manner. * Re-cycle bins shall be regularly checked by the Supplier and refuse shall be removed to the refuse area when full.   Hospitality   * Compliance with Government hospitality policies shall be adhered to at all times. * Pricing shall be via a pass-through arrangement (food, labour & overhead). * The Supplier shall be responsible for the provision of all equipment to perform the Service. * A wide range of finger buffet, cold buffet and hot buffet/dinner Menus shall be available. * Working breakfast, lunch menus and tea/coffee special menus shall be available. * Healthy choices shall be available, for example: * Wholemeal and white sandwiches. * Availability of sweeteners. * A limited quantity of pastry-based dishes. * Half of salads provided must be without dressings or have lower fat dressings. * Availability of fruit and fruit juices. * At least half of the deserts, bakery produce or biscuits on offer to be healthier choice alternatives. * The Supplier shall be responsible for the provision of all equipment to perform the Service.   24-Hour Catering   * The Supplier shall be responsible for ensuring that vending activity complies with Government Buying Solutions guidance. * The Supplier shall be responsible for all maintenance of vending machines located at Buyer Properties. * Cash & card options to be available (as appropriate).   Retail Services   * The Supplier shall be responsible for the provision of a fully stocked retail outlet located within the building or site as availability of accommodation or space allows. * The Supplier shall consider product range to help promote access to products low in energy, fat, saturated fat, salt and sugar. * Cash & card options to be available (as appropriate) in line with existing card capable systems. * The Supplier shall integrate payment methods with building passes where required to do so by the Buyer. |

## Work Package 5 – Security Services Quality Standards

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| **Work Package 5 Security Services** | |
| **General Standards** | |
| Standard | * HTM 05-03) Fire safety in the NHS: Operational provision * ISO 22301 - Security and resilience - Business continuity management systems - Requirements * BS 7499: Static site guarding and mobile patrol service * BS 7984: Key holding and response Services * BS 7958: Closed circuit television (CCTV) - management and operation * BS 7858: Screening of individuals working in a secure environment * BS 8406 - Code of Practice for Event Stewarding and Crown Safety Services * BS 7872: Manned security Services - Cash and valuables in transit Services (collection and delivery) * BS 8507-1: Code of practice for close protection Services - Services within the UK * BS 8507-2: Code of practice for close protection Services - Operations outside the UK * BS 8517-1: Security Dogs - Code of Practice for the use of general purpose security dogs * BS 8517-2: Security Dogs - Code of practice for the use of detection dogs * BS 8484: Provision of lone worker Services – Code of practice * BS 8549: Security consultancy. Code of practice * BS 7799: Information Security Management Systems * BS 8418: Design, Installation, Commissioning and Maintenance of Detection-Activated Video Surveillance Systems (VSS) * BS EN 50132: European Standards on CCTV Surveillance Systems * BS 5979: Remote Centres receiving signals from Fire and Security Systems * BS 7858: Security Screening of individuals employed in a Security Environment * BS 8591: Remote centres receiving signals from alarm systems. Code of practice * BS 10800: Provision of security Services. Code of practice. * BS EN 16747: Maritime and port security Services * BS ISO 18788: Management system for private security operations. Requirements with guidance for use * BS 16000: Security management. Strategic and operational guidelines * BS ISO 18788: Management system for private security operations. Requirements with guidance for use * ISO 31000, Risk management — Principles and guidelines * ISO/IEC Guide 73: Risk management - Vocabulary - Guidelines for use in standards * ISO 31010 Annex’s A&B: Risk management - Risk assessment techniques * BS 7671: Requirements for Electrical Installations. IET Wiring Regulations; * BS EN 63205 – Protection against lightning * BS 8418:2015 Installation and remote monitoring of detector activated CCTV systems * BS EN 62676-3: Video Surveillance Systems for use in security applications. Analog and digital video interfaces. * BS EN 62676-4: Video surveillance systems for use in security applications. Application guidelines * BS EN 62676-1-1: Video surveillance systems for use in security applications. System requirements. General * BS EN 62676-1-2: Video surveillance systems for use in security applications. System requirements. Performance requirements for video transmission * BS EN 62676-2-1: Video surveillance systems for use in security applications. Video transmission protocols. General requirements * BS EN 62676-2-2: Video surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on HTTP and REST Services * BS EN 62676-2-3:xVideo surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on Web Services * BS EN 60839-11-31: Alarm and electronic security systems. Electronic access control systems. Core interoperability protocol based on Web Services * BS EN 60839-11-32: Alarm and electronic security systems. Electronic access control systems. Access control monitoring based on Web Services * BS EN 60839-11-2: Alarm and electronic security systems. Electronic access control systems. Application guidelines * BS EN 60839-11-1: Alarm and electronic security systems. Electronic access control systems. System and components requirements * BS 9263:2016. Intruder and hold-up alarm systems. Commissioning, maintenance and remote support. Code of practice * BS EN 50131-2-2: Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Passive infrared detectors * BS EN 50131-5-3: Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques * BS EN 50131-3: Alarm systems. Intrusion and hold-up systems. Control and indicating equipment * BS EN 50131-2-5: Alarm systems. Intrusion and hold-up systems. Requirements for combined passive infrared and ultrasonic detectors * BS EN 50136-2: Alarm systems. Alarm transmission systems and equipment. Requirements for Supervised Premises Transceiver (SPT) * BS EN 50131-5-3: Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques * BS EN 50131-5-3:2005+A1: Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques * BS 4737-3.30: Intruder alarm systems in buildings. Specifications for components. Specification for insulated and sheathed cables for interconnecting wiring * BS 4737-4.3: Intruder alarm systems in buildings. Codes of practice - Code of practice for exterior alarm systems * NCP 104 - Code of Practice for the Design, Installation and Maintenance of CCTV Systems. * NCP 107 - NSI Code of Practice for the Provision of Control Room Services * PD CLC/TS 50131-9: Alarm systems. Intrusion and hold-up systems. Alarm verification. Methods and principles * PD CLC/TS 50131-2-10: Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Lock state contacts (magnetic) * DD CLC/TS 50131-7: Alarm systems Application guidelines * PD CLC/TS 50136-9: Alarm systems. Alarm transmission systems and equipment. Requirements for common protocol for alarm transmission using the Internet protocol * PD CLC/TS 50131-2-9: Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Active infrared beam detectors * BS 5266 Part 1: Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment * BS 5839-1: Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises * BS 5588 Fire Precautions in the Design, Construction and use of Buildings * BS 7430: Code of Practice for Earthing Protection of Electrical Systems * BS 5306 Part 4: Fire Extinguishing Installations – CO2 Systems * BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers * BS 9999: Fire safety in design, management and use of buildings. Code of practice. * BS 9991: Fire precautions in the design, construction and use of buildings. Code of Practice for residential buildings. * BS 1722: Fences * BS 5357: Code of practice for installation and application of security glazing * ISO 14001 Environmental Management Systems * ISO 45001 - Occupational health & safety |

## Work Package 6 – Grounds Maintenance Quality Standards

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| **Work Package 6 Grounds Maintenance** | |
| **Hard Landscaping Standards** | |
| Standard | * The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance. * All plants in beds and containers shall be maintained to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs, which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.  Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive. Plants chosen should take consideration of the patient group at the Buyer Premises, avoiding harmful or poisonous species in areas accessible to them. * Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the Buyer Premises and recycled or taken off-site and recycled. * It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. * The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. * All chemicals shall be applied in accordance with manufacturers’ instructions and in accordance with all relevant Health and Safety codes. * A maintenance schedule shall be implemented to ensure:   + All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;   + All pots/ containers are cleaned and replaced where necessary;   + All external soft landscaped areas are kept safe, clean and tidy;   + Planned Preventative Maintenance and Reactive Maintenance Works activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Buyer, its staff, patients, and Building Users;   + All areas are kept free of an accumulation of leaves, weeds and any other solid matter;   + The Supplier is required to undertake proactive reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;   + All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;   + All trees are maintained to ensure the safety of the Buyer, its staff, patients, and Building Users; and   + In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy.  Thereafter, and in agreement with the Buyer, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys. * The Service shall be delivered in line with Annex G - Property Classification. |
| **Soft Landscaping Services** | |
| Standard | * The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance. * All plants in beds and containers shall be maintained to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs, which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.  Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive. * Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the Buyer Premises and recycled or taken off-site and recycled. * It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.      * The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. * All chemicals shall be applied in accordance with manufacturers’ instructions and in accordance with all relevant Health and Safety codes. * A maintenance schedule shall be implemented to ensure:   + All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;   + All pots/ containers are cleaned and replaced where necessary;   + All external soft landscaped areas are kept safe, clean and tidy;   + Planned Preventative Maintenance and Reactive Maintenance Works activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Buyer, its staff, patients, and Building Users;   + All areas are kept free of an accumulation of leaves, weeds and any other solid matter;   + The Supplier is required to undertake proactive reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;   + All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;   + All trees are maintained to ensure the safety of the Buyer, its staff, patients, and Building Users; and   + In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy.  Thereafter, and in agreement with the Buyer, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys. * All grassed areas to be maintained at a depth of no less than 20mm and no more than 60mm in height.      * Beds, borders, planters and rockeries are hoe/hand weeded, carefully forking out deep-rooted perennial weeds, and are kept weed free during all seasons. * Hedges are trimmed to the base of the current year’s growth to plumb, straight lines and even height profiles (as requested). The Supplier shall also clean out the hedge bottom to hedge width, including the removal of unwanted saplings and climbers. Flail type cutters are not permitted. Generally hedges shall be kept to below sight lines (1.5m in height and not more than 1m wide) at all times. * All shrubs to planters and borders are pruned to maintain shape and vigour in the correct season for the shrub, including the removal of dead and diseased wood and tying in of wall and climbing plants, all to professional horticultural practice. * Roses are deadheaded by cutting back growth to five buds on an ad hoc basis. Climbing and rambling roses are tied in. Vine eyes, wire and approved proof twine is supplied and fixed as necessary. Rose sucker growths are carefully removed as they occur, to good horticultural practice. |
| **Tree Surgery (Arboriculture)** | |
| Standard | * The Supplier shall ensure that staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to the requirements of the relevant British Standard. * Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association. * The supplier is required to seek both Buyer and local Authority Approval before trimming or felling any trees.      * The Supplier shall ensure that Supplier Staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to BS 3998.   Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association. |
| **Planned Snow and Ice Clearance Services** | |
| Standard | * Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service. |
| **Reactive Snow and Ice Clearance Services** | |
| Standard | * Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service. |
| **Reservoirs, Ponds, River Walls and Water Feature Maintenance** | |
| Standard | * The Supplier shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments. * The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir. * The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and Environmental Management requirements as required by the Buyer. * The Supplier shall ensure that water quality testing and reporting is in-line with environment agency best practise, including L8 (The control of legionella bacteria in water systems) testing of water features. |
| **Internal Planting** | |
| Standard | * Internal planting shall only be provided in high traffic areas that are deemed absolutely necessary to decorate.  This shall be agreed on an individual basis with the Buyer. * It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The use of chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs may be allowed. * All chemicals shall be applied in accordance with manufacturers’ instructions and in accordance with all relevant Health and Safety codes. * The Supplier shall ensure that all plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes cognisance of its position within the premises and accords with good horticultural practice. * Soil improvers shall not contain peat or sewage sludge. * All products and services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants. * Growing media should meet quality Standards as set out in PAS100 and the Quality Protocol. * Plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant. * The Supplier shall consider in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Buyer’s policy on Greening Government Commitments at all times. * All chemicals shall be applied in accordance with manufacturers’ instructions and in accordance with all relevant Health and Safety codes. * All Supplier Staff delivering the Services must have clean working methods and must remove all debris around the displays prior to leaving site. * The Government Buying Standard for horticulture services shall be used. * Compliance with wider policy on Greening Government Commitments must also be ensured, including in relation to Waste and Water Management. |
| **Cut Flowers and Christmas Trees** | |
| Standard | There is no specific Service Standard for this Service. However, guidance shall be sought from the various trade and governing bodies for the sector including:   * Fair Flowers Fair Plants * All Supplier Staff delivering this Service shall be fully trained, verified with certificates, within their horticultural speciality and shall have appropriate and approved attire.  All Supplier Staff delivering this Service shall have clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises.  Supplier Staff shall liaise as required with the Buyers nominated helpdesk both during and outside Operational Working Hours (as and when required). * The Supplier shall keep a full record of each visit to the Buyer Premises. |

## Work Package 7 - Portering and Logistics Service Quality Standards ACoP

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| **Work Package 7 Portering and Logistics Services** | |
| **General Portering and Logistics Standards** | |
| Standard | * In delivering the Porterage Service, the Supplier shall at all times, seek to optimise staffing arrangements of Supplier Staff, to take advantage of any synergies between other Services delivered at each Buyer Premises for example: Repairperson Services and Flag Flying, therefore demonstrating value for money to the Buyer. * The Porterage Service shall be directed by the Buyers nominated helpdesk in conjunction with the Suppliers CAFM, Portering Management Platform or similar for the purposes of performance monitoring. * All Supplier Staff shall have undertaken appropriate training including manual handling course and Buyer service skills and be otherwise appropriately professionally trained for their duties * Supplier Staff responsible for the movement of patients shall be fully trained in the correct use of patient transport equipment such as chairs, trolleys, beds and in the correct patient handling/lifting techniques. |
| **Medical Gas Standards** | |
| Standard | * Medical Gases shall be considered as medicinal products under the provision of the Human Medicines Regulations 2012 and should be controlled in accordance with the provision of the act. * Minimum levels of the appropriate size and volume of gas cylinders are available in all designated areas as detailed in the Call-Off Procedure. * Cylinders shall only be moved with a trolley designed for appropriately sized cylinders. Trolleys must be kept clean and free from grease and oil and be reserved for the transportation of gas cylinders. Trolleys must conform to BS 2718. * Written control procedures and records are in operation to monitor stock levels and movement of gas cylinders within the Site and are available for inspection by the Buyer’s Representative. This shall include but not be limited to:   + detailing the system by which cylinders are requisitioned for use.   + A record of issue of cylinders including the name of gas, size of cylinder, date of issue, number of cylinders issued, ward/department or name of recipient, batch number (which can be found on cylinder neck) and expiry date. * On receipt of the full cylinder(s) in wards and departments the Supplier shall check that:   + the valve has a protective cover   + the cylinder has a label and that this is the correct medical gas and size of cylinder(s).   + Supplier Staff are suitably trained in the storage and handling of medical gases. |
| **Furniture Management Standards** | |
| Standard | * The Government Buying Standards for the sustainable procurement of furniture. * With regard to disposal of furniture, the Government Buying Standard requires that furniture is advertised to other Government Authorities for reuse in the first instance * Where furniture cannot be reused or refurbished, general Waste Hierarchy principles should apply to its disposal. * Furniture can be disposed of through the Disposal Services Authority * Maintenance shall be in line with manufacturers’ recommendations and common Good Industry Practices. Furniture shall be recycled where possible. * With regard to disposal of furniture, the Government Buying Standard published in 2013 requires that furniture is advertised to other Central Government Bodies for reuse in the first instance. * Maintenance is to be in line with manufacturers’ recommendations and common Good Industry Practices. |
| **Stores and Goods Management Standards** | |
| Standard | * The General Requirements for Contract Management shall apply. * The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. |

## Work Package 8 - Visitor Support Services Quality Standards

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| **Work Package 8 Visitor Support Services** | |
| **Reception Service Standards** | |
| Standard | * The reception area shall be fully staffed by designated and fully competent Supplier Staff at all times during the agreed Operational Working Hours. * The Supplier shall be responsible for providing a seamless and integrated Service within Reception areas in order to receive and manage Supplier Staff, Buyer Staff, patients and visitors efficiently and in a professional and friendly manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly. * Have a good comprehension and understanding of the English language. * The Supplier shall develop the Service with the Buyer and deliver the agreed Services in accordance with the specific Buyer requirements. * Receptionist Staff shall:   + be courteous and polite   + wear a uniform and name badge   + Be suitably trained in the handling of personal data   + Be suitably trained in regard to the Buyers dignity and respect policy and deliver the Services in a manner that protects the dignity of patients, staff and visitors at all times.   + Have received healthcare familiarisation training relevant to the nature of the Buyers Premises * Within the Reception area:   + Surfaces shall be kept uncluttered, clean and tidy   + public information displays shall be kept neat, tidy   + notices on public information displays shall be added/removed according to Buyer Policy; |
| **Taxi Booking Standards** | |
| Standard | * Guidance shall be sought from the various trade and governing bodies for the sector including:   + The National Taxi Association |
| **Voice Announcement System Operation Standards** | |
| Standard | * The Supplier shall ensure that Supplier Staff providing this Service have received training and are suitably skilled to operate the voice alarm systems at the Buyer Premises. * Supplier Staff shall operate the voice alarm systems effectively and in accordance with Buyer requirements during emergency and security events. * Supplier Staff shall have good comprehension and understanding of the English Language. |

## Work Package 9 - CAFM Quality Standards

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| **Work Package 9 - CAFM Quality Standards** | |
| **CAFM Service Standards** | |
| Standard | The CAFM System will be bespoke by the very nature in relation to the Buyer activity. The Supplier shall automate the collection of Data and thereby manage the Services delivered at Buyer Premises. Typically, they track and maintain the following core facilities activities:   * Planned works programme; * Emergency management – business continuity; * Disaster planning – business recovery; * Health and safety information; * Sustainability – energy, water and waste performance; and * Building information.   The Buyer should have real time live access to the Supplier’s CAFM System.  Business Continuity and Disaster Recovery:  The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;  In line with common industry practice the CAFM System facilities will have its own Business Continuity contingency plan in place to enable continuity of the Services without degradation;  The Supplier shall ensure that the CAFM System can support the Buyer during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and  The CAFM System shall have as a minimum the following functional capability to support Delivery of the Service provided to the Buyer.  The CAFM shall also:   * Record and report by each Buyer Property or region; * Review work assignment to both staff and Subcontractors. Track activity, status updates and the provision of on-screen alerts automate email notifications of work requests; * automated status updates to the Buyer; * easily search and ensure visibility of calls/activities; * automate associated hazard warnings; * allow cost allocation; * Ensure clear and proactive management of Service Level Agreements; * Log all Calls via intranet/internet; and * Automate prioritisation of work and job escalation when appropriate.   Costs:   * Costs tracked through multi-level hierarchy of budgets, contracts and projects; * Transparent views of full facilities spend and generation of single or multi-line purchase orders; * Ability to discount purchase orders or individual line items; * Purchase order receipt acknowledgement; * Easy to navigate, search and view all budget information; * Projects functionality enables tracking of project spend, key dates and stakeholders; * Easy distribution of information to stakeholders; * Financial reports available for ad hoc reporting or scheduled generation;   Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;  Management of Health and Safety equipment and Service Requests; and  Consider applying a purchase threshold over which the Buyer needs to authorise.  Management Information:   * Helpdesk performance management; * Automatic generation of reports; * Direct email distribution to stakeholders; * Specific corporate reporting requirements easily created; * Analyse the Data using reporting functionality; * Extensive reports provided as standard; * Measured performance benchmarking; * Cost Control and monitoring;   Ensure there is the capability to link ‘parent’ & ‘child’ Service Requests and track Service Requests through the various stages to completion; and  Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests.  **Reporting:**  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. |

# Appendix C Linen Item Tables

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| Standard Wash Linen and Laundry Services - Linen Items | | |
| **Item Code** | **Category** | **Item** |
| M1a | Bedding | Blanket Standard |
| M2a | Bedding | Flat Sheet - Bed |
| M3a | Bedding | Pillow Cases |
| M4a | Towels | Bath Towel |
| M5a | Bedding | Blanket Large |
| M6a | Gowns | Patient Gown |
| M7a | Bags | Plastic Bags |
| M8a | Theatre Wear | Scrubs top |
| M9a | Theatre Wear | Scrubs Trousers |
| M10a | Clothing | Nightdress |
| M11a | Clothing | Adult PJ Trousers |
| M12a | Clothing | Adult PJ Jacket |
| M13a | Bedding | Draw Sheet |
| M14a | Gowns | Operation - adult |
| M15a | Bedding | Cot Cuddly |
| M16a | Bedding | Cellular White Blanket |
| M15b | Towels | Hand |
| M16b | Towels | Bath Sheet |
| NM10a | Bedding | Counterpanes |
| NM10b | Bedding | Counterpanes - cot |
| NM11a | Bedding | Fitted Sheets Single |
| NM12a | Bedding | Fitted Sheets Double |
| NM13a | Bedding | Covers duvet- double |
| NM13b | Bedding | Pillow |
| NM14a | Bedding | Covers Duvet single |
| NM15a | Bedding | Mattress Cover |
| NM16a | Towels | Hand |
| NM17a | Towels | Bath Sheet |
| NM18a | Towels | Baby |
| NM19a | Clothing | Dressing gowns - adult |
| NM1a | Bedding | Knee / Half Blanket |
| NM20a | Clothing | Nightshirts - adult |
| NM21a | Clothing | Nappies |
| NM22a | Clothing | Wrap - baby |
| NM22b | Clothing | Patient Clothing - small items |
| NM23a | Clothing | Dignity Giving Suit - top |
| NM24a | Clothing | Dignity Giving Suit – bottom 6 |
| NM25a | Theatre Wear | Surgeons gowns |
| NM26a | Theatre Wear | Dresses |
| NM27a | Uniforms | Nurses Dresses |
| NM28a | Uniforms | White Coat long sleeved |
| NM29a | Uniforms | White Coat short sleeved |
| NM2a | Bedding | Thermal Covers - Lightweight |
| NM30a | Uniforms | Dark Coat long sleeved |
| NM31a | Uniforms | Cooks/Chefs Jacket |
| NM32a | Uniforms | Cooks/Chefs Trousers |
| NM33a | Uniforms | Skull Cap |
| NM34a | Uniforms | Apron |
| NM35a | Uniforms | Boiler Suit long sleeved |
| NM36a | Uniforms | Boiler Suit short sleeved |
| NM37a | Uniforms | Polo shirt |
| NM38a | Uniforms | Shirts |
| NM39a | Uniforms | Blouses |
| NM3a | Bedding | Thermal Covers - Heavyweight |
| NM40a | Uniforms | Jumpers |
| NM41a | Uniforms | Tabard |
| NM42a | Uniforms | Trousers |
| NM43a | Uniforms | Tunic |
| NM44a | Uniforms | Porters Jacket |
| NM45a | Uniforms | Jackets |
| NM46a | Uniforms | Skirts |
| NM47a | Uniforms | Waistcoats |
| NM48a | Uniforms | Ties |
| NM49a | Uniforms | Bib & Brace |
| NM4a | Bedding | Bed Sheet high quality cotton |
| NM50a | Uniforms | Overalls |
| NM51a | Uniforms | Body Warmer |
| NM52a | Uniforms | Long Coat |
| NM53a | Uniforms | Tazer Suit |
| NM54a | Uniforms | Overcoat |
| NM55a | Uniforms | High Visibility Jacket |
| NM56a | Uniforms | Other |
| NM57a | Gowns | Bariatric |
| NM58a | Gowns | X Ray-Blue |
| NM59a | Gowns | Children |
| NM5a | Bedding | Bed Sheet Double |
| NM60a | Gowns | Breast Screening |
| NM61a | Gowns | Modesty |
| NM62a | Gowns | Baby |
| NM63a | Gowns | Custody |
| NM64a | Other Items | Bath Mat |
| NM65a | Other Items | Dish Cloth |
| NM66a | Other Items | Dusters |
| NM67a | Other Items | Cloth - Oven |
| NM68a | Other Items | Gloves – Oven |
| NM69a | Other Items | Slings |
| NM6a | Bedding | Bed Sheet Double high-quality cotton |
| NM70a | Other Items | Patient Slides |
| NM71a | Other Items | Bed Pads |
| NM72a | Curtains | Shower Curtain |
| NM73a | Curtains | Curtains Small (Up to 1.5 x 2m) |
| NM74a | Curtains | Curtains Medium (Up to 2 x 2m) |
| NM75a | Curtains | Curtains Large (Up to 3 x 3m) |
| NM76a | Mops | Mops - Socket |
| NM77a | Mops | Mops - Microfiber |
| NM78a | Mops | Mops - Bonnet |
| NM79a | Mops | Mops - Kentucky |
| NM7a | Bedding | Cot Sheet |
| NM80a | Table Linen | Table Linen 144x70 |
| NM81a | Table Linen | Table Linen 90 x 90 |
| NM82a | Table Linen | Table Linen 108x70 |
| NM83a | Table Linen | Table Linen 70 x 70 |
| NM84a | Table Linen | Table Linen 54x54 |
| NM85a | Table Linen | Table Linen 36 x 36 |
| NM86a | Table Linen | Table Linen Round 110” |
| NM87a | Table Linen | Table Linen Napkins |
| NM88a | Table Linen | Cloths (waiter, glass, kitchen, oven) |
| NM89a | Bags | Polyester |
| NM8a | Bedding | Pillowcases high quality cotton |
| NM90a | Bags | Alginate Stitched Bag - Red |
| NM91a | Bags | Water soluble bags (totally water soluble) |
| NM92a | Towels | Tea Towel |
| NM93a | Clothing | Tracksuit Top |
| NM94a | Clothing | Tracksuit Bottom |
| NM97b | Clothing | Bazley Hat |
| NM9a | Bedding | Canvasses stretcher |

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| NM10a | Bedding | Counterpanes |
| NM10b | Bedding | Counterpanes - cot |
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| NM13a | Bedding | Covers duvet- double |
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| NM27a | Uniforms | Nurses Dresses |
| NM28a | Uniforms | White Coat long sleeved |
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| NM43a | Uniforms | Tunic |
| NM44a | Uniforms | Porters Jacket |
| NM45a | Uniforms | Jackets |
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| NM47a | Uniforms | Waistcoats |
| NM48a | Uniforms | Ties |
| NM49a | Uniforms | Bib & Brace |
| NM4a | Bedding | Bed Sheet high quality cotton |
| NM50a | Uniforms | Overalls |
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| NM52a | Uniforms | Long Coat |
| NM53a | Uniforms | Tazer Suit |
| NM54a | Uniforms | Overcoat |
| NM55a | Uniforms | High Visibility Jacket |
| NM56a | Uniforms | Other |
| NM57a | Gowns | Bariatric |
| NM58a | Gowns | X Ray-Blue |
| NM59a | Gowns | Children |
| NM5a | Bedding | Bed Sheet Double |
| NM60a | Gowns | Breast Screening |
| NM61a | Gowns | Modesty |
| NM62a | Gowns | Baby |
| NM63a | Gowns | Custody |
| NM64a | Other Items | Bath Mat |
| NM65a | Other Items | Dish Cloth |
| NM66a | Other Items | Dusters |
| NM67a | Other Items | Cloth - Oven |
| NM68a | Other Items | Gloves – Oven |
| NM69a | Other Items | Slings |
| NM6a | Bedding | Bed Sheet Double high-quality cotton |
| NM70a | Other Items | Patient Slides |
| NM71a | Other Items | Bed Pads |
| NM72a | Curtains | Shower Curtain |
| NM73a | Curtains | Curtains Small (Up to 1.5 x 2m) |
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| NM77a | Mops | Mops - Microfiber |
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| NM84a | Table Linen | Table Linen 54x54 |
| NM85a | Table Linen | Table Linen 36 x 36 |
| NM86a | Table Linen | Table Linen Round 110” |
| NM87a | Table Linen | Table Linen Napkins |
| NM88a | Table Linen | Cloths (waiter, glass, kitchen, oven) |
| NM89a | Bags | Polyester |
| NM8a | Bedding | Pillowcases high quality cotton |
| NM90a | Bags | Alginate Stitched Bag - Red |
| NM91a | Bags | Water soluble bags (totally water soluble) |
| NM92a | Towels | Tea Towel |
| NM93a | Clothing | Tracksuit Top |
| NM94a | Clothing | Tracksuit Bottom |
| NM97b | Clothing | Bazley Hat |
| NM9a | Bedding | Canvasses stretcher |

| Specialist Laundry Services (Theatre Packs) - Linen Items | | |
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| **Item Code** | **Category** | **Item** |
| TP1 | Drape | Extremity Drape (Impervious) With Fenestrated Insert |
| TP2 | Drape | Extremity Pack (Impervious) With Fenestrated Insert |
| TP3 | Drape | Fenestrated Drape 112 X 112 With 10cm Fenestration |
| TP4 | Drape | Impervious Split Sheet 225 X 300 With 50 X 7.5 Split |
| TP5 | Drape | Impervious Split Sheet 275 x300 with 50 x 7.5 Split Adhesive |
| TP6 | Drape | Reinforced Mayo Cover |
| TP7 | Drape | Reinforced Under Buttocks Drape |
| TP8 | Drape | Split Sheet 180 x 225 with 50 x 7.5 Split |
| TP9 | Drape | Split Sheet 178x114 with 50 x7.5 Split |
| TP10 | Drape | Split Sheet 180 x 225 with 50 x 7.5 Split Adhesive |
| TP11 | Drape | 180x180 Drape |
| TP12 | Drape | 150x150 Drape |
| TP13 | Drape | 120x120 Drape |
| TP14 | Drape | 90x90 Drape |
| TP15 | Drape | Trolley Base |
| TP16 | Drape | Huck Towel |
| TP17 | Drape | Leggings x 2 |
| TP18 | Drape | Minor Ops Drapes |
| TP19 | Packs | Low Fluid Pack (Taped) - Minimum Contents: 180x180 drape x2, 90x90 drape x2 |
| TP20 | Packs | General Pack (Taped) - Minimum Contents: Head foot 150x180 absorbent drape x2, Side drape absorbent x2, |
| TP21 | Packs | Head Pack - Minimum Contents: 180x180 drape, Tray wrap 120x120 drape x2 |
| TP22 | Packs | High Fluid Pack (Taped) - Minimum Contents: Head drape 180x180, Side drape (90x110)x2, Head foot 150x180 absorbent drape |
| TP23 | Packs | Minor Litho Pack - Minimum Contents: Under buttock long, Leggings x2, 90x90 drape |
| TP24 | Packs | Perianal Pack - Minimum Contents: Lithotomy drape, Leggings x2, Under Buttock drape |
| TP25 | Packs | Ortho Pack - Minimum Contents: 180x180 drape x3, Absorbent U drape, 90x90 drape x2 |
| TP26 | Packs | ENT Pack Taped - Minimum Contents: Head neck split drape, Tray wrap 120x120 drape x2 |
| TP27 | Gowns | Single gown pack (Standard Protection) |
| TP28 | Gowns | Single gown pack (Reinforced) |
| TP29 | Gowns | Single gown pack (Impervious) |

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| Specialist Cleanroom Laundry Services - Linen Items | | |
| **Item Code** | **Item Code** | **Item Code** |
| CR1 | Overalls (Coveralls) | Centre Zip Cleanroom Coverall |
| CR2 | Overalls (Coveralls) | Coverall with knitted cuffing wrist |
| CR3 | Overalls (Coveralls) | Coverall with knitted cuffing wrist & ankle |
| CR4 | Hoods | Opened Faced Cleanroom Hood |
| CR5 | Coats | Lancer Cleanroom coat |
| CR6 | Coats | Centre zip coat |
| CR7 | Coats | Centre zip coat with knitted cuffing |
| CR8 | Tunics | Tunic undergarment |
| CR9 | Tunics | Tunic undergarment with knitted cuffing |
| CR10 | Trousers | Trouser Undergarment |
| CR11 | Trousers | Trouser Undergarment with knitted cuffing |
| CR12 | Overboots and overshoes | Knee Length cleanroom toggle boot |
| CR13 | Overboots and overshoes | Overshoe |
| CR14 | Goggles | Cleanroom Goggles |
| CRNM1 | Overalls | One piece overall (coverall) |
| CRNM2 | Hoods | Bazley Hat |
| CRNM3 | Mopheads | Cleanroom mop dry |
| CRNM4 | Mopheads | Cleanroom mop wet |

1. As defined in NHS National Standards of Healthcare Cleanliness [↑](#footnote-ref-1)