

Dynamic Purchasing System User Guide

Minor Works & Maintenance

Estates, Facilities & Professional Services
Minor Works & Maintenance DPS User Guide
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1. Interpretation

Unless the context otherwise requires, the following words and expressions used in this document shall have the following meanings (to be interpreted in the singular or plural as the context requires):

TERM	MEANING
“Authority”	means Guy's and St.Thomas' NHS Foundation Trust. NHS London Procurement Partnership (LPP) shall act on behalf of Guy's and St.Thomas' NHS Foundation Trust.
“Call-Off”	means the issue of an Invitation to Tender in relation to any contract to be awarded under the Dynamic Purchasing System.
"Call-Off Contract"	Means the legally binding agreement for the provision of Works made between a Contracting Authority and a Provider comprising of the Call-off Order Form and the Call-Off Terms and Conditions as may be amended.
“Contracting Authority ”	means any contracting authority as defined in Section 2 (Definitions) of the Public Contracts Regulations 2015, other than the Authority.
“Dynamic Purchasing System ”	means a completely electronic system of specified duration which is (a) established by a contracting authority to purchase commonly used Goods, Services and/or Works (if applicable); and (b) open throughout its duration for the admission of economic operators which (i) satisfy the selection criteria specified by the contracting authority; and (ii) submit a Request to Participate to the contracting authority or person operating the system on its behalf which complies with the specification required by that contracting authority or person
“Due Diligence Information”	means the background and supporting documents and information provided by the Authority for the purpose of better informing the Suppliers response to this PAS91.
“e-Tendering System”	means the online e-Tendering portal used by a contracting authority for conducting an Invitation to Tender in relation to any contract to be awarded under the Dynamic Purchasing System.
“EIR”	means the Environmental Information Regulations 2004 (as amended) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations.
“FOIA”	means the Freedom of Information Act 2000 (as amended) and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations.
“LPP”	Means NHS London Procurement Partnership.
“OJEU Notice”	means the advertisement issued in the Official Journal of the European Union in respect of this PAS91.
“Order Form”	means the order submitted to the Provider by the Contracting Authority in accordance with the Contract which sets out the description of Works to be supplied including, where appropriate, the Key Personnel, the Premises, the timeframe, the Deliverables and the Quality Standards.
“PAS91”	stands for Publicly Available Specification for prequalification questionnaires in construction-related procurement.
“Potential Provider(s)”	means the person, firm or company who are admitted to the DPS following evaluation by the Authority of the PAS91 Response.
“Provider(s)”	means the person, firm or company with whom the Contracting Authority enters into a Call-Off Contract as identified in the DPS Order Form.
“Regulations”	Means the Public Contracts Regulations 2015.
“Services”	means the Services to be supplied as specified in the Order Form.

“Supplier (s)”	Means the person, firm or company who submit a completed PAS91 in response to the OJEU Notice.
“Tender”	Means the document(s) submitted by the Provider to the Contracting Authority in response to the Contracting Authority's Invitation to Tender to provide the Contracting Authority with the Works.
“Works”	Means the Works to be supplied as specified in the Order Form.

2. Introduction

This user guide is intended to provide information about the Dynamic Purchasing System (DPS) for the provision of Minor Works & Maintenance and to provide practical support to approved users of the DPS (referred to as Contracting Authorities) who wish to access the DPS to award Call-Off contracts.

Please note that the guidance provided within this document only applies to the DPS for Minor Works & Maintenance. Contracting Authorities should ensure they refer to the appropriate LPP guidance document which is relevant to the DPS/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 DPS for Minor Works & Maintenance to ensure that the decision fits with local procurement policies and Contracting Authorities' standing financial instructions.

3. Key Information

DPS Title	DPS for Minor Works & Maintenance
OJEU Reference Number	2020/S 085-203399
Agreement Reference Number	LPP/2020/011
DPS Period	The DPS for Minor Works & Maintenance is expected to run for a period of 5 years, from 8 th of July 2020 to 7 th of July 2025 The DPS may be extended beyond the initial validity period as provided for under the Public Contract Regulations 2015.

4. Background to the Requirement for a DPS

NHS trusts and other public sector organisations require the ability to flexibly deliver Minor Works & Maintenance in the way they see fit for their site(s).

There was a Trust requirement to procure contracts to supply install and maintain which was not possible under either the LPP Minor Works DPS or LPP Building Engineering & Maintenance DPS, we identified that a more flexible approach to this DPS would be to allow for all requirements to be fulfilled.

By merging the Minor Works DPS, that expired earlier this year with the BEMS DPS agreements the new Minor Works & Maintenance DPS will provide trusts with a one stop shop for their supply, install and maintenance needs to address this, while at the same time driving up standards (e.g. through the use of SFG20) and working with Suppliers to ensure they have a focus on reducing carbon emissions.

The DPS can be utilised by our members and associate members. This includes NHS Trusts (including PFI healthcare buildings and facilities), NHS Procurement in Partnership Organisations, Clinical Commissioning Groups, NHS England, NHS Property Services Ltd and other approved public sector organisations in England. Potential users of the DPS are identified in the OJEU Contract Notice.

Potential Providers admitted to the DPS for Minor Works & Maintenance DPS were informed at the Pre-Qualification stage that neither LPP nor our customers are under obligation to use the DPS and may decide not to do so during the DPS validity period.

5. What is a Dynamic Purchasing System

A Dynamic Purchasing System (DPS) is a completely electronic system established by a contracting authority to purchase commonly used goods, works or services.

A DPS does not operate in the same way as a framework in that it is an 'open market' product designed to provide access to a pool of Potential Providers where new Potential Providers can join at any time.

DPS applicants are required to complete a standard PAS 91 Pre-Qualification Questionnaire (PQQ). The completed PAS91 PQQ's are evaluated to establish the applicant's general capability for provision of the required Minor Works & Maintenance. The evaluation works on a Pass/Fail basis and therefore weightings are not applied. The evaluation reviews aspects of the applicant's financial and technical provision and, based on this evaluation, the applicant is either accepted onto the DPS or rejected and provided with feedback in order to enable them to re-apply at a later date should they wish to do so.

Individual contracts are awarded by approved users (Contracting Authorities) of the DPS during the second stage of the process. In this stage, the Contracting Authority invites all Potential Providers on the DPS (who possess the relevant works services category and are capable within the DPS) to bid for the specific contract.

A step by step guide on implementing the second stage of the process is set out at paragraph 21 below.

6. Short Description of Nature and Scope of Works and Services

LPP established the DPS on 8th of July 2020 to provide the NHS and other public sector organisations in England with a compliant procurement route for the execution of Minor Works & Maintenance projects and services. The DPS will provide suitably qualified and experienced Contractors (referred to as Potential Providers) for each category of work, the number of suppliers is not limited so new suppliers can apply and join at any time.

During the DPS validity period, a Contracting Authority will be able to search for Potential Providers that match their requirements using: work category, location of project, value of project and any other criteria deemed necessary and available within the standard search criteria including SFG20.

Subject to geographically restrictions by the Potential Providers themselves, a Contracting Authority will invite all Potential Providers on the DPS (who possess the relevant works and/or services category within the DPS) to bid for the specific contract.

The works and/or services contracts will be commissioned for discrete pieces of work under the broad categories of work listed at [Appendix D](#).

Where it is intended to engage a single Contractor to deliver a works and/or services project, the Potential Providers shall be competent in undertaking a complete solution for all Minor Works & Maintenance including a broad range of building work which may include structural work (concrete and steel), carpentry, joinery, installation of specialist security items, roofing, external civil works, partitioning (including security partitions), plastering, painting and decorating, mechanical and electrical services and Testing and Commissioning, Operations and Record Documentation as well as supply, installation and/or maintenance as defined in the categories listed in [Appendix D](#)

7. Acceptance to the DPS

LPP have developed and will maintain the DPS for Minor Works & Maintenance and will assess and monitor standard company information provided by the Suppliers, who apply for, and are admitted to, the DPS.

This is achieved through the PQQ used for the DPS which is aligned to PAS 91, the standardised PQQ developed by BSI to reduce duplication within the construction industry.

In addition to keeping the Company information held on the DPS up to date, LPP will regularly review general standing of all the Potential Providers on the DPS in order to decide whether the Potential Providers should remain on the DPS

8. Duration of the DPS

The DPS for Minor Works & Maintenance is expected to run for a period of 5 years, from 8th of July 2020 to 7th of July 2025, LPP reserves the right not to continue the DPS beyond the initial 5 year term.

The DPS may be extended beyond the initial validity period as provided for under the Public Contract Regulations 2015.

9. The Benefits of a DPS

A DPS was chosen as the most suitable commercial vehicle following feedback from LPP member Trusts and other potential users of the system.

Establishing a DPS with multiple providers will help to create an environment which encourages fair competition, allowing Potential Providers to join at any time and choose whether to compete for all or any of the requirements for Minor Works & Maintenance under the DPS for which they are considered suitable.

Potential Providers who are successful in securing a place on the DPS will be entered onto a database maintained by LPP which the Contracting Authorities will request to source provision that meets their local business requirements.

The DPS shall remain open to new applicants throughout the period of the agreement. This enables Suppliers who may not be able to meet the selection criteria during the establishment period to review their processes, finances and capabilities and apply for acceptance onto the DPS at a later stage. In addition, it allows (and encourages) existing DPS members to revise their offerings at any stage within the operation of the DPS. This supports small and medium sizes enterprises, or businesses with little or no experience in tendering for work with the public sector.

The flexibility in keeping the DPS agreement open to new applicants also benefits our customers. It enables public bodies to promote potential 'calls for competition under the DPS' in their geographical region, offering the opportunity to engage with local Potential Providers and support wider aims of working with local businesses for economic growth.

Benefits for Contracting Authorities

- Shortened procurement time as advertisement in OJEU and PQQ stage has already been undertaken.
- Encourages competition as it is easier for local providers to get on to the DPS and join at any time during its period of validity.
- Contracting Authorities can undertake a competition with a group of pre-qualified Bidders with all qualification documentation held centrally by the LPP.
- Award of individual tenders can be quicker than under some other procedures. The minimum time limit for return of tenders is 10 days.

- Award criteria can be formulated more precisely for specific local contracts, adapting the LPP templates as appropriate.

Benefits for Suppliers

- Suppliers don't have to demonstrate suitability and capability every time they wish to compete for a public sector contract.
- Suppliers may join the DPS at any time during its period of validity so they are not "locked out".
- More accessible for SMEs.
- Award of individual tenders can be quicker than under some other procedures.

10. DPS Agreements

All Potential Providers who have been awarded a position on the DPS for Minor Works & Maintenance have signed a DPS Agreement to be able to provide Minor Works & Maintenance projects to Contracting Authorities on a Call-Off basis. The Agreement sets out the award and ordering procedure for Minor Works & Maintenance which may be required by Contracting Authorities, the main terms and conditions for any Call-Off contract which Contracting Authorities may conclude, and the obligations of the Providers during and after the term of the Agreement.

The Call-Off terms and conditions set out in the DPS Agreement may be replaced with the terms and conditions specified by a Contracting Authority when inviting competitive tenders for Call-Off contracts.

NHS LPP is responsible for the management of the DPS Agreement and will seek feedback from Contracting Authorities to ensure maximum value is derived from the DPS.

11. Management Levy

In consideration of LPP appointing any Potential Provider to the Dynamic Purchasing System and the management and administration by LPP of the overall contract structure and associated documentation, all DPS Providers shall pay to LPP a Management Levy.

The Management Levy is 1% (one percent) of the total charges invoiced by the Provider to all Contracting Authorities under the DPS Call-Off Contracts excluding VAT. The Provider shall pay the Management Charge to LPP quarterly. Any pricing provided by a Provider when competing for work under the DPS will be inclusive of this charge.

12. Management Information

NHS LPP will collect on a monthly basis, management information from each Provider for each Call-Off contract they have been awarded under the DPS. This management information will be available to view through the 'my.LPP' system to allow for spend analysis and monthly reporting.

13. DPS Manager

Contracting Authorities who have any questions regarding the DPS should contact the DPS Manager at NHS London Procurement Partnership in the first instance. This is the person identified on page 2 of this document.

14. Business Continuity Plans

NHS LPP strongly suggests that Contracting Authorities request as part of their call for competition under the DPS specific business continuity plans relating to their service and location so these can be retained for the successful Provider.

15. Accessing the DPS

This DPS is open to NHS London Procurement Partnership members. By virtue of the NHS Procurement in Partnership members of the East of England NHS Collaborative Procurement Hub, NHS Commercial Solutions and NHS North of England Commercial Procurement Collaborative, also have access to the DPS.

By deciding to award a Call-Off contract under the DPS Agreement much of the hard work has already been completed which should save the Contracting Authority time and money.

A suite of competition documents are available from LPP which can be tailored by the Contracting Authority to meet their specific requirements for individual Call-Off contracts competitively tendered under the DPS.

16. Key Decisions and Actions

The key decisions and actions which will need to be completed by the Contracting Authority to award a Call-Off contract under the DPS via running a competition are set out in [Appendix A](#).

It is the Contracting Authority's responsibility to validate the data being sent out as part of the competition, check the evaluation of all bids and award the contract under the DPS.

17. DPS Charges

There is no charge for LPP members to access this DPS Agreement on top of their existing membership fee.

Should a Contracting Authority wish NHS LPP to support a competitive tendering exercise under the DPS, 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.

18. Customer Access Agreement (CAA)

Contracting Authorities wishing to access this DPS to run a competition must complete the Customer Access Agreement (CAA) in [Appendix B](#) and send this to the LPP Senior Category Manager. The category manager will then provide the Contracting Authority with access to the DPS Agreement and ITT template documents as appropriate. Potential Providers on the DPS will not enter contracts under this DPS with any Contracting Authority until the Senior Category Manager has confirmed a signed access agreement is in place.

19. Establishing a Project Delivery Team

The term 'Minor Works & Maintenance' encompasses the creation of a new building or structure (including all associated site works) and the alteration, refurbishment, extension or demolition of an existing building or structure as well as the provision of Planned and Reactive Maintenance Services. They are by their very nature 'one-off' requirements and as such no two projects will ever be entirely alike. Each project will have its own unique requirements which need to be considered.

The procurement of Minor Works & Maintenance often involves commissioning professional support services and delivering a specific solution. The process is often complex even for low value projects and can involve the interaction of many parties who will collectively provide the construction or works expertise to deliver the project.

LPP has in place a DPS for the provision of external Estates and Professional Services with the specialist knowledge and experience to support a Contracting Authority to plan and manage the successful execution of Minor Works & Maintenance projects. Contracting Authorities wishing to use the LPP Frameworks to procure support to deliver the project should contact the LPP category manager for advice.

The Project Sponsor is the representative of the Contracting Authority who has specific financial authority personally delegated in respect of minor/major building projects and is personally accountable for achievement of cost, time and quality objectives and value for money.

The Project Sponsor will define the project objectives for potential DPS Call-Off contracts; ensure funding is available when required and all necessary approvals are obtained; establish the day to day requirement for project management and professional services (Project Manager, Cost Consultants, Design Consultants, Architects, Civil Engineers, Structural Engineers, M&E engineers etc. and other specialists as required), for the project including any delegations to the Commercial Project Manager and to manage the Project Manager.

The Project Manager leads and manages the project team, with the authority and responsibility given by the Project Sponsor to run the project on a day-to-day basis and to manage the contract from design and construction through to completion.

At the outset of each project, the Project Sponsor and their Project Team will decide whether its procurement strategy will be 'Traditional' or 'Design and Build' which will depend upon the nature of the project. Each strategy has its pros and cons: Design and Build may be quicker and so suited to projects where time is the principle driver; Traditional Design gives a greater degree of control and is therefore suited to more complex projects.

The Procurement Strategy identifies the best way of achieving the objectives of the project, taking account of risks and constraints. All procurement strategies represent a balance between time, cost and quality control and should reflect the project lifecycle. Risk and responsibility should go together so that the party responsible for performing a task is accountable for it and can ensure a successful outcome. The selected procurement strategy must be consistent with the scale and technical complexity of the project and should take account of potential risks that may impact on its delivery.

The Project Manager is responsible for producing the works specification and other ITT documentation and must ensure the specification is clear and sufficiently developed. Under the Public Contracts Regulation, the Contracting Authority must ensure the specification does not reference branded products or mandate the use of specific subcontractors or manufacturers as this approach will stifle competition.

The appointed Project Manager should be provided with a copy of this user guidance together the ITT templates produced by LPP for Call-Off contracts to be awarded by competitive tendering under the Dynamic Purchasing System. The templates should be tailored by the Project Team to align with the chosen Procurement Strategy for each project.

20. Award of Call- Off Contracts under the DPS

All Potential Providers who have been awarded on to the DPS have already passed the first stage, the PAS 91 pre-qualification questionnaire (PQQ). This initial DPS set-up phase only covers the following areas:

- Supplier Information.
- Exclusion & Selection criteria (as set out in Regulations 57-64 of the PCR 2015).
- Economic & Financial Standing.
- Technical & Professional Ability.

- SGF20

The DPS Agreement includes the Terms and Conditions for subsequent Call-Offs, but places no obligations, on the Contracting Authorities to procure any Minor Works & Maintenance. The DPS in itself is therefore not a contract; contracts are only formed when works and or services are called off under the DPS.

During the validity period of the DPS, NHS and other approved public organisations who want to procure Minor Works & Maintenance will run a competitive tendering exercise. **There is no option for direct call-off.**

There are five steps in order for customers to make a Call- off Contract from the DPS. The step by step process to be followed is set out below.

Step 1 – Compilation of Tender List

Contracting Authorities will request a list of Potential Providers from LPP using the following Filters/Qualifiers, these will be applied to the DPS Potential Provider database to produce a list of Suppliers capable of delivering the requirements of the Call-Off:

- Geographic Location
- Category of Specialism
- Minimum Contract Value
- Maximum Contract Value
- Ability to Work to SFG20

As new Service Providers are continually added to the DPS, it is important that the Contracting Authority checks and validates the proposed tender list immediately before inviting tenders.

The ITT documentation should then be issued to the selected Bidders via their own e-tendering system.

Step 2 – Capability Assessment (Optional)

Contracting Authorities may choose to send out a capability assessment prior to the issue of the Invitation to Tender. This document will outline minimum requirements in relation to the opportunity including but not limited to; previous experience, proven track record in a similar environment, ability to work to defined standards, and ability to mobilise within the required timescale.

All suppliers identified during step one will be invited to respond to the Capability Assessment within a timescale defined by the Contracting Authority, those who respond and who meet the defined criteria will be invited to bid at ITT.

Step 3 – Invitation to Tender

The Contracting Authority will send an Invitation to Tender (ITT) to all of the Potential Providers on the DPS who fulfil the selected criteria to meet the works requirement in the required location.

Approved users of the DPS will be given access to the ITT templates produced by LPP which they will be able to modify as appropriate to meet their particular contract requirement.

The ITT documents setting out the Contracting Authority's requirements will typically comprise of the following, tailored to the particular needs of the project:

- Covering Letter
- Instructions for Submission
- ITT Response Template
- Pre-construction Information
- Tender Particulars
- Pricing Document

- Terms and Conditions of Contract
- Specification of Requirements (including Particular/ General Requirements, Preliminaries, Pre-Construction Information, Health & Safety File, Drawings and Schedules, Standard Fire Procedures etc.

Admission to the DPS system only requires Potential Providers to demonstrate their suitability, ability, and capability to deliver the type of works category in the DPS. There is no requirement to submit any type of tender as part of the application for admission to the DPS. Therefore the decision on the best value-for-money offering can only be decided at the tender stage for each individual requirement.

At the call for tender stage, the Contracting Authority will set the criteria for the award of the contract. The Contracting Authority will review their specific business requirements and select the criteria that offers the best combination of quality and price.

The contract is awarded on the basis of Most Economically Advantageous Tender (MEAT). This takes into account not only the lowest price, but also things like the project delivery plan; construction methodology; resource profile, risk management: sustainability; Quality Assurance, Health, Safety and Welfare etc.

When considering the evaluation questions the Project Team must:

- Only use criteria which differentiate between the Bidders on criteria that are important to the Project Sponsor and the works project.
- Not ask for information that is not directly relevant or useful, or duplicate any questions previously asked at PQQ stage when the DPS for Minor Works & Maintenance was established.

The ITT documents will amongst other things specify the Terms and Conditions for the execution of the Services. LPP recommend that the NHS Terms and Conditions for the Provision of Services are followed but the decision on the most suitable form of contract rests solely with the Contracting Authority.

The ITT documents will specify the Terms and Conditions for the delivery of the contract. The DPS allows for contracts to be awarded to a range of terms and conditions including but not limited to:

- NHS Terms and Conditions for the Provision of Services
- NEC3
- JCT

Potential Providers can choose whether they wish to participate in the competition. If they elect not to bid they should inform the Contracting Authority before the tender submission deadline. A decision not to bid for a particular requirement will not de-bar Potential Providers on the DPS from bidding for other opportunities as they arise.

Potential Providers will be given a minimum of ten days to submit their tender bids. The tender period will depend on the complexity of the Minor Works & Maintenance. Contracting Authorities should take into account the value and complexity of the contract and the need for the Bidders to attend a coordinated site visit/ Bidders conference. On average NHS LPP would suggest Bidders are given four weeks to submit a tender response.

Any site visits to inspect the location of the works will be coordinated by the Contracting Authority and must take place at the appointed date and time only. Potential Providers must not make unsolicited visit to the site referenced in the Invitation to Tender.

Potential Providers must follow the tender instructions issued by the Contracting Authority and prepare and submit their tender by the due date/time.

Step 3 – Tender Evaluation

All submissions received within the Invitation to Tender deadline will be evaluated in accordance with the criteria set in the Invitation to Tender documentation.

The Project Manager and the other members of the tender evaluation team will assess, score and critique the Bidders responses to the technical questions in the ITT in accordance with the evaluation criteria set out in the ITT. This will include an assessment of any technical Pass/Fail questions included in the evaluation criteria.

Evaluators must only evaluate the evidence presented to them and not consider any other factors such as their preconceptions or prior experience of that Bidder. Evaluators must score applicants against the criteria absolutely and not relatively against the other applicants. Where the proposed solution exceeds the requirement evaluators should award 100% of the technical marks available.

Evaluators must provide rationale with comments to support each score and the approving authority must check that this is being done and is sufficiently detailed to support the decision and any subsequent feedback via the award letters and Bidders debriefs.

On conclusion of the tender evaluation process, the Project Manager will produce a detailed technical/commercial tender evaluation report to include a comprehensive review of the tenders, and a fully substantiated recommendation on contract award. If required, LPP can provide a template for this purpose.

The report will include a summary of the procurement process under the DPS, tender response, technical and commercial summary and a final score breakdown and contract award recommendation. As with the procurement strategy document, the report should be proportional to the size and risk of the project you are undertaking and provide a clear audit trail of what was done and why.

The evaluation report must contain the scores (technical, commercial and overall consolidated score from which the recommendation is taken) and the consensus comments for all Bidders who underwent evaluation. The Contracting Authority must keep clear and accurate records of the evaluation process to ensure propriety. It is particularly important to record the specific strengths and weaknesses of each tender, for use in the contract decision letters as well as the debriefing process.

The final recommendation on the winning Bidder must be based on the tender that is most economically advantageous based on the published award criteria and evaluation methodology. The report will then be signed-off by the Project Sponsor. The resulting contract should be signed by the individual approved by the Contracting Authority to commit the Authority to contract.

Once the evaluation is complete the Potential Provider who, in the opinion of the Contracting Authority, best meets the requirements of the individual call-off, will be awarded the call-off contract.

All Potential Providers will be notified of the award decision and provided with feedback relating to their submission using the LPP standard templates. Template notification letters for the successful and unsuccessful letters are available from LPP.

If a standstill period is not applied, the successful Supplier and will be issued with the Order Form and contract documentation which will set out the requirement.

If a standstill period is applied, the successful Provider will be issued with an Order Form at the end of the standstill period.

The Order Form to be used is as per the template included in the DPS Agreement. The Provider shall promptly accept the Order by signing and returning the Order Form.

During the standstill period, it is possible for any of the unsuccessful Bidders to write a complaint or issue a legal challenge. If you do receive a legal challenge, then you cannot proceed to contract

award and must discuss the way forward with Legal Advisers. A legal challenge during the standstill period suspends the award process until either the court decides to end the suspension or the challenge is dealt with by the court in proceedings.

If the period ends without a legal challenge, then you may proceed to Contract finalisation.

Any Call off Contract that is awarded under the Dynamic Purchasing System will be between the Service Provider and the named Authority. The NHS London Procurement Partnership is not contracting on behalf of the named Authority.

Step 4 – Contract Award

Once the evaluation is complete the Potential Provider who, in the opinion of the Contracting Authority, best meets the requirements of the individual call-off, will be awarded the call-off contract.

All Potential Providers will be notified of the award decision and provided with feedback relating to their submission using the LPP standard templates. Template notification letters for the successful and unsuccessful letters are available from LPP.

If a standstill period is not applied, the successful Supplier and will be issued with the Order Form and contract documentation which will set out the requirement.

If a standstill period is applied, the successful Provider will be issued with an Order Form at the end of the standstill period.

The Order Form to be used is as per the template included in the DPS Agreement. The Provider shall promptly accept the Order by signing and returning the Order Form.

During the standstill period, it is possible for any of the unsuccessful Bidders to write a complaint or issue a legal challenge. If you do receive a legal challenge, then you cannot proceed to contract award and must discuss the way forward with Legal Advisers. A legal challenge during the standstill period suspends the award process until either the court decides to end the suspension or the challenge is dealt with by the court in proceedings.

If the period ends without a legal challenge, then you may proceed to Contract Finalisation.

Any Call off Contract that is awarded under the Dynamic Purchasing System will be between the Service Provider and the named Authority. The NHS London Procurement Partnership is not contracting on behalf of the named Authority.

Contract Award Notice

Contracting Authorities must inform LPP of all contracts awarded under the DPS so that LPP can issue contract award notices to OJEU. Authorities should also abide by the requirements for publication on Contracts Finder about contracts awarded, as explained under Procurement Policy Note 03/15 issued by the Cabinet Office.

Step 5 – Standstill Period

Although not mandatory under the Dynamic Purchasing System, the Authority may decide to implement a voluntary standstill period of 10 days between the date of dispatch of its notice to Bidders before entering into a contract, known as the standstill period. Please note however that this would be considered to be best practice but Contracting Authorities will not be bound to implement any standstill period.

Where a standstill period is applied, the Contracting Authority will notify unsuccessful Bidders ten calendar days in advance of awarding a call off contract under the Dynamic Purchasing System.

21. Procurement Principles

Presentations by Bidders

As part of the evaluation process, presentations may be undertaken. Where presentations are part of the evaluation process all eligible Bidders must be invited to participate to ensure compliance with the Public Contracts Regulations 2015.

All Potential Providers should be provided with adequate time to prepare their presentations and should be given a clear brief of what to present.

Tender Clarification

Bidders should be instructed in the Invitation to Tender to address clarification questions to the Contracting Authority in writing through the e-tendering system. The responses must be issued to all Bidders simultaneously. You should allocate serial numbers to help you to keep track of questions and avoid duplication.

Where a question reveals a piece of information that could significantly impact on the pricing of the tender responses you should ensure they have at least 10 working days to submit a tender. This may mean extending the tender return date.

Site Visit

In instances where it has been agreed that the Bidders should be offered the opportunity of a site visit, all Bidders will be invited by the Contracting Authority to attend a single visit during which a formal meeting will be convened.

Typically, the first part is a presentation of the requirement followed by a visit to the building/site where the works or service is to be carried out. Then time is allowed for any questions.

The Contracting Authority must make a record of the meeting and all questions, whether they are answered orally or not, will be answered in writing and distributed to the Bidders via the e tendering system. Once issued the written reply will be the formal record of the meeting and any oral points not recorded in the reply will be considered null and void.

Amendments to the Tender Documentation

Sometimes the tender clarification questions may lead to minor changes in the specification. If so, you can issue an amendment to the tender documentation.

Late, Incomplete or Amended Tenders

Tenders that are not received in accordance with normal tender return procedures fall into the following groups:

- a. **Late tender.** Received after the time and date stated in the tender documentation, and not covered by paragraph b below;
- b. **A technically late tender.** Delayed beyond the Bidders control due to technical difficulties with the e tendering system;
- c. **An incomplete tender.** Where information necessary for the evaluation of the tender is missing;
- d. **An amended tender.** The Bidder submits an amendment via the e-tendering system on their own initiative, after the time and date set out in the tender documents.

You should only consider late, technically late or incomplete tenders if there is no reason to doubt the integrity of the Bidders concerned. You must exercise extreme care in such cases to avoid accusations of collusion or malpractice. You must record why you evaluated the tender.

Tender Evaluation

Once the evaluation process is completed the Contracting Authority should notify all the Bidders of the outcome of the DPS competition and if considered appropriate start a 10 day stand still period before concluding the contract.

Contract Documents

The contract documents including the DPS Order Form must be completed by the Contracting Authority and issued in a timely manner to the successful bidder.

Undertaking a Direct Order

It is not possible to call off directly from the DPS.

Contract/Works Construction Period

The Contracting Authority should hold regular meetings with the Contractor to review progress.

A monthly Progress report should be produced to ensure:

- All contract risks have been identified and their status updated and the mitigation strategy revised;
- The anticipated completion date is consistent with the requirements of the contract;
- Any issues impacting on the progression of the works are identified and addressed;
- Performance is monitored against key Performance Indicators.

Key Performance Indicators

NHS LPP encourages the use of key performance indicators within contracts as a way of monitoring and managing supplier performance.

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.

Where shortcomings in performance are identified, the Supplier must be informed formally and in a timely manner. If shortcomings persist, the Contracting Authority should seek the advice of LPP.

22. Template Invitation to Tender Documents for undertaking a competition under the DPS

The Contracting Authority is responsible for producing the specification, pricing schedule and other documentation required to undertake a competition under the DPS.

All tender documentation should be prepared in such a way that it is consistent with the procurement strategy adopted and it enables Bidders to formulate competitive bids. The documentation should also be capable of assisting the tender evaluation team to easily examine and assess submissions in accordance with the conditions of the competition.

The comprehensiveness, completeness, accuracy and degree of risk transfer in the tender documentation will have significant impact on the level of cost certainty and value for money at tender stage and also the control that can be achieved during the implementation.

Maintenance Contracts

Works Contracts

- On Traditional designed projects, the design must be fully completed in advance of the tender process; and

- On Design and Build projects, the tender documents must (at the earliest) be based on a fully completed Definitive Design Brief with outputs that clearly and comprehensively define the Contracting Authorities requirements in advance of the tender process. The more normal approach for Design and Build projects would be for some design work to be developed before invitations to tender are issued.

The Works information for NEC3 contracts defines the Employer's requirements and the scope of the proposed works. The procurement strategy decided on (traditional or design and build) will determine the nature and degree of detail included in the Works information. For traditional contracts, the fully developed design and descriptive specification are included as **input** specifications. For design and build contracts, the standards and functional requirements and outline designs are included as **output** specifications.

When the Contracting Authority is satisfied that the ITT documents are complete and suitable for competitive tendering, the documents will be registered and loaded on the electronic tendering system used by the Contracting Authority and issued to the pre-selected Potential Providers.

Invitation to Tender Templates for The Contracting Authority may use as a guide the ITT 'Works' templates available from LPP, which comprise of the following:

1. Invitation to Tender and Cover Letter

This document sets out the instructions for the Bidders on how to complete and respond to the call for competition. The Contracting Authority will need to insert its award criteria and weightings. Contracting Authorities using their own e-procurement systems to run the competition will need to change the instructions to reflect their own systems.

2. ITT Question / Response Template

This document identifies the questions that you will be asking Bidders to respond to. 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 or compliance with mandatory and discretionary exclusion criteria. You also should ask for evidence of standard documentation such as bidder's insurance policies, ISO accreditations etc only to the Preferred Contractor. If a Contracting Authority wishes to confirm which documentation was requested from Bidders at the SQ stage for admission to the DPS they should contact the Category Manager.

All Bidders are required to complete and sign the document set. Contracting Authorities should ensure that the tender invitation date and title are changed to reflect their call for competition.

The tender response document and document set can be uploaded as an attachment in to the e-tendering portal.

3. Pricing Document

Contracting Authorities undertaking a competition will need to either produce a Pricing Document to fit the individual contract.

4. Tender Particulars

This document provides an overview of the Contracting Authority and the project requirements.

5. Specification of Requirements

Contracting Authorities undertaking a competition will need to produce a Specification of Requirements and supporting technical document.

6. Terms and Condition for the Call-Off Contract

The terms and conditions of the DPS Agreement have been agreed with all Potential Providers and signed as part of their award onto the DPS. The Call-Off terms and conditions set out in the DPS Agreement may be replaced with the terms and conditions specified by a Contracting Authority when inviting competitive tenders for Call-Off contracts.

7. Supplier Code of Conduct

All suppliers awarded to the DPS have signed the Supplier Code of Conduct document. Contracting Authorities undertaking a further competition should issue this document and invite suppliers to make a voluntary pledge by completing the Social Value Pledge section. Contracting Authorities should not add any weighting to this response

8. ITT Document Set

The ITT Document set which must be completed by the Bidders. The standard Form of Tender may be amended by Contracting Authorities to reflect their specific requirement
The ITT Document Set Comprises of, Form of Tender, Certificate As To Collusive Tendering, Certificate As To Collusive Tendering and Statement of Acceptance of Contracting Authorities Policies. The ITT Document set which must be completed by the Bidders.

9. TUPE Template

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 or other identifiable information; these will be provided to the successful contractor.

10. Example Evaluation Template

Contracting Authorities should issue an example evaluation document which clearly shows how the evaluation of the tender responses for the call-off competition will be conducted. A template has been provided by LPP which will require amending by the Contracting Authority to fit their individual method of evaluation.

11. ITT Feedback Letter Templates

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 voluntary 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

12. Conflict of Interest Declaration

Contracting authorities are responsible for ensuring that all Project Participants complete the Conflict of Interest Declaration.

23. Frequently Asked Questions

What is a DPS?

A DPS is an electronic system allowing public purchasers to consult a large number of potential suppliers of standardised works, supplies or services, whose capabilities have already been verified. As a procurement tool, it has some aspects that are similar to a framework agreement, but where new suppliers can join at any time. It has to be run as a completely electronic process using the EU Restricted Procedure.

The DPS is a two-stage process; an initial set-up stage where suppliers who meet the selection criteria and are not excluded must be admitted to the DPS and, a second stage where individual Call-Off contracts are awarded.

Can a Bidder send in a paper tender response?

No. All communication under a DPS must be electronic unless the information requested (scale models) cannot be submitted electronically.

If a supplier is not on the DPS can they still take part in the DPS?

Yes. The DPS is flexible and new suppliers can apply to join the DPS at any time during its period of validity. In addition, suppliers who originally fail to be admitted on to the DPS are able to re-apply at a subsequent time if their circumstances change.

Do I need to invite all suppliers to a call for competition under the DPS?

Subject to the restrictions provided by the Potential Providers themselves, a Contracting Authority **must** invite all Potential Providers on the DPS (who possess the relevant works services category and the appropriate financial notation within the DPS) to bid for the specific contract.

Do I have to run a competition for every requirement under a DPS? Or can the DPS be used for “direct awards”, perhaps for low-value contracts?

The Public Contracts Regulations 2015 state that each requirement under a DPS must be competed; all suppliers under the DPS or the relevant category must be invited to bid. “Single tender” is not permitted (unless only one eligible supplier has applied for the category), and there is no derogation for low-value contracts. Contracting Authorities may run a single competition for a group of works.

How long does a competition under the DPS need to run for?

This will depend on the complexity of the Minor Works & Maintenance requirement. Contracting Authorities should take into account the value and complexity of the contract and the need for the Bidders to attend a coordinated site visit/Bidders conference. On average NHS LPP would suggest Bidders are given four weeks to submit a tender response. The minimum timeframe for receipt of tenders is ten days. For specific advice please contact the category manager.

If a supplier is admitted, is it obliged to bid for any Call-off contracts procured under the DPS?

No

Can new suppliers be admitted to the DPS?

Yes, new suppliers can submit an application to join the DPS at any time. Once received, LPP has 10 days to evaluate the application and communicate a decision. This allows for a dynamic supplier list, capable of adapting to changes in the market. In addition it allows Trusts to request that suppliers whom they would like to invite to compete, apply to the DPS prior to the ITT being issued, allowing for inclusion of incumbents in the competition phase.

Do I have to apply a stand still period to a competition?

NHS LPP encourages the application of standstill periods for all competitions under the DPS. This ensures transparency to all Bidders involved in the process and minimises the risk of challenge once a contract is awarded. However, a Contracting Authority may choose not to apply a stand still period.

Can a supplier be excluded for poor performance on contracts under the DPS?

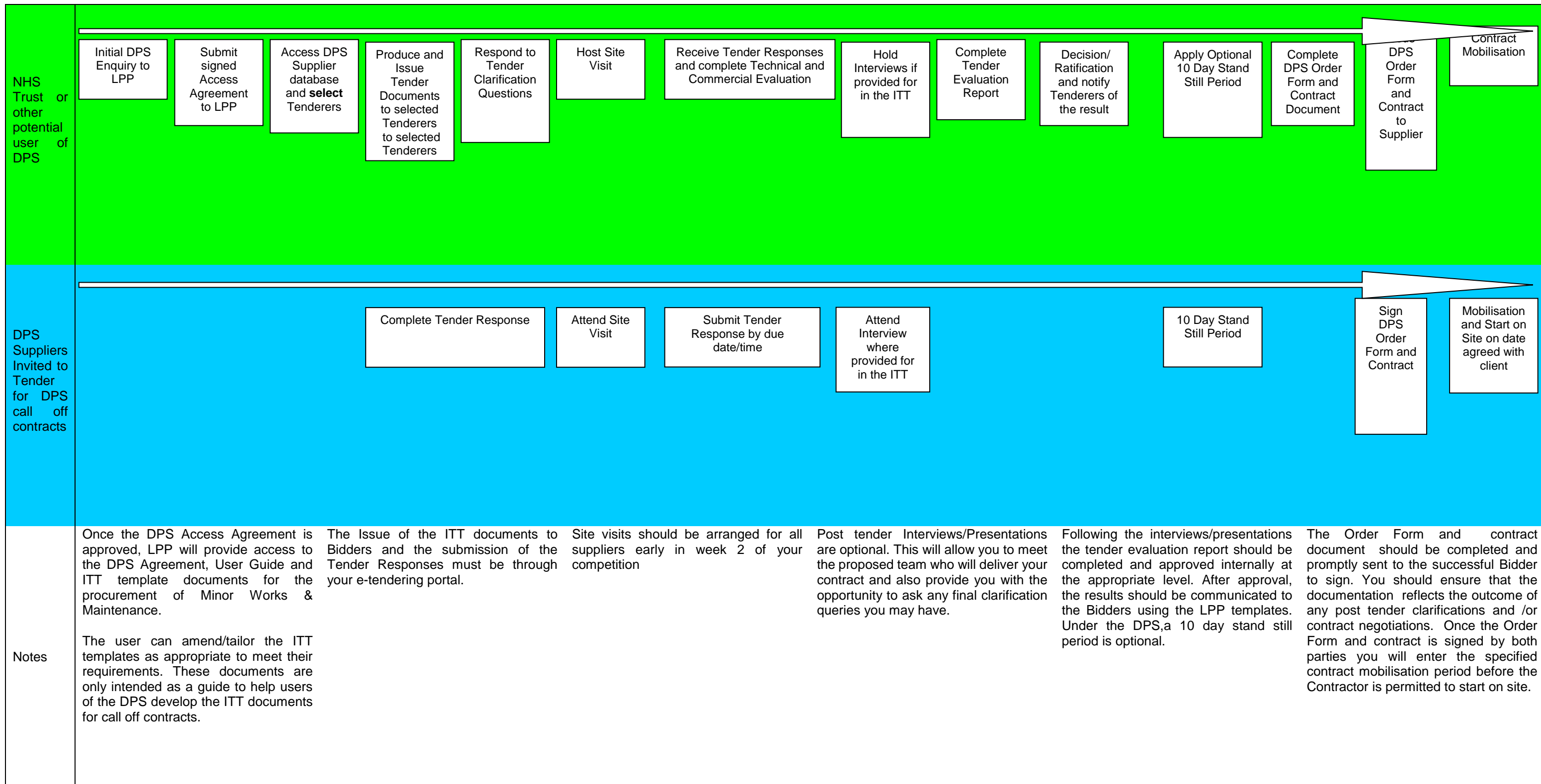
Poor performance on public or utilities contracts which have led to contract termination, damages or other comparable sanctions are now grounds for discretionary exclusion under PCR 2015. Therefore

poor performance on previous contracts under the DPS which had led to sanctions could be used to exclude the supplier from the same, and other, DPS Agreements in future.

As with any other exclusion for poor performance, this must be based on objective failings which led to sanctions; subjective assessment of a supplier's attitude, aptitude, etc must not be used.

As the DPS for Minor Works & Maintenance was established by LPP for use by other Contracting Authorities, the decision on whether to exclude a supplier will rest with LPP.

24. Appendix A – Competition Process for Call-Off Contracts under the DPS



25. Appendix B – Customer Access Agreement (CAA)

CUSTOMER ACCESS for use by **INSERT HUB/TRUST NAME**

NHS LONDON PROCUREMENT PARTNERSHIP DYNAMIC PURCHASING SYSTEM FOR THE PROCUREMENT OF MINOR WORKS & MAINTENANCE

Agreement Reference Number: LPP/2020/011

OJEU Reference: - 2020/S 085-203399

Before conducting any activity under this DPS please complete and return this form to NHS LPP directly if you are an NHS LPP member/associate member or via your local **(insert local hub name)** representative.

This Access Agreement enables **<<Insert customer name>>** to access the services sourced by the Contracting Authority (NHS LPP) as intended in the Official Journal of the European Union Contract Notice 2020/S 085-203399

On completion and signing this agreement:

1. NHS LPP will make available to **<<Insert customer name>>** all details of Minor Works & Maintenance DPS.
2. **<<Insert customer name>>** will be entitled at any time during the term of this agreement to order products or services under the categories and sub-categories from any of the suppliers awarded.
3. Unless otherwise agreed in writing, **<<Insert customer name>>** will have full responsibility and ownership for the administration and management of each individual call off contract which will include, but is not restricted to, the preparation and issue of specifications, the receipt and evaluation of proposals and the issue of service contracts specific to their own business needs.
4. NHS LPP will retain overall responsibility for the management of the Minor Works & Maintenance DPS.
5. Any variation to the terms and conditions of this framework must be notified, in advance, to NHS LPP.

Declaration

6. I/We accept all responsibility for both accessing and using the DPS in accordance with its associated terms and conditions of contract;
7. I/We agree that NHS LPP have no responsibility, or liability, on behalf of our Organisation relating to our use of this Framework Agreement;
8. I/We hereby certify that all information provided by NHS LPP 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);
9. 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.
10. I/We agree not to disclose any information relating to the commercials of the framework to any other Organisation and will use reasonable security measures to safeguard the information
11. I/We shall provide management information to the NHS LPP on an annual basis including;
 - Total number of contracts awarded by supplier, lot and sub-category
 - Total level of business expenditure by supplier, lot and sub-category



- A record of any failures by suppliers to provide products or services in accordance with the relevant order.

Duration and termination

- This agreement shall commence on the <<enter date>> and shall give <<insert customer name>> access until 30/06/2025 the date of expiry of the primary term of the contract.
- NHS LPP will notify <<insert customer name>> if it intends to extend the Minor Works & Maintenance DPS.
- If NHS LPP extends the term of the contract it is the responsibility of <<insert customer name>> to request that the access agreement is renewed.
- If this request is not made then <<insert customer name>> shall not continue to access the contract.

NHS LPP reserve the right to withdraw <<insert customer name>> access to the Minor Works & Maintenance DPS at any time where it is apparent that NHS LPP business is being adversely affected by this agreement and/or where the quality of service provided by the suppliers is impacted. In the event of such action being taken, any ongoing current contracts will be honoured.

Details of current contract details*

*If there is no contract in place, please provide details of current provision or estimated value of works required

Minor Works & Maintenance Categories:	
Estimated contract start date:	
Estimated contract end date:	
Incumbent Supplier(s):	
Estimated Contract value	£



CUSTOMER ACCESS for use by [Framework Recipient Hub]
NHS LONDON PROCUREMENT PARTNERSHIP DYNAMIC PURCHASING SYSTEM FOR THE PROCUREMENT OF MINOR WORKS & MAINTENANCE
Agreement Reference Number: LPP/2020/011
OJEU Reference: - 2020/S 085-203399

Authorisation

I/We confirm that the organisation detailed below intends to participate in the above mentioned framework agreement, and that in doing so will act in accordance with the guidance and instructions set out in the relevant NHS LPP Contract User guide, associated terms and conditions of contract, and in accordance with the Public Contracts Regulations 2015.

Customer Authorisation (please complete all sections below)		LPP Authorisation	
For and on behalf of:	<<<Insert company Name>>	For and on behalf of:	NHS London Procurement Partnership
Customer Address:		Address:	London Procurement Partnership 200 Great Dover Street London SE1 4YB
Customer Name:		Name:	
Customer Email:			
Customer Tel No:			
Customer Job Title:		Job Title:	
Department:			
Customer Signature		Signature:	
Date:	-- / -- /20 --	Date:	-- / -- /20 --

Access facilitated by (Framework Recipient Hub) – (To be completed by NHS Hub if applicable)			
Name:		Sign:	
Position:		Date:	-- / -- /20 --



26. Appendix C – Template ITT Documentation

Template Invitation to Tender Templates for Minor Works & Maintenance comprise of the following. These documents will be made available following completion of the Customer Access Agreement (CAA) in [Appendix B](#)

Document No.	Description	Action
1.	ITT & Cover Letter Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
2.	Example ITT Response Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
3.	Pricing Document Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
4.	Tender Particulars Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
5.	Specification of Requirements Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
6.	NHS DPS/Framework Terms and Conditions	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
7.	Supplier Code of Conduct Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
8.	ITT/Tender Document Set	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
9.	TUPE Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete. Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
10	Example Evaluation Document Template	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
11	ITT Feedback Letter Templates	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.
12	Conflict of Interest Documentation	Available following completion of the Customer Access Agreement (CAA) in Appendix B. Contracting authorities to complete.



Appendix D – DPS Work Categories

Please note the below definitions are a guidance for suppliers. Contracting authorities will have a detailed specification of their own individual requirements. The definitions are to supply/install and or maintain the different categories in line with the Contracting Authority specification.

Category	Definition
Air Handling Units, Filters, Ventilation & Extraction	Supply, installation and/or maintenance of air handling units, filters, and ventilation & extraction units.
Asbestos Removal/Treatment	Assess and implement asbestos removal and or treatment, using the required health and safety equipment/processes.
Boilers & Associated Plant (install &/or maintenance)	Supply, installation and/or maintenance of boiler and associated plant.
Brick and Blockwork	Supply and placing the materials in a systematic manner to create a structure.
Building (General)	Various forms of construction from design, build and remodel.
Building (Hospital)	Various forms of construction from design, build and remodel, in and around a hospital/health live environment.
Building Management Systems & Automatic Control Systems	Supply, installation and/or maintenance of a Building Management System/Automatic Control Systems to monitor and control building electrical services.
Cleaning and Site Clearance	Process of removing unwanted substances such as impurities from objects. Cleaning includes planned preventative maintenance. The removal of waste/and or bulky materials and disposing items. The process of removing unwanted substances from a site.
Cooling & Refrigeration – Chillers Condensers & Split A/Cs	Supply, installation and/or maintenance of cooling and refrigeration equipment, including chillers, condensers and split A/C's.
Demolition Work	A process to safely dismantle/tear down a building/and or structure, also known as razing.
Doors	Design, install or replace door(s), examples may include but not limited to, swing doors, slide doors and automatic doors.
Drainage	To assess, maintain and/or rectify drainage system, control water flow, transport/dispose of excess water.
Electrical Installation and Maintenance Services	Supply, installation and/or maintenance of electrical equipment.
Fencing and Gates	Supply, repair or install a fence/gate to enclose an area. This could include fencing, gates, posts, wire, rails or netting.
Fire Protection	To assess and install fire safety equipment to include (but not limited to) Fire Protection Sprinklers + Fire Protection-Smoke Vents (Automatic)+ Fire Systems – Fire Alarm Systems, Smoke/ Heat Detection Systems, Sprinkler Systems, Extinguishers & Hose Reels.
Flooring (General)	Repair, install or remove flooring. Flooring covers a range including (but not limited to) hardwood, engineered wood, laminate, tile, carpet, vinyl flooring.
Glazing	Install glass in windows, doors, fixed openings, units, i.e., glass within a structure.
Joinery and Partitions	Joinery is piecing together parts of wood, and partition is an area that is divided by using materials such as bricks.
Landscaping	Designing and or maintain a landscape for a land that requires refurbishment to an outside space, including planting trees, flowers, lawn, pathways, patio's and decks.
Lifts, Escalators and Conveyance Systems	Supply, installation and/or maintenance of lifts, escalators and conveyance systems. Maintain and or repairing/installing parts and services.



Medical Gas Pipeline & Equipment Maintenance	Supply, installation and/or maintenance of medical gas pipeline and equipment. Maintaining medical gas systems/cylinders.
Painting and Decorating (General)	Painting and decorating to improve the appearance of an area, and to protect it from damage by water, corrosion and mold.
Plastering	Plastering a wall/ceiling or other structure to protect the area for decorating/molding.
Plumbing	Plumbing service covers a range of areas including (but not limited to), Blocked pipes and drains, gutters, leaks, pipe work replacement, repairs and installation.
Portable Appliance Testing & Fixed Wire Testing	Systematic testing of equipment/appliances. The purpose of the testing is to ensure electric safety and to mark any equipment's not deemed safe or a potential fire risk.
Road Maintenance	Maintenance to roads including assessing and remedying defects in the road, and treating roads that have deteriorated.
Roofing	To assess, repair, replace and install roof of a building, using variety of materials such as (but not limited to) metal, asphalts, tiles, slates. To be reviewed in line with the specification of requirements.
Scaffolding	Provision of a constructing a temporary scaffold structure. Deconstructing the scaffolding and removal.
Security, Access Control, Intruder & CCTV Systems	Supply, installation and/or maintenance of security appliances/systems to deter intruders. Security items such as installing/and or repairing access control systems and CCTV systems.
UPS & Generators	Supply, installation and/or maintenance of an uninterruptible power supply which provides emergency power to a location. To install and maintain a generator.
Wall and Floor Tiling	Tiling a surface in line with the requirements, such as wall and floor.
Water Systems – Servicing, Legionella Testing, Thermostatic Mixing Valves, Water Hygiene & Associated Plant	Maintenance of water systems, including servicing, legionella testing and risk assessment, monitoring of water supply, general water management of vales, hygiene and associated plant maintenance.
Windows (UPVC)	Install, supply and or repair UPVC (Plasticized Polyvinyl Chloride) for window frames/sills.

