



## **London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*



## **Estates, Facilities & Professional Services**

Facilities Management Services Framework User Guide

Framework Reference Number: LPP/2017/015

30<sup>th</sup> August 2018

---

**NHS London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*

## Version Control

| Contributor(s)        | Date       | Version | Comments                         |
|-----------------------|------------|---------|----------------------------------|
| <b>Simon Williams</b> | 20/04/2018 | 0.1     | Draft for comment                |
| <b>Edward James</b>   | 26/04/2018 | 1.0     | Final for publishing             |
| <b>Simon Williams</b> | 05/07/2018 | 2.0     | Revised for publishing           |
| <b>Ash Fraser</b>     | 30/08/2018 | 3.0     | Updated version number in footer |
| <b>Simon Williams</b> | 17/09/2018 | 4.0     | Updated supplier contact details |

## Contact Details

### Simon Williams

Senior Category Manager

NHS London Procurement Partnership  
200 Great Dover Street  
London SE1 4YB

Telephone 0207 188 5379  
Email [simon.williams@lpp.nhs.uk](mailto:simon.williams@lpp.nhs.uk)  
Web [www.lpp.nhs.uk](http://www.lpp.nhs.uk)

### Ash Fraser

Category Support Specialist

NHS London Procurement Partnership  
200 Great Dover Street  
London SE1 4YB

Telephone 020 7188 7188 x53803  
Email [ashwaq.fraser@lpp.nhs.uk](mailto:ashwaq.fraser@lpp.nhs.uk)  
Web [www.lpp.nhs.uk](http://www.lpp.nhs.uk)

## Contents

|   |    |
|---|----|
| 1. Introduction .....   | 5  |
| 1.1 Key Information.....  | 5  |
| 1.2 Background.....   | 5  |
| 1.3 Overview.....   | 5  |
| 1.4 Expected Benefits .....   | 7  |
| 1.5 Awarding a Contract .....   | 8  |
| 2. Management of the Framework Agreement .....                            | 9  |
| 2.1 Framework Contracts.....  | 9  |
| 2.2 Activity Based Income (ABI).....                                      | 9  |
| 2.3 Management Information .....  | 9  |
| 2.4 Framework Manager.....  | 9  |
| 2.5 Business Continuity Plans.....  | 9  |
| 3. Accessing the Framework.....   | 10 |
| 3.1 Customer Access Agreement (CAA).....                                  | 10 |
| 3.2 Benefits of Accessing a Framework .....                               | 10 |
| 3.3 Customer Access Agreement Charge .....                                | 10 |
| 3.4 Customer Access Agreement .....                                       | 10 |
| 4. Running a Mini-Competition or Call-Off.....                            | 11 |
| 4.1 Establishing a Project Team .....                                     | 11 |
| 4.2 Key Decisions and Actions.....  | 11 |
| 4.3 Undertaking a Mini Competition .....                                  | 11 |
| 4.4 Evaluation Criteria.....  | 14 |
| 4.5 Undertaking a Call Off.....   | 14 |
| 4.6 Transition, Planning and Support.....                                 | 16 |
| 4.7 Managing the Contract.....  | 16 |
| 4.8 Key Performance Indicators.....                                       | 16 |
| 5. Frequently Asked Questions .....                                       | 17 |
| 5.1 What is a Framework and is it compulsory to join?.....                | 17 |
| 5.2 If a supplier is not on the framework can they still take part? ..... | 17 |
| 5.3 Do I need to invite all suppliers to a mini competition? .....        | 17 |
| 5.4 How long does a mini competition need to run for?.....                | 17 |
| 5.5 Do I have to apply a stand still period to a mini competition? .....  | 17 |
| 6. Appendices .....   | 18 |

|     |   |    |
|-----|---|----|
| 6.1 | Appendix A – Supplier Contacts by Lot.....        | 18 |
| 6.2 | Appendix B – Responsibilities Matrix .....        | 20 |
| 6.3 | Appendix C – Customer Access Agreement (CAA)..... | 21 |
| 6.4 | Appendix D – Mini Competition Documentation ..... | 26 |
| 6.5 | Appendix E – Suppliers Profile.....               | 24 |

## 1. Introduction

This user guide is intended to provide information about the Facilities Management Framework and to provide practical support to contracting authorities who wish to access the framework to award contracts.

Please note that the guidance provided within this document only applies to this framework and contracting authorities should ensure they refer to the guidance document which is relevant to the framework they wish to access to ensure that the right processes are being followed.

Procurement teams should be involved in the decision to access the framework to ensure that the decision fits with local procurement policies and contracting authorities' standing financial instructions.

### 1.1 Key Information

|                          |   |
|--------------------------|---|
| Framework Title          | Facilities Management Services Framework                  |
| OJEU Reference Number    | 2017/S 223-463926   |
| NHS LPP Reference Number | LPP/2017/015  |
| Framework Period         | 19 <sup>th</sup> April 2018 – 18 <sup>th</sup> April 2022 |

### 1.2 Background

NHS London Procurement Partnership (LPP) previously had a Building & Engineering Maintenance framework and a Soft FM framework that both expired in March 2018. These both were split into various lots providing individual service elements along with fully managed service options. Following consultation with the market and with our members, LPP decided to opt for a Total Facilities Management Framework with fully managed hard or soft services, with the option to combine them for total fm.

Individual BEMS service categories can still be sourced via our Building & Engineering Maintenance Dynamic Purchasing System. LPP will also have a standalone Linen & Laundry Framework.

### 1.3 Overview

The framework agreement has been split into a number of lots which allows contracting authorities a choice of how best to approach the market. The framework covers the following services:

#### Lot 1 – Integrated Hard (BEMS) & Soft Facilities Management Fully Managed Services

A single service Facilities Management provider covering Lots 2 & 3 inclusively, either through direct provision or through an agreed subcontracting arrangement with the Contracting Authority.

Lot 2 – Hard Facilities Management - Building & Engineering Maintenance Services (BEMS)

- Cooling & Refrigeration – Chillers, Condensers & Split A/Cs;
- Air Handling Units, Filters, Ventilation & Extraction;
- Lifts, Escalators & Conveyance Systems;
- Patient Hoists;
- Water Systems – Servicing, Legionella Testing, Thermostatic Mixing Valves, Water Hygiene & Associated Plant;
- Fire Systems – Fire Alarm Systems, Smoke/ Heat Detection Systems, Sprinkler Systems, Extinguishers & Hose Reels;
- Boilers & Associated Plant;
- Building Management Systems & Automatic Control Systems;
- Security, Access Control, Intruder and CCTV Systems;
- UPS & Generators;
- Portable Appliance Testing & Fixed Wire Testing;
- Automatic Doors;
- Medical Gas Pipeline & Equipment Maintenance

Lot 3 – Fully Managed Service for Soft Facilities Management services.

- Front of house & Switchboard services;
- Porter services;
- Post Room & Postal services;
- Office services;
- Administration services;
- Room booking services;
- Accommodation management services;
- Reprographic services;
- Medical record management and scanning services;
- Electronic and physical archiving;
- Waste management and disposal service;

- Garden and internal plants maintenance, and/ or Energy and Utilities management, within Public Buildings and Healthcare environments;
- Cleaning Services within Public Buildings and Healthcare environments including;
- General cleaning services (clinical and non-clinical areas)
- Window cleaning services
- Pest control and prevention services;
- Catering Services within Public Buildings and Healthcare environments including;
- Patient catering
- Staff and visitor catering
- Retail services
- Vending machine services
- Hospitality and function catering
- Linen and Laundry Services to Public Buildings and Healthcare environments including;
- Wash & return service
- Linen and other textile hire
- Theatre packs
- Linen vending machines services
- Top-up service
- Private patient linen service
- Return to sender service
- Curtains
- Security and Manned Guarding Services to Public Buildings and Healthcare environments. This could range from static guards, escorts, investigations and reporting, car park and traffic management, CCTV and security access control management for example.

The suppliers who have been awarded a position on each of the lots are included in Appendix A.

## 1.4 Expected Benefits

The NHS requires better value for money, improved quality, and increased performance in terms of time and productivity from its procurement processes through the provision of a strategic and sustainable partnering arrangement. This framework will involve NHS

organisations and other named users working in partnership via framework agreements with selected providers to meet the NHS's objectives. It is the intention to provide a flexible procurement solution, enabling the users of the framework to choose either, a Fully Managed Building Engineering Maintenance Service under Lot 2, or Fully Managed Soft FM Services under Lot 3, or a combination of both in Lot 1. This would consolidate FM services to trusts with the possibilities of efficiencies and savings as a result

Specific Benefits:

- Standardise Forms of Contract – to be specific for the NHS (either NHS Terms and Conditions, NEC or JCT)
- Standardise Key Performance Indicators and Service Level Agreements
- Simplify the process for NHS organisations to procure the services and suppliers
- Consolidate provider base – providing high quality suppliers to the NHS
- Improve consistency of service delivery
- Provide flexibility for NHS Organisations
- Embrace the Sustainability, Corporate Social Responsibility and SME agendas.

## 1.5 Awarding a Contract

To award a contract under this framework the contracting authority must run a mini-competition for all lots. Instructions on how to access the framework and undertake a call off/ mini competition are contained in section 4 below.



## 2. Management of the Framework Agreement

### 2.1 Framework Contracts

All suppliers who have been awarded a position on this framework have signed framework contracts with NHS London Procurement Partnership (NHS LPP). NHS LPP is responsible for the management of the framework contracts and will seek feedback from contracting authorities to ensure maximum value is derived from the framework.

### 2.2 Activity Based Income (ABI)

This framework has been established with an Activity Based Income (ABI) charge of 1%. Each supplier will pay NHS LPP the ABI charge for all contracts awarded under the framework. Any pricing provided by suppliers will be inclusive of this charge.

### 2.3 Management Information

NHS LPP will collect on a monthly basis management information from each supplier for each contract they have been awarded under the framework. The management information will allow the category manager to have an overview of the supplier performance on specific contracts and to calculate the ABI charge.

### 2.4 Framework Manager

Contracting authorities who have any questions regarding the framework should contact the framework manager in the first instance. This is the person identified on page 2 of this document.

### 2.5 Business Continuity Plans

As part of the supplier's application to be on the framework they have submitted to NHS LPP generic business continuity plans. These have been reviewed and scored as part of the evaluation of the framework award. NHS LPP strongly suggests that contracting authorities request as part of their mini competition specific business continuity plans relating to their service and location so these can be retained for the successful contractor.

### 3. Accessing the Framework

#### 3.1 Customer Access Agreement (CAA)

This framework is open to NHS Trusts, (including PFI healthcare buildings and facilities), NHS Collaborative Procurement Organisations, Clinical Commissioning Groups, NHS England and NHS Property Services Ltd.

#### 3.2 Benefits of Accessing a Framework

There are a number of benefits of awarding contracts under a framework, these include:

- It is faster and less onerous than a full OJEU tender process.
- There is no need to assess framework suppliers against criteria such as financial standing or business probity as these have been assessed during the PQQ stage of the framework establishment.
- By using the framework there is no need for you to separately advertise your requirement.
- The framework is based on generic service specifications which contracting authorities can adapt to meet their specific requirements.
- The NHS terms and conditions of the framework agreement and call off contracts have already been agreed with all framework suppliers therefore no further legal dialogue is required.
- By following these guidelines you can ensure that you are adhering to EU Procurement legislation.

#### 3.3 Customer Access Agreement Charge

There is no charge for contracting authorities to access this framework agreement, the only charge payable to NHS LPP is the ABI charge from the contracted supplier.

Appendix B sets out the key responsibilities of each party during the framework call-off/mini competition process. Should a contracting authority wish for NHS LPP to provide additional support, over and above what is shown in this document, in awarding a contract then NHS LPP reserves the right to charge for these additional services. This will be discussed and agreed with each contracting authority on a case by case basis.

#### 3.4 Customer Access Agreement

Contracting authorities wishing to access this framework should complete the Customer Access agreement (CAA) in Appendix C and send this to the NHS LPP category manager.

Once this has been completed the category manager will provide the contracting authority with access to the mini competition documents and advise the suppliers on the framework that the CAA has been signed. Suppliers on the framework will not enter contracts under this framework with any contracting authority until the category manager has confirmed a signed CAA is in place.

## 4. Running a Mini-Competition or Call-Off

### 4.1 Establishing a Project Team

Contracting authorities will need to establish a project team which is responsible for supporting the award of the new contract. This project team should include key stakeholders from across the organisation who can input into the specification and evaluate the quality of responses from suppliers under the framework.

The project team should be supported by a project lead who is responsible for ensuring the project is supported by the contracting authority's board and managing the implementation of the new contract.

NHS LPP will liaise with the project lead as per the responsibilities matrix in Appendix B. If the contracting authority does not have the resource to undertake this internally then NHS LPP can provide support but this may come at an additional cost. If this is required then you should contact the NHS LPP category manager to discuss further.

### 4.2 Key Decisions and Actions

By deciding to award a contract under the framework agreement much of the hard work has already been completed which should save the contracting authority time and money. A suite of mini-competition documents is available which can be tailored by the contracting authority to meet their specific requirements.

The key decisions and actions which will need to be completed by the contracting authority to award a contract under the framework are set out in the responsibilities matrix in Appendix B.

It is the contracting authority's responsibility to validate the data being sent out as part of the mini competition, undertake the technical and commercial evaluation of all the resultant bids and award the contract under the framework.

### 4.3 Undertaking a Mini Competition

To undertake a mini competition within the framework the contracting authority should refer to the responsibilities matrix in Appendix B and complete the framework access agreement in Appendix C. Once this is received by NHS LPP access to the mini competition documents will be provided through my.lpp to registered users.

The contracting authority will need to agree the specification of services and should build upon the generic specifications provided upon submission of a signed Access Agreement (Appendix C & D) to ensure that their specification meets the service needs. The information which is required from the contracting authority in each document is:

#### 1. Mini Competition Instructions

This document sets out the instructions for the bidders on how to complete and respond to the mini competition. As a minimum the contracting authority will need to insert its award criteria against the stated headings, enter the contract period and complete the project plan. Contracting authorities using their own e-procurement

systems to run the mini-competition will need to change the instructions to reflect their own systems.

## 2. Abstract of Particulars

This document provides bidders with an introduction to the contracting authority. An outline to the contracting authority and its main areas of service provision should be provided as well as an overview of the current contracting arrangements. Any specific aims and objectives from a new contract should be given here so bidders can understand how best to structure their response to meet your requirements. Any known changes to service provision which may affect the contract should be stated.

## 3. Specification (BEMS and/or Soft FM)

Template specifications have been provided for use by the contracting authority. All suppliers on the framework have seen these template specifications as part of their application to be on the framework. Contracting authorities should use these documents as a guide to structure their own specifications.

As part of the BEMS specification you MUST provide the following information:

- Asset List
- Model/Age/Serial number
- Condition of equipment
- Indication of current annual spend per annum on reactive work
- Site location of equipment
- Frequency of testing and servicing
- Trust contact for site visit

## 4. ITT Questions (All Lots)

This document identifies the questions that you will be asking bidders to respond to. Suggested wording has been provided in this document. Contracting authorities may replace these questions with their own, amend the suggested questions or keep them as they are as part of the mini competition. All questions should clearly show how they are linked to the award criteria and any word limits that bidders will be asked to adhere to. Remember you should not re-evaluate areas already evaluated at SQ stage, such as financial standing.

## 5. Pricing Schedule (All Lots)

A pricing schedule template exists for each lot, which provides a consistent format for bidders to present their pricing as part of the mini competition. NHS LPP has worked with the framework suppliers to ensure these templates are fit for purpose. However you should review the template(s) to ensure that it captures all the areas

relevant to your trust and that you are clear how you will evaluate the responses received.

#### 6. Terms and Conditions of Contract

The NHS standard terms and conditions of contract for the provision of services, NEC terms and conditions as well as JCT terms and conditions have been agreed with all suppliers as part of their award onto the framework.

The NHS standard terms and conditions are designed to safeguard the interests of the NHS, however, Contracting Authorities may make changes to these terms and conditions tailored to the specific needs of the call off contract but they should be minor changes and highlighted clearly in the document so all bidders are aware changes have been made. When setting response deadlines to the mini-competition additional time should be provided by contracting authorities where changes have been made to the standard NHS terms and conditions so that all bidders have the opportunity to raise these changes with their legal teams before submitting a response.

#### 7. Signed Document Set

All bidders are required to complete and sign this set of documentation. Contracting authorities should ensure that the tender invitation date and title are changed to reflect their mini-competition.

#### 8. Additional Information

Where TUPE is applicable to the contract the contracting authority should request from the incumbent supplier a list of employees who would be eligible for TUPE. The incumbent supplier should complete the TUPE template, at this stage not providing an individual's name; these will be provided to the successful contractor.

Contracting authorities should also provide bidders with a list of assets which are to be maintained under the contract, their current maintenance status and the frequency/ type of maintenance required.

#### 9. Evaluation Template (All Lots)

This document brings together the evaluation criteria, question scoring and questions into a document that can be used by the evaluation panel to score the responses. The contracting authority should select from the drop down list the score which is to be given for each response and insert a comment as to why that score has been provided. The scores and the comments will then be used to feedback to all bidders on the outcome of the mini-competition.

#### 10. Standstill Award Letters

Contracting authorities should complete and issue these letters once they are in a position to award the contract. This letter will start the ten day stand still period giving all bidders an opportunity to request further information before the contract is formally awarded. The standstill period should finish at midnight once ten full

calendar days have passed. If the tenth day finishes on a weekend or bank holiday this should be extended to midnight on the next working day. Contracting authorities should use the information within the completed evaluation document to complete the standstill letters. The letters should also be customised to reflect the mini-competition details and the contracting authority's process for appeal or request for further information.

Once mini competition documents 1-8 are completed they can be issued to all of the suppliers under the relevant lot. A list of suppliers and their contact details is provided in Appendix A. If the contracting authority prefers for NHS LPP to release the mini competition documents through their e-tendering portal the mini competition documents should be sent to the category manager. Suppliers should be given adequate time to respond to a mini competition. Site visits should be provided to all suppliers during the mini competition process and any clarification questions should be answered as swiftly as possible.

The mini competition documents will be returned by the suppliers and should be evaluated by the project team in line with the evaluation criteria which was set out within the invitation to tender.

As part of the evaluation process supplier presentations may be undertaken. Suppliers should be provided with adequate time to prepare their presentations and should be given a clear brief of what to present.

Once the evaluation process is completed the contracting authority should notify all suppliers of the outcome of the mini competition and start a 10 day stand still period before concluding the contract.

#### 4.4 Evaluation Criteria

The following evaluation criteria were set out within the framework agreement. The headings stated should be used as part of any mini competition within the framework however the contracting authority can include sub-criteria as long as these are clearly stated to all suppliers at the start of the mini competition process. The weightings can be changed to meet the contracting authority's requirements.

- Section 1: Service Quality 25%
- Section 2: Management Capability & Capacity 15%
- Section 3: Business Risk and Mitigation 10%
- Section 4: Environment and Sustainability 10%
- Commercials 40%

#### Lot 1 Total FM

| Criteria                   | Weighting | Sub-criteria              | Weighting |
|----------------------------|-----------|---------------------------|-----------|
| Section 1: Service Quality | 25%       | Question 1, Overview      | 10%       |
|                            |           | Question 2, Mobilisation  | 10%       |
|                            |           | Question 3, User Feedback | 5%        |

**NHS London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*

|   |     |   |     |
|---|-----|---|-----|
| Section 2: Management Capability & Capacity | 15% | Question 4, Account Manager & Supply Continuity | 8%  |
|   |     | Question 5, Staff Development                   | 7%  |
| Section 3: Business Risk and Mitigation     | 10% | Question 6, BCP                                 | 10% |
| Section 4: Environment and Sustainability   | 10% | Question 7                                      | 10% |

### Lot 2 BEMS: Sub-criteria

| Criteria                                    | Weighting | Sub-criteria                  | Weighting |
|---|-----------|-------------------------------|-----------|
| Section 1: Service Quality                  | 25%       | Question 1, Overview          | 10%       |
|   |           | Question 2, Mobilisation      | 10%       |
|   |           | Question 3, User Feedback     | 5%        |
| Section 2: Management Capability & Capacity | 15%       | Question 4, Supply Continuity | 8%        |
|   |           | Question 5, Contract Capacity | 7%        |
| Section 3: Business Risk and Mitigation     | 10%       | Question 6, BCP               | 10%       |
| Section 4: Environment and Sustainability   | 10%       | Question 7                    | 10%       |

### Lot 3 Soft FM: Sub-criteria

| Criteria                                    | Weighting | Sub-criteria                    | Weighting |
|---|-----------|---------------------------------|-----------|
| Section 1: Service Quality                  | 25%       | Question 1, Overview            | 10%       |
|   |           | Question 2, Mobilisation        | 10%       |
|   |           | Question 3, User Feedback       | 5%        |
| Section 2: Management Capability & Capacity | 15%       | Question 4, Contract Management | 8%        |
|   |           | Question 5, Staff Development   | 7%        |
| Section 3: Business Risk and Mitigation     | 10%       | Question 6                      | 10%       |

|   |     |            |     |
|---|-----|------------|-----|
| Section 4: Environment and Sustainability | 10% | Question 7 | 10% |
|---|-----|------------|-----|

#### 4.5 Undertaking a Call Off

This framework does not include the possibility of a call off, further competitions must be undertaken.

#### 4.6 Transition, Planning and Support

As part of the mini-competition the successful supplier should provide you with a transition plan which clearly explains what tasks need to be undertaken and who is responsible for ensuring they are completed. This plan should set out the level of resource which is required from the contracting authority during the transition process.

The expected timescales for each stage of the transition and the mobilisation as a whole should be shown. The contracting authority should review the supplier's performance against the plan on a regular basis throughout the transition.

#### 4.7 Managing the Contract

The contracting authority should hold regular meetings with the supplier to review performance against agreed key performance indicators. Should the supplier fail to meet the agreed key performance indicators then the contracting authority should look to take corrective action as outlined within the contract document. The NHS LPP category manager should be made aware of repeated failures in a supplier's performance and can be asked by the contracting authority to support rectifying issues.

#### 4.8 Key Performance Indicators

NHS LPP encourages the use of key performance indicators within contracts as a way of monitoring and managing supplier performance. Some suggested key performance indicators which are relevant to this framework have been included within the template specification document. Contracting authorities should ensure these meet their requirements and if necessary personalise them to ensure they do.

Key performance indicators should not be used to punish a supplier but should be built in to encourage and reward high quality performance of the contract. As such NHS LPP suggests that key performance indicators are established which are achievable and agreed by both parties.



## 5. Frequently Asked Questions

### 5.1 What is a Framework and is it compulsory to join?

A framework is a general term for an agreement with a provider(s) which sets out terms and conditions under which specific purchases (call-offs) can be made throughout the term of the agreement. Frameworks are established for bodies to buy works, goods or services via a pre-approved list of suppliers.

### 5.2 If a supplier is not on the framework can they still take part?

No. The framework has been awarded via an OJEU process. Suppliers at the time of advert had the opportunity to register their interest in being awarded a position on the framework. The tender process for the framework has now closed and all lots awarded.

### 5.3 Do I need to invite all suppliers to a mini competition?

You will need to invite all suppliers for the lot under which you are undertaking your mini competition unless there are specific reasons why you believe a supplier cannot deliver the services you require. Where this is the case you should check with the supplier first to ensure that you are not challenged later in the process.

### 5.4 How long does a mini competition need to run for?

This will depend on the complexity of the service. Contracting authorities should take into account the size of the contract, the number of services included, requirements for supplier site visits and TUPE. On average NHS LPP would suggest suppliers are given four weeks to respond to the mini competition. For specific advice please contact the category manager.

### 5.5 Do I have to apply a stand still period to a mini competition?

NHS LPP encourages the application of standstill periods for all mini competitions under the framework, especially where the value of the contract exceeds the OJEU thresholds. This ensures transparency to all suppliers involved in the process and minimises the risk of challenge once a contract is awarded.

## 6. Appendices

### 6.1 Appendix A – Supplier Contacts by Lot

#### Lot 1 – Integrated Hard (BEMS) & Soft Facilities Management Fully Managed Services

| Supplier                              | Email Address  |
|---------------------------------------|--|
| Bouygues E&S FM UK Ltd                | <a href="mailto:development@bouygues-es.co.uk">development@bouygues-es.co.uk</a>                       |
| CBRE Managed Services Limited         | <a href="mailto:james.brennan@cbre.com">james.brennan@cbre.com</a>                                     |
| Engie Services Ltd                    | <a href="mailto:neil.spotswood@engie.com">neil.spotswood@engie.com</a>                                 |
| Interserve                            | <a href="mailto:pqq.bdev@interserve.com">pqq.bdev@interserve.com</a>                                   |
| ISS                                   | <a href="mailto:isshealthcare.commercial@uk.issworld.com">isshealthcare.commercial@uk.issworld.com</a> |
| Mitie Technical Facilities Management | <a href="mailto:neil.smith@mitie.com">neil.smith@mitie.com</a>   |
| Serco                                 | <a href="mailto:nicola.mortali@serco.com">nicola.mortali@serco.com</a>                                 |
| Sodexo                                | <a href="mailto:businessdevelopment-hc@sodexo.com">businessdevelopment-hc@sodexo.com</a>               |

#### Lot 2 – Hard Facilities Management - Building & Engineering Maintenance Services (BEMS)

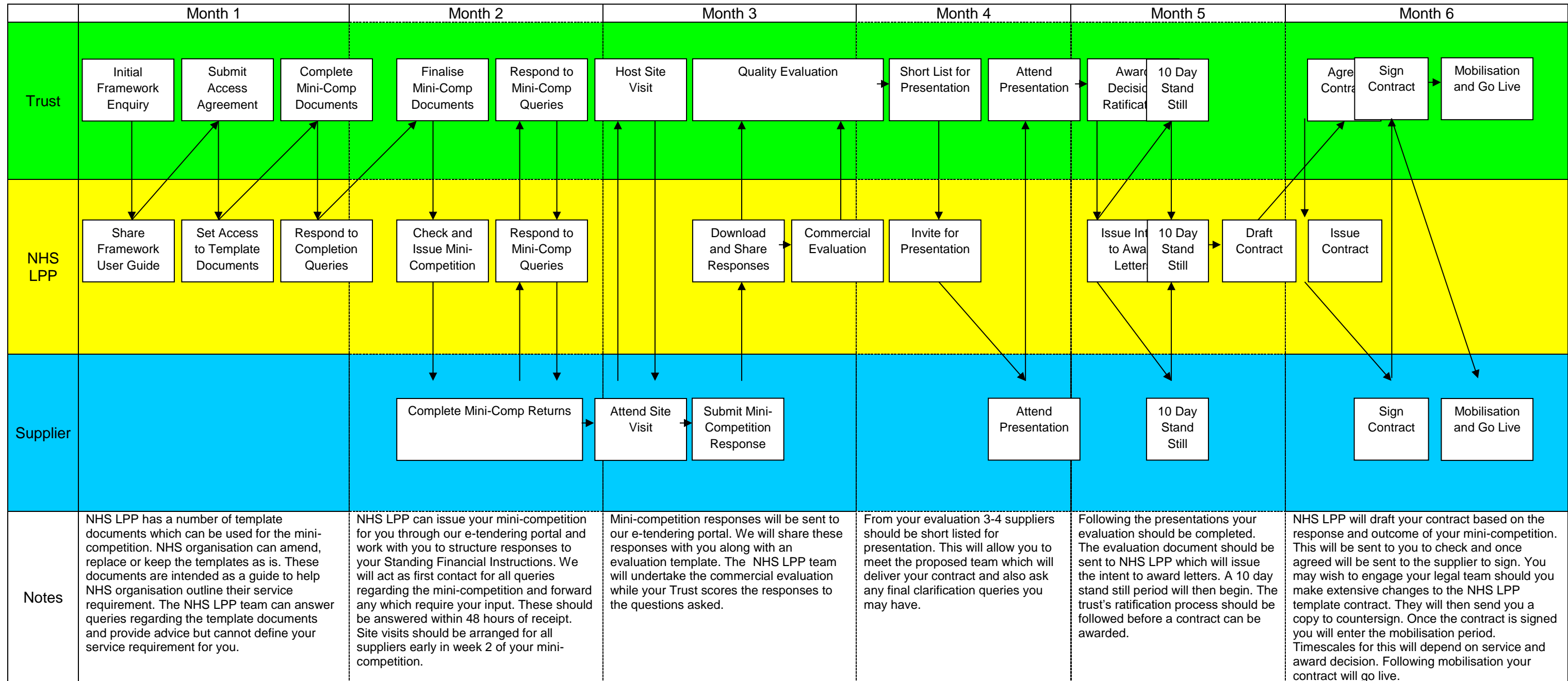
| Supplier                              | Email Address  |
|---------------------------------------|--|
| Artic Building Services Ltd           | <a href="mailto:james.frost@articbuildingservices.com">james.frost@articbuildingservices.com</a> |
| Bouygues E&S FM UK Ltd                | <a href="mailto:development@bouygues-es.co.uk">development@bouygues-es.co.uk</a>                 |
| CBRE Managed Services Limited         | <a href="mailto:james.brennan@cbre.com">james.brennan@cbre.com</a>                               |
| Engie                                 | <a href="mailto:neil.spotswood@engie.com">neil.spotswood@engie.com</a>                           |
| FES                                   | <a href="mailto:mlloyd@fes-group.co.uk">mlloyd@fes-group.co.uk</a>                               |
| Mitie Technical Facilities Management | <a href="mailto:Neil.Smith@mitie.com">Neil.Smith@mitie.com</a>                                   |
| Vinci                                 | <a href="mailto:grant.cristall@vincifacilities.com">grant.cristall@vincifacilities.com</a>       |

#### Lot 3 – Soft Facilities Management

| Supplier                | Email Address  |
|-------------------------|--|
| Compass (Medirest)      | <a href="mailto:sarah.fleming@compass-group.co.uk">sarah.fleming@compass-group.co.uk</a>               |
| G4S Integrated Services | <a href="mailto:nick.pearson@uk.g4s.com">nick.pearson@uk.g4s.com</a>                                   |
| Interserve              | <a href="mailto:pqq.bdev@interserve.com">pqq.bdev@interserve.com</a>                                   |
| ISS                     | <a href="mailto:isshealthcare.commercial@uk.issworld.com">isshealthcare.commercial@uk.issworld.com</a> |

|   |  |
|---|--|
| Mitie Cleaning & Environmental Services Ltd | <a href="mailto:shaun.eagelton@mitie.com">shaun.eagelton@mitie.com</a>   |
| Noonan Services Group                       | <a href="mailto:Business.development@noonan.co.uk">Business.development@noonan.co.uk</a> ,<br><a href="mailto:darren.hilliar@noonan.co.uk">darren.hilliar@noonan.co.uk</a> |
| OCS   | <a href="mailto:lisa.daniels@ocs.co.uk">lisa.daniels@ocs.co.uk</a>   |
| Serco                                       | <a href="mailto:nicola.mortali@serco.com">nicola.mortali@serco.com</a>   |
| Sodexo                                      | <a href="mailto:businessdevelopment-hc@sodexo.com">businessdevelopment-hc@sodexo.com</a>   |

## 6.2 Appendix B – Responsibilities Matrix





London Procurement Partnership

### 6.3 Appendix C – Customer Access Agreement (CAA)

Customer Access Agreement is provided on the next page.



London Procurement Partnership

## CUSTOMER ACCESS AGREEMENT

for use by [Framework Recipient Hub (FRH)]

### NHS London Procurement Partnership (Hosted by Guy's and St Thomas' NHS Foundation Trust (NHS LPP) FRAMEWORK AGREEMENT FOR FACILITIES MANAGEMENT SERVICES

Contract Reference Number: LPP/2017/01S

Before conducting any activity under this framework agreement please complete and return this form to NHS LPP via your local [FRH] representative.

This agreement provides approval by NHS LPP for the below named Organisation to access the above named Framework Agreement only, subject to the conditions set out below.

In exchange for NHS LPP granting approval to access the Framework Agreement, the Organisation AGREES:

1. I/We accept all responsibility for both accessing and using the Framework Agreement in accordance with its associated terms and conditions of contract;
2. I/We agree that NHS LPP (and FRH) have no responsibility, or liability, on behalf of our Organisation relating to our use of this Framework Agreement;
3. I/We hereby certify that all information provided by NHS LPP (and FRH) in relation to the Framework Agreement, in any form, will be kept strictly confidential and not be made available to any external entity other than our own, without prior permission of NHS LPP. (Please note, this obligation shall not apply to the provision of information by public sector organisations in order to comply with government guidelines and/or legislation regarding transparency and expenditure of public money);
4. I/We authorise NHS LPP to receive management information from contracted suppliers, regarding the usage of this Framework Agreement by the Organisation. Such information will be used by NHS LPP for contract management/administration purposes, and will be shared with [FRH].

**AGREEMENT:** I/We confirm that the organisation detailed below intends to participate in the above mentioned [FOH] framework agreement, and that in doing so will act in accordance with the guidance and instructions set out in the relevant NHS LPP (and/or FRH) Contract Briefing Document, associated terms and conditions of contract, and in accordance with the Public Contracts Regulations 2015 (as amended).

**NHS London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*



London Procurement Partnership

**NHS London Procurement Partnership (Hosted by Guy's and St Thomas' NHS Foundation Trust (NHS LPP) FRAMEWORK AGREEMENT FOR FACILITIES MANAGEMENT SERVICES**

**Contract Reference Number: LPP/2017/015**

Before conducting any activity under this framework agreement please complete and return this form to NHS LPP via your local [Framework Recipient Hub] representative.

|                            |  |
|----------------------------|--|
| <b>Customer Signature:</b> |  |
| <b>Date:</b>               |  |
| <b>Name:</b>               |  |
| <b>Position:</b>           |  |
| <b>Name of Authority:</b>  |  |
| <b>Address:</b>            |  |
| <b>Telephone:</b>          |  |
| <b>E-mail:</b>             |  |

**Access facilitated by (Framework Recipient Hub) - To be completed by NHS Hub**

|                  |  |                   |  |
|------------------|--|-------------------|--|
| <b>Name:</b>     |  | <b>Signature:</b> |  |
| <b>Position:</b> |  | <b>Date:</b>      |  |

**NHS LPP APPROVAL (To be completed by NHS LPP)**

|                  |  |                   |  |
|------------------|--|-------------------|--|
| <b>Name:</b>     |  | <b>Signature:</b> |  |
| <b>Position:</b> |  | <b>Date:</b>      |  |

**NHS London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*

## 6.4 Appendix D – Mini Competition Documentation


|                                     |  |
|-------------------------------------|--|
| 1. Mini Competition Instructions    | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 2. Abstract of Particulars          | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 3. Specification                    | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 4. ITT Questions                    | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 5. Pricing Schedule                 | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 6. Terms & Conditions of Contract   | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 7. Signed Document Set              | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 8. Additional Information i.e. TUPE | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 9. Evaluation Template              | Available following completion of the framework customer access agreement (CAA) in Appendix C. |
| 10. Standstill Award Letters        | Available following completion of the framework customer access agreement (CAA) in Appendix C. |




## 6.5 Appendix E – Suppliers Profile

|  |
|--|
| <b>Name of suppliers on framework</b>                  |
| <b>Artic Building Services Limited</b>                 |
| <b>Bouygues E&amp;S FM UK Ltd</b>                      |
| <b>CBRE</b>  |
| <b>Compass (Medirest)</b>                              |
| <b>Engie</b>   |
| <b>FES</b>   |
| <b>G4S Integrated Services</b>                         |
| <b>Interserve</b>                                      |
| <b>ISS</b>   |
| <b>Mitie Cleaning &amp; Environmental Services Ltd</b> |
| <b>Mitie Technical Facilities Management</b>           |
| <b>Noonan Services Group</b>                           |
| <b>OCS</b>   |
| <b>Serco</b>   |
| <b>Sodexo</b>  |
| <b>Vinci</b>   |
|  |

## 6.5 Appendix E – Supplier Profiles

|   |  |
|---|--|
| <b>Email Address</b>  | <a href="mailto:martin.willis@andrews-sykes.com">martin.willis@andrews-sykes.com</a>   |
|  | <p>Artic is a specialist Hard FM Services provider within Public and Private Sector alike, offering a full range of Technical and Engineering solutions.</p> <p>We are committed to building close and long term working relationships with our entire client base and tailoring our services to each of them accordingly.</p> <p>Artic's core strength is our team. Our ethos remains focused on achieving organic growth and the development of each individual, while providing our clients the best engineering service from our directly employed workforce.</p> <p>We embrace change to meet the varied needs of our clients and industry, therefore we can adapt our core service provision within other FM disciplines as and when required.</p> <p>Artic has established a reputation of achieving robust service level performance indicators within acute major public and private environments. Artic invests in latest CAFM technology and training to achieve this main goal and so as to ensure all our clients experience a service that is fluid, responsive and complete.</p> <p>We are committed to providing exceptional technical and management services to all our clients, whilst maintaining the highest level of professionalism, service response and quality of workmanship.</p> <p>We have full industry and ISO accreditations to support and maintain our service delivery.</p> |
| <b>Contact Name</b>   | <b>James Frost</b>   |

|  |  |
|--|--|
|  <p><b>BOUYGUES</b><br/>ENERGIES &amp; SERVICES</p> | <p>Bouygues Energies &amp; Services is a customer-centric facilities management and energy performance partner. We specialise in the diverse services and support needed to create and maintain efficient, comfortable and safe places to work or visit. Our dedicated and professional teams quietly ensure that offices, schools, public buildings, industrial facilities and healthcare environments are all operating as they should.</p> <p>Bouygues Energies &amp; Services operates in over 25 countries worldwide and is part of the Bouygues Group – a global brand employing over 130,000 people in 80 countries within the construction, civil works, energy, services, and telecommunications and media sectors.</p> <p>Our comprehensive range of <b>facilities management</b> services is tailored to suit day-to-day building requirements. We take responsibility for the set-up and ongoing delivery of the vital functions needed to support core activity including maintenance and cleaning, reception, security and catering.</p> <p>Our <b>contracting division</b> delivers fully integrated engineering solutions to the critical, high-tech market. Our services include in-house architectural and structural consultancy as well as end-to-end contract engineering.</p> <p>Our <b>infrastructure division</b> provides civil and electrical engineering utilities services for the public / highways lighting, telecommunications and electrical networks.</p> |
| <p><b>Contact Name</b></p>   | <p><b>Mark Griffiths</b></p> <p><b>Regional Director – Healthcare</b></p>  |
| <p><b>Contact number</b></p>   | <p><b>07785 462 773</b></p>  |
| <p><b>Email Address</b></p>  | <p><b>development@bouygues-es.co.uk</b></p>  |

**NHS London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*

|  |   |
|--|---|
|  | <p>Interserve is a support services and construction companies. Our vision is to redefine the future for people and places. Everything we do is shaped by our core values.</p> <p>We are a successful, growing, international business: a leader in innovative and sustainable outcomes for our clients and a great place to work for our people. We offer advice, design, construction, equipment, facilities management and frontline public services. We are headquartered in the UK and listed in the FTSE 250 index.</p> <p>We have gross revenues of £3.3 billion and a workforce of circa 80,000 people worldwide.</p> |
| <b>Contact Name</b>  | <b>David Parrett, Sales &amp; Development Director - Communities</b>  |
| <b>Contact number</b>  | <b>07788 896303</b>   |
| <b>Email Address</b>   | <b>pqq.bdev@interservefm.com</b>  |

**NHS London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*

**ISS Mediclean Limited Trading as ISS Facility Services  
Healthcare**



ISS Facility Services Healthcare is the largest supplier of non-clinical support services operating over fifty contracts, within the NHS. These range from single service solutions such as cleaning to full soft and hard FM integrated contracts. They range in value from £250,000 to £30million per annum with a total annual turnover in healthcare alone of £260million. The life of the contracts range from three to thirty years with the average now in place of seven years. Many of our customers benefit from the synergies and cost savings associated with entrusting multiple services to us as part of fully managed integrated service provision.

We are proud that we have developed our service delivery models to meet the specific needs of our chosen market, healthcare, and we operate in both the acute and community sectors of the market including Primary Care Trusts, Acute Trusts, Mental Health Trusts and PFI arrangements.


ISS Facility Services Healthcare currently provides the following services to our existing Healthcare customers on contracts located nationally;


- Hard FM services
- Healthcare Cleaning
- Patient Catering
- Staff and visitor and retail catering
- Portering
- Housekeeping
- Car Parking
- Security
- Pest Control
- Window Cleaning
- Linen and Laundry Management
- Waste Management
- Transport
- Reprographic and Post Room services
- Estates Management
- Grounds Maintenance
- Front of House/Switchboard/Helpdesk incl.

**NHS London Procurement Partnership**

*Commercial advantage for the NHS by the NHS*


|                       |  |
|-----------------------|--|
|                       | <ul style="list-style-type: none"><li>Office Services including Administration, Accommodation Management and Room Bookings</li></ul> |
| <b>Contact Name</b>   | <b>Alan Starling</b>   |
| <b>Contact number</b> | <b>07826 952 949</b>   |
| <b>Email Address</b>  | <a href="mailto:Isshealthcare.commercial@uk.issworld.com">Isshealthcare.commercial@uk.issworld.com</a>                               |

|   |  |
|---|--|
|  | <p>Mitie has been providing facilities management services for the past 30 years to reputable clients all over the UK. Since our formation in 1987, we have grown to become the number one recognised brand for FM services in terms of service quality.</p> <p>In the healthcare sector in particular, we have evolved dramatically over the years to suit the changing market and this has moved us from being a single service delivery provider to a strategic outsourcing business, matching our clients' needs and requirements every step of the way. We provide a full range of self-delivered 'soft' facilities management services and our current NHS clients include a broad range of acute, specialist and community Trusts covering both single and multi-site portfolios. We are currently working at over 200 separate locations throughout the UK.</p> <p>We put our success down to a number of key philosophies which include investing in our people, developing new and ground-breaking strategies and bringing on board market leading technology and innovations that keep our services fresh and fit for the future.</p> <p>We pride ourselves on managing the delivery and performance of all our services in a planned, co-ordinated and sufficiently resourced way. We place a strong focus on training and career progression which helps to create motivated teams. Our people benefit from excellent terms and conditions that are designed to promote loyalty and improve staff retention.</p> <p>Our contracts are supported through a network of operational hubs and regional offices, of which nationally, there are approximately 20 in total.</p> |
| <b>Contact Name</b>   | Shaun Egelton, Solutions Director  |
| <b>Contact number</b>   | 07887 626384   |
| <b>Email Address</b>  | shaun.egelton@mitie.com  |

|  |  |
|--|--|
| <p style="text-align: center;"><b>OCS GROUP UK LIMITED</b></p>  | <p>OCS was established in 1900 as the New Century Window Cleaning Company. Since 1900, the company has grown (both organically and through acquisition) and diversified its range of services. In 1978, OCS Group Limited was founded to act as the holding company for our widening portfolio. Today, we are an international company with more than 90,000 staff across the world. Based in the UK, we operate around the globe and have an annual turnover in excess of £900 million. The company remains privately owned, with fourth and fifth generations of the original founder working throughout the organisation.</p> <p>OCS Group UK is a subsidiary of OCS Group and has a turnover of £530m with a staff of 27,000. We offer a full range of property support services across a wide range of market sectors including: <b>Healthcare</b> – from large Acute NHS Hospitals and PFI contracts to community and social care service provision; <b>Education</b> – Schools, colleges and universities; <b>Professional &amp; Financial</b> – from national branch networks to single office locations; <b>Leisure</b> – sporting venues and major entertainment venues.; <b>Public</b> – Government buildings; <b>Retail</b> – Large shopping malls across the UK; <b>Transport</b> – Airports and trains.</p> <p>The services that OCS provides across these sectors include: cleaning and housekeeping; specialist cleaning; patient catering, staff and visitor catering, retail, vending &amp; hospitality; portering; security – manned guarding and security systems; horticulture and grounds keeping; document management, inventory &amp; audit services; pest control; washroom hygiene; waste management &amp; recycling and reception &amp; helpdesk.</p> |
| <p><b>Contact Name</b></p>   | <p>Lisa Daniels, Business Development Manager</p>  |
| <p><b>Contact number</b></p>   | <p>07595 523303</p>  |
| <p><b>Email Address</b></p>  | <p><a href="mailto:lisa.daniels@ocs.co.uk">lisa.daniels@ocs.co.uk</a></p>  |



|                       |  |
|-----------------------|--|
| <b>SERCO HEALTH</b>   |  |
| <b>Contact Name</b>   |  |
| <b>Contact number</b> |  |
| <b>Email Address</b>  |  |

|   |  |
|---|--|
|  | <p>Sodexo's proud to deliver quality of life services to the corporate, education, healthcare, leisure and defence sectors making work and living environments more attractive and people more effective.</p> <p>We deliver On-site Services and peace of mind at 2,300+ locations. With service, safety and quality assured, our services allow clients to get on with their business, confident in our support.</p> <p>To our 35,000-strong employees, we offer a challenging, varied and rewarding environment. We know that enduring relationships and success only come from providing good service to our clients. That's why our people are at the centre of our strategy.</p> <p>Our Committed to You programme helps employees develop skills and earn recognition. Together with our focus on diversity &amp; inclusion, we aim to provide a culture where people can thrive - our biennial employee engagement survey is a measure of our success.</p> <p>We support the communities in which we operate, whether it be implementing environmental changes, supporting local charities through our STOP Hunger campaign or using suppliers who share our focus on sustainability, it's covered in our annual Corporate Citizenship Report and echoed by the Better Tomorrow Plan - the Sodexo Group worldwide sustainability strategy for 2020.</p> |
| <b>Contact Name</b>   | <b>Martin O'Rourke, Client Relations Director</b>  |
| <b>Contact number</b>   | <b>07917 615048</b>  |
| <b>Email Address</b>  | <b>Businessdevelopment-hc@sodexo.com</b>   |