

## Document no 5a.1

# Service specification – Hard and soft FM Service General Requirements

## Tender 22112 - ELFT/TENDER/15/338 - Hard and Soft FM services for East London NHS Foundation Trust properties located in Bedfordshire and Luton

### 1 Hard and Soft Service General requirements

#### 1.1 Overview

The contractor is to provide a complete and fully managed hard and soft FM service to deliver the following:

- 1.1.1 MEP maintenance service (document 5a.2).
- 1.1.2 Fabric maintenance service (document 5a.3).
- 1.1.3 Cleaning services to trust service locations (document 5a.4).
- 1.1.4 Catering services to trust service locations (document 5a.5).
- 1.1.5 Pest control services to trust service locations (document 5a.6).
- 1.1.6 Grounds and gardens Maintenance services to trust locations (document 5a.7).
- 1.1.7 Laundry and linen services to trust locations (document 5a.8).
- 1.1.8 Porter and courier service to trust locations (document 5a.9).
- 1.1.9 Security services to trust locations (document 5a.10).
- 1.1.10 Hard and Soft FM management and administration functions including but not limited to:
  - Provision of a hard and soft FM help desk.
  - Provision and management Emergency call out service
  - Staff and subcontractor management and supervision.
  - Service monitoring.
  - Service monthly reporting.
  - Management of Health and Safety.

#### 1.2 Total Facilities Management Integration

The Trust requires a fully integrated and managed facilities management service in order to provide an efficient and effective service to the service locations and a single point of contact for the Trust or their Authorised Officers. The Trust recognises that the management of hard and soft FM services requires different skill sets and the best service for the Trust may be achieved through separate hard and soft FM service providers. The Contractors are therefore able to provide the following options in respect of the service delivery:

- 1.2.1 Hard FM services only
- 1.2.2 Soft FM service only

### 1.2.3 A combined Hard and Soft FM service

## 1.3 Hard FM service only

Where the contractor submits a proposal for Hard FM services only it shall be in full compliance with the following specifications:

- 5a.1 – Hard and soft FM services general requirements
- 5a.2 – MEP maintenance Service specification
- 5a.3 – Fabric maintenance service specification

1.3.1 Where the Contractor elects only to offer a hard FM service they shall be responsible for interacting with the soft FM service provider such that the Trust and their Authorised Officers receives a fully integrated and managed FM service.

## 1.4 Soft FM service only

Where the contractor submits a proposal for Soft FM services only it shall be in full compliance with the following specifications:

- 5a.1 – Hard and soft FM services general requirements
- 5a.4 – Cleaning specification
- 5a.5 – Catering specification
- 5a.6 – Pest control specification
- 5a.7 – Grounds and gardens maintenance
- 5a.8 – Laundry and linen specification
- 5a.9 – Portering and courier specification
- 5a.10- Security services speciation

1.4.1 Where the Contractor elects only to offer a soft FM service they shall be responsible for interacting with the hard FM service provider such that the Trust and their Authorised Officers receives a fully integrated and managed FM service.

## 1.5 A combined Hard and Soft FM service

Where the contractor submits a proposal for a combined Hard and Soft FM service it shall be in full compliance with the following specifications:

- 5a.1 – Hard and soft FM services general requirements
- 5a.2 – MEP maintenance Service specification
- 5a.3 – Fabric maintenance service specification
- 5a.4 – Cleaning specification
- 5a.5 – Catering specification
- 5a.6 – Pest control specification
- 5a.7 – Grounds and gardens maintenance
- 5a.8 – Laundry and linen specification
- 5a.9 – Portering and courier specification
- 5a.10- Security services speciation

1.5.1 The Contractor shall be responsible for providing the Trust and their Authorised Officers a fully integrated and managed FM service.

## 1.6 Benefits of offer

Whichever service option the Contractor elects to submit the Contractor shall detail the benefits of their approach. This shall include where appropriate the savings and or discounts applicable to reflect common area of management, and supervision arising from a fully integrated hard and soft FM service and from placing a single order with the same service provider.

## 2 Key Objectives

2.1 In addition to the key objectives, stated within the general services specification the contractor shall:

2.1.1 Provide the Trust with a comprehensive, technical and fully managed hard and soft FM service.

2.1.2 Ensure that effective hard and soft FM service control measures are implemented that do not conflict with the Trust's provision of patient care, and trust Policies.

## 3 Bedfordshire and Luton Mental Health and Wellbeing Services Background and service locations

3.1 Bedfordshire and Luton Mental Health and Wellbeing Services provides a wide range of mental health and community and inpatient services to children, young people, adults of working age and older adults, to the Bedfordshire and Luton area. The Trust operates from approximately 33 community and inpatient sites and have 280 general and specialist inpatient beds.

3.2 Given the nature of the sites, security is paramount both for staff, service user and Contractor safety.

3.3 Hard and soft FM services under the framework could be requested to be carried out at any of the following service locations:

- Charter House, Alma Street, Luton LU1 2PL
- 105 London Road, Luton, LU1 3RG
- 54 Lewsey Road, Luton, LU4 0EP
- Luton & Central Beds MH Inpatient Unit 1, Ground Floor - Crystal Ward, Calnwood Road, Luton, LU4 0LX
- Luton & Central Beds MH Inpatient Unit 1, First Floor - Outpatients etc., Calnwood Road, Luton, LU4 0LX
- Luton & Central Beds MH Inpatient Unit 2, Onyx Ward, Calnwood Road, Luton, LU4 0FB
- Luton & Central Beds MH Inpatient Unit 2, ECT Suite and Pharmacy, Calnwood Road, Luton, LU4 0FB
- Luton & Central Beds MH Inpatient Unit 3, Coral Ward, Calnwood Road, Luton, LU4 0DZ
- Luton & Central Beds MH Inpatient Unit 3, Jade ward, Calnwood Road, Luton, LU4 0DZ

- Oakley Court, Angel Close, Luton, LU4 9WT
- 67 High Street North, Dunstable, LU6 1JD
- Barford Ave, 29 Barford Ave, Bedford, MK42 0DS
- Beacon House, 5 Regent Street, Dunstable, LU6 1LR
- Beech Close Resource Centre, 5 Beech Close, Dunstable, LU6 3SD
- Cedar House, Bedford Health Village, 3 Kimbolton Road, Bedford, MK40 2NT
- Crombie House, 36 Hockliffe Street, Leighton Buzzard, LU7 8HE
- WELLBEING CENTRE, 3 Woburn Road, Bedford, MK40 1EG
- Fountains Court, Bedford Health Village, 3 Kimbolton Road, Bedford, MK40 2NT
- Grove Place, 24 Grove Place, Bedford, MK40 3JJ
- Rush Court 3 & 5-7 & 9, 5-9 Rush Court, Off Grove Place, Bedford, MK42 3JT
- The Poplars, Mayer Way, Houghton Regis, LU5 5BF
- The Crescent, 21 The Crescent, Bedford, MK40 3JJ
- The Coppice, 2 The Glades, Northampton Road, Bromham, Bedford, MK43 8HJ
- The Lawns, The Baulk, Biggleswade, SG18 0PT
- Townsend Court, Mayer Way, Houghton Regis, LU5 5BF
- Twinwoods, The Lodge, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Admin Block, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Clinical Resource, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Raymond Smith (Specialist Medical), Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Russell Block, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Whitbread Centre, Milton Road, Clapham, Bedford, MK41 6AT
- Whichellos Wharf, The Elms, Stoke Road, Linslade, Leighton Buzzard, LU7 2TD
- Whichellos Wharf – Cottage, The Elms, Stoke Road, Linslade, Leighton Buzzard, LU7 2TD

At any time during the contract period a site may be added to the sites which require service or alternatively removed.

#### **4 General requirements and contract management**

##### **4.1 General Requirements**

###### **4.1.2 Strategic Partnership**

The Trust is seeking to enter into a partnership with a Contractor, in order to generate value for both parties. The specification specifies the Trust's service requirements based on its current understanding, and it is required that Contractor submit proposals based solely on the requirements of this ITT.

It is required that the Contractor will have and maintain a very high level of professional knowledge relating to the provision of hard and soft FM services within healthcare, and will ensure that the Trust is regularly made aware of developments within this sector.

The Contractor will bear an obligation to notify the Authorised Officer in writing of any industry-wide or local developments which might present an opportunity for either the improvement of service delivery or reduction of cost, or both. These shall include, but not be limited to:

- Changes in legislation;
- Changes to guidance issued by government agencies or professional organisations relating in any way to the services covered in these documents.
- New guidance issued by government agencies or professional organisations relating in any way to the services covered in these documents.
- New and emerging technology;
- Changes in industry practice.

The Contractor shall have a specific responsibility to report formally to the Trust each month on industry developments, as part of the Monthly Report.

The Contractor shall also, each year, two months prior to the Contract Price review date, make a full written report giving the Trust options for reducing, eliminating or reversing the level of indexation, through supplier and usage reviews, proposals for variations to method statements or service levels, reduction of margin, or other means.

#### 4.1.3 Transition and Staffing

The Trust requires that the Contractor has a detailed mobilisation plan to ensure a seamless transfer of staff and services. This will include a detailed method statement of how the transition process will be managed, resourced and reported.

The Contractors must comply with the process for TUPE of existing staff providing the Services.

The Contractor must be able to provide an occupational pension scheme which is broadly comparable to the NHS Scheme, in accordance with the requirements of the Government Actuary's Department, or that they can offer access to the NHS Pension Scheme.

#### 4.1.4 Achievement of Defined Outputs

These documents specifically define the needs of the Trust in terms of defined outputs and outcomes rather than the inputs of methods, labour, supervision, management and materials required to achieve these outputs and outcomes.

The Trust requires that the Contractor takes full responsibility for the achievement of these outputs and outcomes. The Contractors must assess the inputs of methods, labour, supervision, management and materials required to achieve these outputs and outcomes, and these must be clearly detailed within the tender returns.

The Contractor should note that acceptance of a tender by the Trust does not imply acceptance that the inputs detailed within that tender are necessarily sufficient to achieve the outputs required. It will remain at the risk of the supplier to ensure that the required outputs and outcomes are achieved, irrespective of the inputs deployed.

#### 4.1.5 Supervision

It is required that there shall be adequate supervision to allow for regular and frequent checking of service delivery, liaison with Trust staff, and training of staff. Nothing in this section should be read as limiting or defining that requirement.

Supervisors will be on duty when operatives are on duty.

Additionally, there will be adequate provision of supervision to ensure that a supervisor makes a formal recorded visit to each service location, as listed in this document, at least once per week. Such visits will be recorded by the supervisor in writing, and will note the names of Trust staff spoken to, their comments and requests, observations made by the supervisor, and all actions taken as a result of the visit. The record of the visit shall also record the names of the members of the Contractor's staff spoken to, details of work observed, and any retraining requirements. The record of the visit shall further contain a checklist for recording the presence and accuracy of COSHH and, where appropriate, HACCP data. (A summary of recorded visits will form part of the Monthly Report as detailed later in this section). For the avoidance of any doubt, this is a minimum requirement for recorded visits; it is expected that supervisory staff will additionally be making frequent unrecorded visits to service locations in pursuance of their duties.

The Contractor should include a draft Supervisory Visit Form, which meets the requirements of these documents for recording the formal weekly visits to service locations, as described above.

#### 4.1.6 Helpdesk

It is required that the Contractor shall provide a single point of contact to receive requests for services.

As a minimum, it is required that this helpdesk will be manned between 07.00 and 20.00. It will be acceptable for the helpdesk to be switched to answerphone at other times. (Note: the answerphone shall be solely for use in the rare occasions that routine requests are made out of hours. Any urgent or emergency requests out of hours will be made directly to an emergency contact number which shall be provided by the Contractor. Adequate on-call arrangements must be in place to support this - see below).

All requests to the helpdesk will be logged, given a priority, and the times of receipt of request and completion of task recorded. For task requests received out of hours the time of receipt will be recorded as 07.00. (A summary of recorded requests will form part of the Monthly Report as detailed later in this section).

It is envisaged that the Contractor may wish either to make use of an existing off-site helpdesk facility for this purpose, or make adequate allowance of dedicated staff for the performance of the helpdesk function.

Note: If the Contractor intends to manage helpdesk services from a pre-existing central facility, tenders should include details of the operation of this, including details of Information Systems used. All tenders, irrespective of method to be used, should include a process flow chart describing the operation of the helpdesk facility.

#### 4.1.7 Emergency Contact and On-Call Response

It is required that the Contractor will provide an emergency contact number and two back up contact numbers to enable Trust staff to make contact with the Contractor in the event of an emergency.

The Trust requires that appropriate members of the Contractor's staff will be available to attend any of the Trust's locations in the event of any emergency situation which urgently requires the provision of any of the Services covered in these documents such events may include, but are not limited to, floods and major incidents.

The Contractor shall at all times ensure that adequate on-call arrangements are in place to support this requirement.

#### 4.1.8 Monitoring

It is required that the Contractor will make adequate staffing provision to ensure that each room within the scope of the Contract is scored for cleanliness in accordance with the procedure described in The National Specifications for Cleanliness in the NHS: A Framework for Setting and Measuring Performance Outcomes (National Patient Safety Agency, April 2007). Scoring will be recorded using the Sample Cleaning Audit Score Sheet contained within this document. (A summary of weighted scores will form part of the Monthly Report as detailed later in this section).

It is further required that the Contractor will make appropriate staffing provision to ensure that the other hard and soft FM services can be adequately monitored in strict accordance with the requirements of the specification.

#### 4.1.9 Management

It is required that there is adequate senior staffing to allow for adequate provision of HR, Training, Financial, Operational and General Management for the Contract. Nothing in this section should be read as limiting or defining that requirement.

It is required that a dedicated Contract Manager be provided. The Manager appointed should bear overall responsibility for the management of the Contract, will be the primary point of contact, and should be empowered with full decision-making authority related to the Contract. This Manager will not have responsibilities within the Contractor's organisation that do not relate directly to this Contract.

Roles and responsibility of such individuals should include:

- Authorship and presentation of the Monthly Report;
- Ensuring delivery of the specified outputs;
- Acting as the primary communication point for all interaction between the Trust and the Contractor;
- Attendance at meetings as required by the Authorised Officer, which may include, but not necessarily be limited to, Trust Control of Infection Committee, ad-hoc meetings with the Authorised Officer and other Trust members;
- Day-to-day exchange of operational information. For example, the Contract Manager shall be responsible for ensuring that the Authorised Officer is notified in the event that any planned cleaning is delayed by staff absence or for any other reason.

The Contractor shall include a detailed Job Description for the post of Contract Manager, together with details of the salary range at which the tenderer intends the post to attract, including any proposed bonus payments.

#### 4.1.10 Monthly Reporting

It is required that the Contractor makes adequate provision for the timely collection and collation of information required for the Monthly Report.

The Contractor shall submit, in written form, a Monthly Report to the Trust. The reporting period shall be one calendar month. The report must be received on or before the sixth working day after the end of the reporting period.

The report will, at an agreed date each month, be formally presented by the Contract Manager at the Monthly Review Meeting.

The report will contain, as a minimum, current month and annual trend reports on each of the following:

- Calculated and evidenced scores for all the hard and soft FM service provisions in accordance with the specified requirements for each service.
- Labour hours utilised.
- Sickness absence.
- Staff turnover.
- Completion of specified staff training.
- Complaints and compliments received.
- Updated Action Plans for improvement of any under-performing areas.
- A summary of actions taken arising from recorded supervisor visits to service locations.
- Variations to Contract.
- A summary of disciplinary actions completed and failed DBS checks.
- Food quality audit results.
- Subcontractor reports

The Monthly Report shall also contain a:

- Strategic Partnering Report, including initiatives and proposals for service improvements.

#### 4.1.11 Business Continuity Plan

The Trust requires that the Contractor shall maintain a detailed and current Business Continuity Plan (which shall include a disaster recovery plan), which shall be updated annually and included within the Monthly Report closest to the date of update.

The Business Continuity Plan shall include procedures for the continuation of service provision in the event of any emergency or untoward event affecting local service delivery to the Trust, for example fire in the helpdesk room, unplanned unavailability of staff.

The Business Continuity Plan shall also contain detailed contingency plans designed to address short and long term staffing shortages and other operational challenges.

#### 4.1.12 Training Plan

The Trust requires that the Contractor shall maintain a detailed and current plan for the training of all staff. For the avoidance of doubt, this shall include operative, supervisory and managerial staff.

The Contractor must describe in detail the plan for the training of staff, including technical and mandatory training and staff development planning. Contractors must demonstrate how this will meet the requirements of these documents and satisfy good workforce practice.

The Contractor shall as a minimum include for the costs and attendance of staff and subcontractors at training course and induction sessions appropriate to the clinical service being provided. It is expected the following training shall be provided as necessary:

- Conflict management and break away training
- Mental health awareness training
- Sharps awareness training

#### 4.1.13 Security of Premises

The Contractor will be issued with keys and door codes to all premises from which services will be delivered, such as office accommodation, store rooms and kitchens. The Contractor shall contribute to the security of these areas, and will maintain a policy and written records governing the issuing and safe-keeping of keys and codes. The cost of replacement of lost keys will be borne by the Contractor, including the cost of changing locks in the event that a master or sub-master key is lost. The Contractor is not permitted to cut additional keys but may request additional keys from the Authorised Officer. All keys issued to the Contractor shall be returned, labelled, at the completion of the Contract period.

Additionally, the Contractor shall contribute to the security of the service locations in which its staff work, in accordance with the local procedures in place for each area. The duties required of the Contractor may include:

- closing windows;
- locking doors;
- checking that points of entry are secured.

#### 4.1.14 Reporting of Incidents

The Contractor shall ensure that any untoward incidents and near misses are reported in accordance with the procedures agreed with the Authorised

The Contractor will notify the Authorised Officer immediately upon the occurrence of a potential RIDDOR incident.

#### 4.1.15 Uniforms and Personal Protective Equipment

The Contractor shall ensure that all of its staff are wearing correct uniform and maintain a high level of personal hygiene at all times while on the Trust's premises. The Contractor shall ensure that staff are supplied with sufficient uniforms to enable them to wear clean uniform at all times.

The Contractor shall further ensure that all of its staff are issued with sufficient Personal Protective Equipment to enable staff to carry out tasks in accordance with the Contractor's Safe System of Work for each task. It is anticipated that such Safe Systems of Work will necessitate the issuing of protective footwear to the vast majority of staff.

The Contractors shall include detailed proposals for the uniform to be worn by all of its various staff. These proposals shall not be varied from except with the written agreement of the Authorised Officer.

#### 4.1.16 Deliveries of Goods

The Contractor shall ensure that deliveries to all service locations are aimed at times which do not cause unnecessary inconvenience or disruption to service users, staff or local residents. All delivery times shall be agreed with the Authorised Officer.

#### 4.1.17 Occupational Health

The Contractor shall be responsible for ensuring that its staff receive appropriate Occupational Health clearance to work, and Occupational Health support during work. The Contractors shall contain a full description of the service to be provided to staff, and details of the proposed provider. Contractors should note that staff will not be permitted to work without having received Occupational Health Clearance.

For the avoidance of doubt, the Trust will not deliver Occupational Health services to the Contractor's staff.

Tenderers should note that all staff will require to be inoculated against Hepatitis B, at the cost of the Contractor.

#### 4.1.18 Accommodation

The Contractor will be allocated office space and storage areas. Allocated office space will not be available at each site and will be agreed with the successful Contractor. The Contractor shall be responsible for the provision of any office equipment which it requires, such as photocopiers, fax machines, and personal computers. Telephone handsets and basic furniture will be provided by the Trust. No charge will be made for business phone calls pertaining only to the Contractor's business with the Trust.

#### 4.1.19 Carbon Saving Initiatives

The Contractor shall propose and implement Carbon Saving Initiatives to support the efficient use by the Contractor of the Trust's utilities, including water, electricity and gas. The Contractor will be required to demonstrate a year on year reduction in carbon emissions relation to the contracted service provision through a range of initiatives which may include using local products and produce, reducing transport and travel and using materials with a low environmental impact. The Trust would welcome innovative proposals for a carbon saving incentive scheme with the successful Contractor which demonstrates a reduction in costs via a gain share mechanism. A report on carbon efficiency initiatives and carbon performance shall form part of the Monthly Report.

#### 4.1.20 Contract Staff

The Trust expects the Contractor to ensure that all its staff are trained on the Trust's customer services standards. During the provision of service the Trust expects all Contractors staff to work in a responsive, effective and adaptable manner. Alterations or amendments to service provision should be dealt with immediately and to no detriment to patients or staff. The Trust sees the Contractor as part of the ward or unit team and would expect, like it does with its own staff, that they are involved with changes and are able to voice opinions. The Trust requires the Contractor to clearly explain how they will ensure that all of their staff are customer focused, able to respond appropriately to any customer requirement or need and what measures are in place to monitor these requirements.

#### 4.1.21 Major Incidents and Other Special Circumstances

In the event of a Major Incident causing a serious disruption of services, the Contractor's staff shall assist in contingency arrangements as requested by the Authorised Officer. This may include the immediate evacuation of patients, visitors, staff and equipment and removal of water and debris, assisting in relocating departments, placing equipment in temporary storage, and other similar duties.

The Contractor will provide additional services and assistance as requested by the Authorised Officer where possible to meet the needs of emergency weather conditions, incidents, special visits and events, and other occasions. The Contractor will take part in any practice runs or table top exercises undertaken in respect of major incidents.

#### 4.1.22 Management of signage

The Contractor shall be responsible for the management and installation of signage in accordance with Trust requirements.

On receipt of a request from the Authorised Officer the Contractor shall manage the procurement and installation of signage to meet the Trusts requirements.

All requests for signage shall be accurately recorded and detailed in the Contractors monthly report.

Where existing signage becomes damaged or illegible the Contractor discuss the requirement with the Authorised Officer and shall arrange for replacement signage in accordance with trust requirements to be procured and installed.

#### 4.1.23 Health and safety

Having due regard for the Health and Safety at Work ACT 1974 and its associated regulations the Contractor shall be responsible for ensuring that no harm shall come to staff, patients and the general public at the service locations and arising from the actions or inactions of the Contractors staff or subcontractors.

The Contractor shall have in place suitable safe systems of work (including permits to work), training, monitoring, management and record procedures in place for the control of health and safety in relation to their works at the service locations.

Where the Contractor becomes aware of an unsafe condition or act in an area or activity under their control they shall immediately put in place measures to make safe the condition or act. The Contractor shall also review similar areas or activities under their control to ensure the unsafe condition or act does not exist.

Where the Contractor becomes aware of an unsafe condition or act in an area or activity that is not under their control they shall notify the Authorised Officer.

Where the unsafe condition or act presents a serious or life threatening risk regardless of responsibility the Contractor shall take all reasonable steps to prevent or stop unsafe condition or act.

All unsafe conditions shall be notified to the Authorised Officer along with details of the investigations and measures put in place to prevent a future occurrence.

#### 4.1.24 Permit to work

The Contractor shall provide a fully managed permit to work system as part of their safe systems of work.

All permits shall:

- Have a unique reference number.
- Be controlled by suitably appointed and qualified staff.
- Detail the permitted work activity.
- Detail safe systems of work and control measures to be implemented
- Refer to the approved risk assessments and method statements for the works.
- Record the details of the Competent Person to whom the permit is issued.
- Be date and time limited.
- Be closed down at the end of the works or agreed permit period.

The Contractor shall retain closed copies of the permits to work for future inspection as required by the HSE or the Authorised Officer.

#### 4.1.25 Health and Safety records

The Contractor shall maintain records of all health and safety activities and inspections carried out on site including but not limited to:

- Access equipment inspection logs.
- PPE equipment issue and inspection logs.
- Staff training and toolbox talks.
- Contractors health and safety audits.
- Permits to work.

The Contractor shall also be responsible for carrying out and maintaining up to date risk assessments and audits for the following:

- General Service location health and safety audits and remedial actions.
- Fire risk assessments for service locations.
- Equality Act audits and remedial works.
- Asbestos register.

#### 4.2.2 Contract Management by the Trust

The Trust shall, prior to the commencement date, appoint an Authorised Officer for this Contract. The Contractor will be required to address all communication regarding the Contract and its performance, including the Monthly Report, to the Authorised Officer. Any change to the Authorised Officer will be notified in writing to the Contractor.

### 5 **Sub-Contracting**

- 5.1 The Contractors shall indicate within their tender proposal aspects of any part of the service that they intend to sub contract and/or employ a third part to fulfil this service.
- 5.2 The Contractors shall provide name(s), addresses(s) and contact details of all proposed sub-contractors and/or third parties.
- 5.3 The Contractors shall not sub-contract any part of the works to the communications systems without prior consent in writing from the Trust's authorised officer.

5.4 Where sub-contracting arrangements do exist, the tenderers shall arrange for all invoices to be coordinated with the Trust receiving invoices only from the main contractor.

## 6 **Previous Experience**

6.1 Please provide details of previous experience in the NHS including Mental Health and Secure Services and any other Public Sector body, in hard and soft FM services, in the last three years.

## 7 **Management and Team Structure**

Tenderers must provide details of any professional institutes/associations they are accredited with and advise conformance to all relevant Government legislation with regards to the Services.

## 8 **NHS Requirements and Trust Policies**

8.1 The Contractor will ensure Services are delivered in accordance with Trust Policies NHS guidance and CQC guidance.

8.2 The Contractor will ensure their operational activities are documented in Method Statements incorporating risk assessments which minimise the impact on Trust activities, and such are made available to the Trust within 24 hours.

The Contractor will ensure their Services are delivered in accordance with these operational task based method statements.

## 9 **Sustainability**

All Contractors are asked to provide their Sustainability Policy outlining mechanisms for ensuring that processes in place are sustainable and designed to reduce Environmental, Economic and Social impact.

## 10 **Contractors Personnel**

The following are requirements for any employees working and entering Trust premises.

10.1 Alcohol - No alcohol is to be brought or consumed on site.

10.2 Radio Receivers - The use of radio receivers, cassette players and other audio equipment will not be permitted in or adjacent to occupied premises.

10.3 Tobacco - The Contractor shall not allow his employees to smoke tobacco on any of the Trust Sites

## 11 **Site Procedures**

The Contractor is to adhere to the following procedures when working on Site.

11.1 Every employee of the Contractor, or any sub contractor, who attends a Site should be appropriately dressed in overalls or the contractors uniform in the Contractor's colours with the name and/or logo of the Contractor clearly displayed.

11.2 All the Contractors employees must be clean and respectable in appearance and have the appropriate appearance and behaviour for working at a varied number of Sites: especially for those Sites where patients, mentally and physically handicapped persons, or members of the public may be in attendance.

- 11.3 All personnel attending any Site must carry an identity pass, stating the name and address of the company, the name of the employee and a passport size photograph of that employee. This identity pass must be produced when initially reporting to the Trust Authorised Officer or nominated person whether it is requested or not. Subsequently the identity pass must be produced when requested by any member of the participating Trust
- 11.4 On arrival at the Site, the Contractor's vehicle must be safely parked in an appropriately marked parking space. The vehicle should be locked and the keys retained by the Contractor's employee. The participating Trust will not accept liability for any damage or theft from vehicles parked at, or within the vicinity of, any NHS Trust Site. The Contractor should note that the trust does not operate car parks at all locations. The Contractor will be responsible for all parking charges and costs associated with the attendance by the Contractors Employees.
- 11.5 On leaving and arriving at the Trust Sites, for whatever reason, the Contractor must inform the Trusts Authorised Officer or their authorised representative. Where appropriate, the Contractor should also give an indication of the time and date of their return.
- 11.6 Where the Contractor is required to leave the Site, for whatever reason, and the repair/ work is incomplete, the Contractor will be held liable for leaving the area of repair safe, clean, tidy and secure.

## **12 Disclosure and Barring Service Checks (DBS)**

It is a requirement of this Framework Agreement that all contractors' personnel who will visit any of the Trust Site will obtain a satisfactory 'Enhanced' certificate from the Disclosure and Barring Service, as required under section 122(2) the Police Act 1997.

## **13 Safety on Premises**

Where Works are carried out on the Trusts premises the Contractor shall take all reasonable care to avoid damaging the property or contents and shall make good all damage which arises from the Works.

Where Works are carried out in, or adjacent to occupied premises the Contractor shall ensure that materials, plant and equipment etc., are not left in locations which may endanger or expose to risk the premises, its contents or occupants.

The Contractor shall not leave steps, ladders or other plant accessible for unauthorised persons to enter the site, the premises or any adjoining property.