

**Schedule 1 – Specification**

**Part C Service Requirements**

**Lot 1A - Standard Wash Linen & Laundry Services**

**Lot 1B - Specialist Laundry Services (Theatre Packs)**

**Lot 1C - Bundled Standard Wash & Specialist Laundry Services**

**Lot 1D - Specialist Cleanroom Laundry 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 Linen and Laundry Service. 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 Lots**

* 1. This Framework Contract comprises 16 Lots. These Lots are grouped into 5 service headings. This specification sets out the requirements for the provision of the Linen and Laundry Services to the healthcare estate.
  2. The Supplier shall be required to provide a patient centred Service that meets the requirements for high quality care and Infection Prevention and Control. The table set out in section 1.5 below provides a description of the types of Deliverables available under each lot.
  3. Suppliers are also required to provide a number of Contract Management services as part of this Framework Contract. For a full description of the Contract Management services required under this Framework Contract please refer to Framework Schedule 1 - Specification, Part B Contract Management.
  4. A summary of the lot structure is as follows:

| **Lot** | **Description of Services** |
| --- | --- |
| Lot 1A | Linen Hire with Standard Wash Linen and Laundry Services   * The Suppliers appointed to Lot 1A will be responsible for the provision of standard wash linen and laundry services, including the processing (wash and finish) and transportation (collection and return) of linen items to Buyers; * Lot 1A includes the Core Services – processing (wash and finish) and transportation (collection and return) of linen items which are hired to the Buyer from the Supplier; * This Lot includes provisions for both Buyer Owned Linen and Supplier owned (Hire) Linen; and * Lot 1A Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry Service. |
| Lot 1B | Specialist Laundry Services (Theatre Packs)   * The Suppliers appointed to Lot 1B will be responsible for the provision of Specialist Laundry Services (theatre packs and drapes) including the processing (wash and finish) and transportation (collection and return) of items, which are hired to the Buyer from the Supplier; * All Suppliers appointed to Lot 1B must comply with the specific accreditations and performance criteria laid down in the European Standard EN13795; and * Lot 1B Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry Service. |
| Lot 1C | Standard Wash Linen and Laundry Services with Theatre Packs   * The Suppliers appointed to Lot 1C will be responsible for the provision of standard wash linen and laundry services and Specialist Laundry Services (theatre packs and drapes); * The requirements of this Lot 1C shall reflect the combined requirements for Lot 1A and Lot 1B; and * Lot 1C Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service. |
| Lot 1D | Specialist Cleanroom Laundry Services   * The Suppliers appointed to Lot 1D will be responsible for the provision of Specialist Cleanroom Laundry Services including the processing (wash and finish) and transportation (collection and return) of cleanroom garments at the ISO classification specified by the Buyer at the Call-Off stage; * The Supplier must be able to provide management information upon request by the Buyer, CCS or through Supplier audits, to include for example:   + Fabric product name and product code;   + Particle retention/barrier properties for 0.5 μm and 5.0 μm particle sizes;   + Air permeability result;   + Water vapour diffusion result;   + Date of manufacture;   + Operator name and any personnel number and department or cleanroom;   + Number of wash cycles;   + Number of sterilisation cycles;   + Length of time in use;   + Any repairs or adjustments to the garment criteria. * These properties must meet the standards set by the Buyer at the Call-Off stage, for example Cleanroom ISO 14644- and the Associated Controlled Class 1-9, as specified by the Buyer at the Call-Off stage; * Lot 1D Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 7 of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service |

## **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** |
| --- | --- |
| 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. |
| Condition of receipt | The actual state of an item on return from the Supplier to the Buyer(s). |
| Creasing | Material overlap.  Definite fold line in an article, caused by a finishing process employing pressure (ironing or pressing). |
| 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. |
| Major stain | A fresh stain that is clearly visible and greater than 2cm in diameter in any area of the article. |
| Minor stain | A stain of less intensity but still fairly visible to the naked eye and greater than 4cm in diameter. |
| Odour | Articles should not have any unpleasant residual odour. |
| 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. |
| 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. |
| Wrinkling | Defined as evidence of surface deformation.  A wavy distortion or slight ridge in the smoothness of an article's surface. |

# All Lots

* 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.

## **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, Lot 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.

# Lot 1A Standard Wash Linen and Laundry Services

## **Buyer Linen and Supplier Linen (Hire)**

* 1. All elements of Lot 1A Standard Wash Linen and Laundry Services are deemed to be Core Services unless otherwise stated.
  2. The full provision of Core Service Items and Additional Service Items which may be required by Buyers are detailed in Appendix C of this Framework Schedule 1 - Specification Part C Service Requirements, Lot 1 - Linen and Laundry, Linen, and Laundry Service.
  3. The Supplier will provide the Services for all the Core Service Items listed for Lot 1A in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service.
  4. 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).
  5. 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 Law and Guidance);
     3. finish washed linen items in accordance with the standards specified in Appendix A, 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).
  6. 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.
  7. 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.
  8. The Supplier will maintain adequate stock levels to ensure the requirements of the Buyer(s) are met at all times.
  9. 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).
  10. 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 “Additional Service Items” list in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen and Laundry Service for Lot 1A, 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.
  11. 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 Law and Guidance, as set out in Appendix A (Laundry Services for Health and Social Care Organisations).
  12. 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.
  13. 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.
  14. 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.

# Lot 1B Specialist Laundry Services (Theatre Packs)

* 1. All elements of Lot 1B Specialist Laundry Services (Theatre Packs) are deemed to be Core Services unless otherwise stated.
  2. The full provision of Core Service Items and Additional Service Items which may be required by Buyers are detailed in Appendix C of this Framework Schedule 1 - Specification Part C Service Requirements, Lot 1 - Linen and Laundry, Linen, and Laundry Service.
  3. The Supplier will provide the Services for all the Core Service Items listed for Lot 1B in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service.
  4. The Supplier will supply items which comply with the specific accreditations and performance criteria laid down in the European Standard EN13795.
  5. 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.
  6. The Supplier will supply items which have been sterilised, when required, in accordance with the guidance set out in the Department of Health’s Choice Framework for local Policy and Procedures as set out in Appendix A of this Framework Schedule 1 - Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service.

## **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 “Additional Service Items” list, as set out in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service, 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).

# Lot 1C Standard Wash Linen and Laundry Services with Theatre Packs

* 1. The Core Services shall comprise the combined Core Services of both Lots 1A and 1B that suppliers appointed to Lot 1C will be expected to fulfil in their entirety.
  2. The full provision of Core Service Items and Additional Service Items which may be required by Buyers are detailed in Appendix C of this Framework Schedule 1 - Specification Part C Service Requirements, Lot 1 - Linen and Laundry, Linen, and Laundry Service.

# Lot 1D Specialist Cleanroom Laundry Services

* 1. All elements of Lot 1D Specialist Cleanroom Laundry Services are deemed to be Core Services unless otherwise stated.
  2. The full provision of Core Service Items and Additional Service Items which may be required by Buyers are detailed in Appendix C of this Framework Schedule 1 - Specification Part C Service Requirements, Lot 1 - Linen and Laundry, Linen, and Laundry Service.
  3. The Supplier will provide the Services for all the Core Service Items listed for Lot 1D in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry, Linen, and Laundry Service.
  4. 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 “Additional Service Items” list in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry Service. for Lot 1D, 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.
  5. 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.
  6. 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 of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry Service.

## **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 “Core Service Items” list for Lot 1D, as set out in Appendix C of this Framework Schedule 1 – Specification Part C Service Requirements, Lot 1 – Linen and Laundry Service:
     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 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.

# Additional Services

## **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’s 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 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.
     3. 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;
     2. Hired to the Buyer from the Supplier; and
     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 requirement.

## **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.

## **Service BW1 - Billable Works**

* 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 this Cleaning Service.

| **Lot 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 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 7 (Call-Off Award 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 |

# Appendix B Quality Standards

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

| **Part C – Lot 1 Linen and Laundry Services** | | |
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| **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. | |

# Appendix C Linen Item Tables

| **Lot 1A/1C Core Service 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 |

| **Lot 1A/1C Additional Service Items** | | |
| --- | --- | --- |
| **Item Code** | **Category** | **Item** |
| 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 |

| **Lot 1B/1C Core Service Items** | | |
| --- | --- | --- |
| **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) |

| **Lot 1D Core Service Items** | | |
| --- | --- | --- |
| **Item Code** | **Category** | **Item** |
| 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 |

| **Lot 1D Additional Service Items** | | |
| --- | --- | --- |
| **Item Code** | **Category** | **Item** |
| CRNM3 | Mopheads | Cleanroom mop dry |
| CRNM4 | Mopheads | Cleanroom mop wet |