



## **London Procurement Partnership**

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

Soft Facilities Management Framework User Guide

Framework Reference Number: L0028

March 2016

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## 1. Introduction

This user guide is intended to provide information about the Soft 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	Soft Facilities Management Framework
OJEU Reference Number	2012/S 1870307998
LPP Reference Number	L0028
Framework Period	02/04/2013 – 01/04/2018

### 1.2 Background

This framework has been established to allow public sector organisations to award contracts for a range of soft facilities management services. These can either be awarded on a per lot basis or can be awarded as a managed service through lot 1. Soft facilities management contracts are complex agreements which can take significant time and cost to award. LPP identified an opportunity to provide a framework to make the process faster, easier but also OJEU compliant.

All suppliers appointed to this Framework provide comprehensive and innovative soft facilities management solutions and proactively assist the Authorities in their attempts to achieve efficiency savings through improved ways of working without impacting on patient care.

### 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 – Fully Managed Service for Soft Facilities Management Services

General Cleaning services – as defined below

Window Cleaning services – as defined below

Pest Control and Prevention services - as defined below

Linen & Laundry services - as defined below

Catering services - as defined below

Security and Manned Guarding services - as defined below

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Ancillary services included in Lot 1 Fully Managed Service:

- Front of house & Switchboard services
- Portering 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
- Grounds, garden and internal plants maintenance
- Energy and Utilities management

within Public Buildings and Healthcare environments.

#### Lot 2a – General Cleaning Services

Within the generic ITT specification, General Cleaning services may include:

- a) All Cleaning Services to buildings on the specified sites;
- b) Body fluid spillages to both internal and external areas of the Site, including all Public areas;
- c) Litter picking in both internal and external areas of the Site;
- d) Cleaning after pest infestation and/or removal; and
- e) Additional specified duties as set out in the Scope of Service.

These services may include scheduled and reactive cleaning, planned cleaning, barrier cleaning, and specialist cleaning in Very High Risk, High Risk, Significant Risk and Low Risk areas.

#### Lot 2b – Window Cleaning Services

Within the generic ITT specification, Window Cleaning services may include:

- a) Window cleaning services via a variety of access types including ladder, pole, hydraulic access equipment, abseil and cradle;
- b) Cleaning of both sides of all glass of every description;
- c) Cleaning of window frames and ledges; and
- d) Planned and emergency window cleaning services.

### Lot 2c – Pest Control and Prevention Services

Within the generic ITT specification, Pest Control and Prevention services may include:

- a) Programmed and reactive pest control and prevention measures to deal with insects, rodents, mammals and birds;
- b) Maintenance and service of electric fly killers; and
- c) Additional services related to pest control and prevention, such as pigeon proofing, hire and/ or supply of EFK 30W, supply or hire and service of Fly Killer Cobra 45W (sticky board).

### Lot 3 – Catering Services

Within the generic ITT specification, Catering Services may include:

- a) Meals, snacks and beverages to patients;
- b) Meals, snacks and beverages to staff and visitors;
- c) Hospitality and function catering;
- d) Vending machines services;
- e) Procurement of catering provisions;
- f) Supply chain solutions for the procurement, selection and/or delivery of catering provisions;
- g) Supply of Equipment and consumables;
- h) Additional catering or retail services as defined by the Authority, such as Snack bar, Coffee shop, Bar, including food, beverage, hospitality and sponsorship options and Retail solutions.

### Lot 4 – Linen & Laundry Services

Within the generic ITT specification, Linen & Laundry Services may include:

- a) Provision and/or storage of Clean Linen (to point of use);
- b) Provision of clean uniforms to Authority Staff;
- c) Segregation and collection and processing of Used Linen and uniforms;
- d) Repairs and alterations to Linen and uniforms;
- e) Provision of return to sender laundering service;
- f) Provision of Clean Theatre Linen;
- g) Provision and management of automated Linen dispensing machines;
- h) Provision of Clean Private patient linen (to point of use);
- i) Provision of curtain and blind laundering;
- j) Provision of alginate bags;
- k) Provision of sewing room service.



### Lot 5 – Security & Man Guarding Services

Within the generic ITT specification, Security and Manned Guarding Services may include:

- a) Maintaining a secure environment within the Site(s);
- b) Responding to security incidents within the Site(s);
- c) Car parking management; and
- d) Additional specified duties as set out in the Scope of Service.

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

#### **1.4 Expected Benefits**

- Provides a comprehensive soft facilities management service which meets all of the Authority's requirements and is OJEU compliant.
- Supports the Authority in meeting its requirements under The New Fair Deal.
- Provides a flexible solution in regard to the changes that may affect both the NHS and the wider public sector during the life of the framework.
- The framework is based on generic services specifications, which can be adapted to capture the requirements and service levels specific to the authority. The suppliers' ability to deliver such specific requirements can be examined in the mini competition.

#### **1.5 Awarding a Contract**

To award a contract under this framework the contracting authority must run a mini-competition. Instructions as to how to access the framework and undertake a 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 (LPP). 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 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

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 LPP generic business continuity plans. These have been reviewed and scored as part of the evaluation of the framework award. 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 Framework Access

This framework is open to UK Public Sector Organisations.

### 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 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 Framework Access Charge

There is no charge for contracting authorities to access this framework agreement, the only charge payable to 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 LPP to provide additional support, over and above what is shown in this document, in awarding a contract then 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 Framework Access Agreement

Contracting authorities wishing to access this framework should complete the Customer Access Agreement in Appendix C and send this to the 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 access agreement 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 access agreement 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.

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 LPP can provide support but this may come at an additional cost. If this is required then you should contact the 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, check the evaluation of all 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 Customer 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 in Appendix E 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. ITT Questions

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 PQQ stage, such as financial standing.

4. Specification

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.

5. Pricing Schedule

A pricing schedule template exists which provides a consistent format for bidders to present their pricing as part of the mini competition. 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 terms and conditions of contract have been agreed with all suppliers as part of their award onto the framework. Contracting authorities may make changes to these terms and conditions 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 terms and conditions so that all bidders have the opportunity to raise these changes with their legal teams.

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.

For mini competitions undertaken under the transport services framework the incumbent supplier should also be asked to provide a 12 month activity profile using the template provided. This will allow bidders to identify any seasonal trends in activity.

9. Evaluation Template

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 1-7 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 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.

Award Criteria	Weighting	Demonstrated by	Sub weighting	See Questions below for further breakdown of weighting
<b>Quality and Service Provision</b>	35%	Response addresses all of the requirements as set within the specification	20%	Question A
		Achievements in service delivery, quality improvement and innovation	15%	Question B
<b>Management Capability and Capacity</b>	20%	Proposed approach to contract management, contract monitoring and communication	15%	Question C
		Approach to staff management	5%	Question D
<b>Business Risk and Mitigation</b>	19%	Approach to Business Continuity Planning	8%	Question E
		Understanding of risk within public buildings and healthcare environments	11%	Question F
<b>Environment and Sustainability</b>	6%	Delivering services in a sustainable and environmentally friendly manner	6%	Question G
<b>Financial/ Value for money</b>	20%	Delivery of Value for Money	10%	Question F
		Scenario Pricing	10%	See pricing template(s)
<b>Total</b>	<b>100%</b>		<b>100%</b>	

#### 4.5 Undertaking a Call Off

This framework does not include the possibility of a call off.

#### 4.6 Transition, Planning and Support

As part of the mini-competition or call off process 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 suppliers 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 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

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 contract 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 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 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 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?

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 – Fully Managed Service for Soft Facilities Management Service

Supplier	Email Address	Service Exception
Amey Community Ltd	FM.BidTeam@amey.co.uk	None
Cofely Workplace	tenders@cofely-gdfsuez.com	None
Bouygues E&S FM UK Ltd	development@bouygues-es.co.uk	Linen & Laundry
Compass Contract Services (Medirest)	healthcaresales@compass-group.co.uk	None
G4S Integrated Services	g4sis@uk.g4s.com	None
*Initial Facilities*	Merged with Interserve invitation should only be sent to Interserve	None
Interserve Facilities Management Ltd	pqq.bdev@interserve.com	None
ISS Mediclean (ISS Facility Services)	isshealthcare.commercial@uk.issworld.com	None
MITIE Healthcare	shaun.eagelton@mitie.com	None
OCS Group UK Ltd	info@optimumprocurement.co.uk	None
Serco Health	jacqueline.martyr@serco.com	None
Sodexo	businessdevelopment-hc@sodexo.com	Medicals record management & scanning Electronic & physical archiving.

#### Lot 2a – General Cleaning Services

Supplier	Email Address	Service Exception
Amey Community Ltd	FM.BidTeam@amey.co.uk	None
Cofely Workplace	tenders@cofely-gdfsuez.com	None
MITIE Healthcare	shaun.eagelton@mitie.com	None
OCS Group UK Ltd	info@optimumprocurement.co.uk	None
Serco Health	jacqueline.martyr@serco.com	None

#### Lot 2b – Window Cleaning Services

Supplier	Email Address	Service Exception
All Clean Services	igor.livramento@allcleanservices.co.uk	None
Amey Community Ltd	FM.BidTeam@amey.co.uk	None
Lakethorne Ltd	sharon@lakethorne.co.uk	Abseiling and cradle work (sub contractor available)
MITIE Healthcare	shaun.eagelton@mitie.com	None

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Serco Health	jacqueline.martyr@serco.com	Specialist rope or abseiling access
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Lot 2c – Pest Control & Prevention Services

Supplier	Email Address	Service Exception
Beaver Pest Control	radu@beaverpest.co.uk	None
Ecolab Ltd	pest-tenders.uk@ecolab.com	None
MITIE Healthcare	Susan.compton@mitie.com	None
OCS Group UK Ltd	info@optimumprocurement.co.uk	None
Rentokil Pest Control	keith.buckle@rentokil.com	None

Lot 3 – Catering Services

Supplier	Email Address	Service Exception
Aramark Ltd	tenders@aramark.co.uk	None
MITIE Healthcare	shaun.eagelton@mitie.com	None
OCS Group UK Ltd	info@optimumprocurement.co.uk	None
Serco Health	jacqueline.martyr@serco.com	None
Supply Direct Ltd (trading as InhouseManager)	london@inhousemanager.com	Supply Direct does not supply contract catering to its client. Supply direct provides access to and support of its online catering system Interchef.

Lot 4 – Linen & Laundry Services

Supplier	Email Address	Service Exception
East Sussex Healthcare NHS Trust	Mark.relph@nhs.net	None
Grosvenor Contracts (London) Ltd	mark@grosvenorcontracts.com	Surgical drapes & gowns
Berendsen (formally Sunlight)	lucie.higginbotham@berendsen.co.uk	None
Synergy Health	steve.poynter@synergyhealthplc.com	None

Lot 5 – Security Services

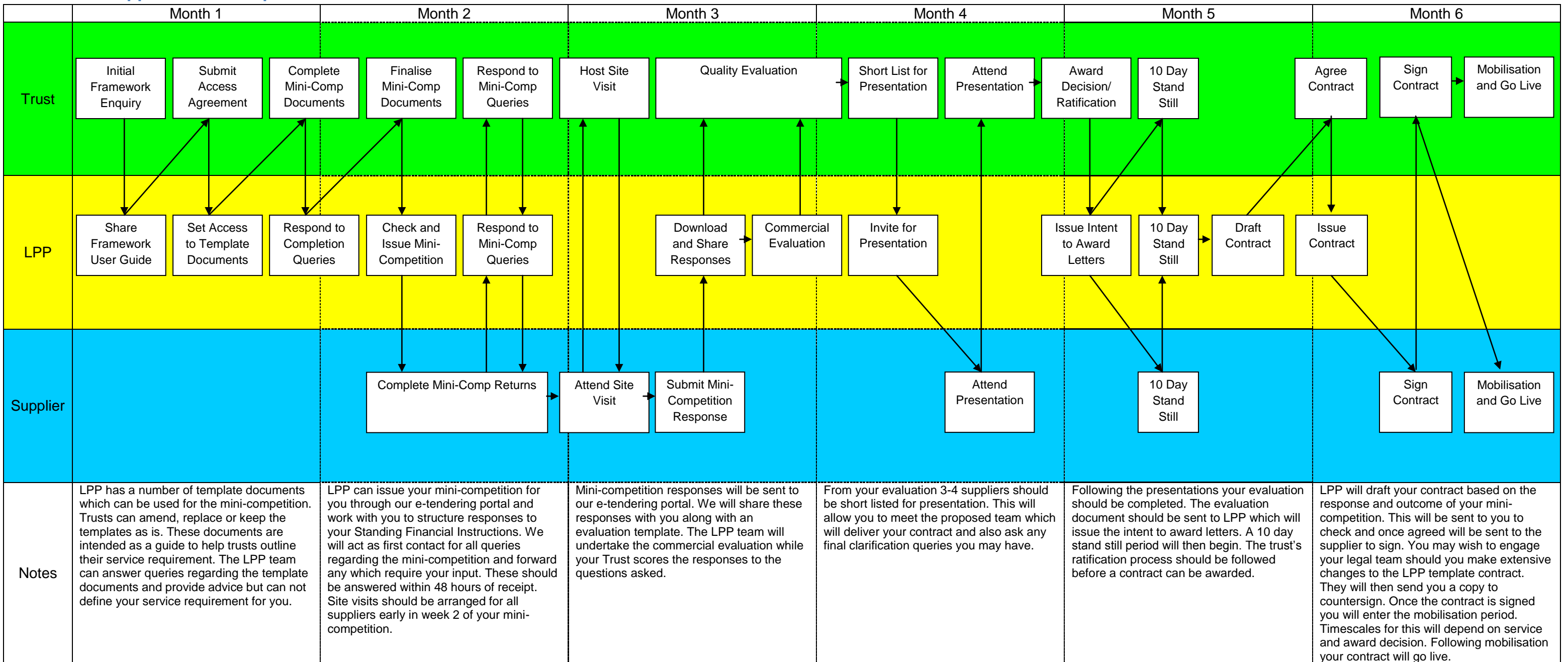
Supplier	Email Address	Service Exception
Cofely Workplace	tenders@cofely-gdfsuez.com	None
Corps Security Ltd	quotes@corpssecurity.co.uk	None
G4S Secure Solutions (UK) Ltd	proposals@uk.g4s.com	None
MITIE Healthcare	MTSM.Onlinetender@mitie.com	None
OCS Group UK Ltd	info@optimumprocurement.co.uk	None
Securitas Security Services (UK) Ltd	tender.log@securitas.uk.com	None

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## 6.2 Appendix B – Responsibilities Matrix



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

Customer Access Agreement is provided on the next page.



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## CUSTOMER ACCESS AGREEMENT

for use by [Framework Recipient Hub (FRH)]

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

Contract Reference Number: 2012/S 1870307998

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

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

In exchange for 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 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 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 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 LPP to receive management information from contracted suppliers, regarding the usage of this Framework Agreement by the Organisation. Such information will be used by 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 LPP (and/or [FRH]) Contract Briefing Document, associated terms and conditions of contract, and in accordance with the Public Contracts Regulations 2006 (as amended).

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Soft Facilities Management Framework User Guide v0.19

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## London Procurement Partnership

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

Contract Reference Number: 2012/S 1870307998

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

Customer Signature:	
Date:	
Name:	
Position:	
Name of Authority:	
Address:	
Telephone:	
E-mail	

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

Name:		Signature:	
Position:		Date:	

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

Name:		Signature:	
Position:		Date:	

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## 6.4 Appendix E – Mini Competition Documentation

1. Mini Competition Instructions	Available following completion of the Customer Access Agreement in Appendix C.
2. Abstract of Particulars	Available following completion of the Customer Access Agreement in Appendix C.
3. ITT Questions	Available following completion of the Customer Access Agreement in Appendix C.
4. Specification	Available following completion of the Customer Access Agreement in Appendix C.
5. Pricing Schedule	Available following completion of the Customer Access Agreement in Appendix C.
6. Terms & Conditions of Contract	Available following completion of the Customer Access Agreement in Appendix C.
7. Signed Document Set	Available following completion of the Customer Access Agreement in Appendix C.
8. Additional Information	Available following completion of the Customer Access Agreement in Appendix C.
9. Evaluation Template	Available following completion of the Customer Access Agreement in Appendix C.
10. Standstill Award Letters	Available following completion of the Customer Access Agreement in Appendix C.

## 6.5 Appendix D – Supplier Profiles

List of suppliers on the framework
All Clean Services
Amey Community Limited
Aramark Limited
Beaver Pest Control
Berendsen UK Limited (formally Sunlight)
Bouygues E&S FM UK Limited
Cofely Workplace
Compass Contract Services (Medirect)
Corps Security Limited
East Sussex Healthcare NHS Trust
Ecolab Limited
G4S Integrated Services
G4S Secure Solutions (UK) Limited
Grosvenor Contracts (London) Limited
Interserve Facilities Management Limited
ISS Mediclean (ISS Facility Services)
Lakethorne Limited
MITIE Healthcare
OCS Group UK Limited
Rentokil Pest Control
Securitas Security Services (UK) Limited
Serco Health
Sodexo
Synergy Health
Supply Direct Limited

**ALL CLEAN SERVICES**

**Contact Name**

**Contact number**


**Email Address**

<b>AMEY COMMUNITY LTD</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	FM.BidTeam@amey.co.uk

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	<p>Aramark delivers experiences that enrich and nourish people's lives through innovative services in food, facilities management, and uniforms. We provide award-winning services to healthcare institutions, universities and school districts, stadiums and arenas, and businesses in 22 countries around the world.</p> <p><b>Food Services – Retail Services</b></p> <p>We offer a wide variety of retail food options and catering experiences that are appealing, health-conscious and convenient. Our comprehensive retail solutions deliver:</p> <ul style="list-style-type: none"> <li>• Services that make life easier for time-pressed staff and visitors</li> <li>• Creative retail concepts that drive satisfaction and revenue</li> <li>• Environments that encourage relaxation and the chance to re-energise</li> </ul> <p><b>Food Services – Patient Services</b></p> <p>We believe that one of the key factors in improving the quality of the patient's stay lies in a hospital's ability to meet and exceed the nutritional needs and expectations of its patients. We are committed to driving increased patient satisfaction, enhancing the entire patient food experience.</p> <p>Our dedicated team of healthcare specialists and dietitians provide our clients and front-line managers with the information, tools and support needed to meet the nutritional needs of patients – an essential part of the healing and recovery process. All of the staff who are involved in patient food services receive comprehensive training to ensure that the service element complements the quality of the food being served to delivered improved patient satisfaction.</p>
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<b>BEAVER PEST CONTROL</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<b>BERENDSEN UK LIMITED</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<b>BOUYGUES E&amp;S FM UK LTD</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<p><b>COFELY WORKPLACE</b></p>	<p>Cofely provides full hard and soft facilities management services to customers across the public sector including Healthcare, Schools, Universities, Police, Nuclear Power and also to commercial clients such as EDF throughout the United Kingdom.</p> <p>Cofely Health has grown through a combination of winning new business and acquisition to become one of the largest players in the healthcare market.</p> <p>We develop bespoke and flexible service solutions for each of our customers based upon individual requirements. We recognise that support services have a disproportionate impact on a patient's satisfaction during their stay within a healthcare environment.</p> <p>Great service solutions don't appear overnight. That's why we believe in a structured approach to transformation. You can rely on our commitment to a partnership that pushes the boundaries and is recognised as an exemplar of best practice across the UK. We recognise that this level of change may seem daunting. But for us, it's grounded in the reality of solid planning, supported by world class change management.</p> <p>Our approach from the mobilisation of the contract and then through its life is designed to achieve a seamless operation of our services without impacting upon the Trusts work and with no disruption to day to day services.</p>
<p><b>Contact Name</b></p>	<p><b>Alison King – Business Development Director</b></p>
<p><b>Contact number</b></p>	
<p><b>Email Address</b></p>	<p>healthcarebusinessdevelopment@cofely-gdfsuez.com</p>

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<p><b>Performance with heart</b></p> 	<p>Medirest is the specialist healthcare services arm of Compass Group, the provider of catering and support services. The entire company is focused on providing not just professional, cost-effective and sustainable services for our clients and customers, but also on doing so safely and consistently. This is the secret of how we provide the best value services possible, and with the global strength of Compass Group behind us, it enables us to bring unrivalled expertise, skills, and resources to the sector. As a result, we are trusted to deliver great care services across the UK, Europe, North America, Middle East and Australia.</p> <p>Medirest's national coverage includes service provision in over 50 acute hospitals, as well as a large number of smaller treatment centres, surgeries and other facilities. We have a hard-won reputation for being the first to market in developing and introducing innovative solutions to cleaning, catering and other areas of the healthcare industry. This means that we are consistently at the leading edge of best-value service provision.</p>
<p><b>Contact Name</b></p>	
<p><b>Contact number</b></p>	
<p><b>Email Address</b></p>	<p><b>Healthcaresales@compass-group.co.uk</b></p>

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<b>CORPS SECURITY LIMITED</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<b>EAST SUSSEX HEALTHCARE NHS TRUST</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<b>ECOLAB LIMITED</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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G4S Facilities Management is a top five security and FM company, improving the lives of millions every day in hospitals, schools, prisons and offices across the UK, Ireland and Channel Islands. We create flexible solutions to deliver safe and secure environments, specialising in single, bundled and total facilities management in the public and private sector.

Our dedicated healthcare division offers the full range of services, supporting NHS Trusts, PFI's acute, mental health, community and specialist sites. One of the largest private providers of non-emergency patient transport, we also provide forensic medical services, meeting challenging requirements in secure healthcare environments. We regularly achieve excellent PLACE scores and implement externally audited standards to drive continuous improvement and customer reassurance that they are receiving high quality services.

**FM services include:**

- Cleaning
- Catering: patient and retail
- Security
- Reception and concierge
- Customer service centre
- Portering and handyman
- Mechanical & electrical maintenance and projects
- Building maintenance, repairs and lifecycle
- Waste, energy and utilities management
- Pest control
- Car parking
- Post and mailroom
- Reprographics
- Logistics

We are part of G4S, the leading global integrated security company, active in 110 countries, with 623,000 employees worldwide.

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<b>G4S SECURE SOLUTIONS</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<b>GROSVENOR CONTRACTS (LONDON) LTD</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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<b>INTERSERVE FACILITIES</b>	
<b>Contact Name</b>	
<b>Contact number</b>	
<b>Email Address</b>	

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	<p>ISS Facility Services Healthcare is the largest supplier of non-clinical support services to the NHS, leading in both single service excellence and the provision of integrated service solutions. Many of our customers benefit from the synergies, innovation and cost savings associated with entrusting multiple services to us.</p> <p>We are proud to 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 Community based Trusts, Acute Trusts, Mental Health Trusts and PFI arrangements.</p> <p>We currently provide the following services to our existing Healthcare contracts;</p> <p><b>Healthcare Cleaning, Patient Catering, Staff and Visitor Catering, Portering, Housekeeping, Car Parking, Security, Pest Control, Linen and Laundry Management, Waste Management, Transport, Post, Estates Management, Grounds Maintenance, Switchboard, Window Cleaning, Reception and Helpdesk Services.</b></p> <p>ISS FS Healthcare employs over 16,000 people across the UK, based either centrally or operationally, that can be called upon and redeployed if required.</p> <p>We operate a unique approach to contracts where our senior managers have access to teams of service specialists to support the business throughout the contract lifecycle, these include: <b>Dedicated Mobilisation Team, Service Development Team, Business Development Team, Customer Services Team including our own Mystery Shopper, Dietetics Team, Human Resource Managers, Health and Safety Managers, Food Safety Manager, Logistics Team, Security Specialists, Training and Business Assessors, Waste Management Advisor, IT Team, Finance Managers, Business Improvement Managers, Microbiologist and Procurement Team.</b></p>
<b>Contact Name</b>	
<b>Contact number</b>	

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<b>Email Address</b>	
<b>LAKETHORNE LIMITED</b>	
<b>Contact Name</b>	
<b>Contact number</b>	

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<b>Email Address</b>	
<b>MITIE HEALTHCARE</b>	
<b>Contact Name</b>	
<b>Contact number</b>	

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<b>Email Address</b>	
 <p>OCS GROUP UK LIMITED</p>	<p>OCS is an international facilities services company operating in over 40 countries. The Group has a turnover of over £850 million and manages 90,000 staff worldwide across the UK, Europe and Asia under the OCS and Cannon brands. Our experienced international management teams create value for customers in almost every sector, delivering a comprehensive range of non-core services. OCS is a family owned and run company and has traded for over 114 years.</p> <p>OCS Group UK is a subsidiary of OCS Group and has a turnover of £540m with a staff of 25,000. 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 and colleges; <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 market 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>
<b>Contact Name</b>	<b>Karen Patel</b>
<b>Contact number</b>	<b>01279 459358</b>

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<b>Email Address</b>	<b>Karen.patel@ocs.co.uk</b>
<b>RENTOKIL PEST CONTROL</b>	
<b>Contact Name</b>	
<b>Contact number</b>	

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<b>Email Address</b>	
<b>SECURITAS SECURITY SERVICES</b>	
<b>Contact Name</b>	
<b>Contact number</b>	

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

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<b>Email Address</b>	
 <p><b>sodexo</b> QUALITY OF LIFE SERVICES</p>	<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>Zoe Fisher, Bid Management Lead</b>
<b>Contact number</b>	<b>Tel: 0161 855 6835</b>

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<b>Email Address</b>	<b>Businessdevelopment-hc@sodexo.com</b>
	<p>As a provider of linen to the health service we offer a range of linen services tailored to the individual needs of our customers ranging from a simple 'bulk rental' service to a 'total linen management' solution where our on-site staff manage the distribution and collection of linen to and from wards. We also offer sterile re-usable CE marked barrier theatre textiles, clean room garments and sterile products from our Clean Room Facility.</p> <p>All our services utilise 100% cotton sheets and pillowcases, products are ethically sourced, high quality, purpose designed and processed to the most stringent industry guidelines. All services are supported by our market leading materials management software, giving flexibility in the way we offer our services and the customer access to a wealth of management information at their convenience to help drive effective and efficient linen usage.</p> <p>Our laundries are equipped with the latest laundry technology with detailed backup arrangements. They operate to latest industry standards including CFPP 01 04 and EN14065 and only provide laundry services for healthcare organisations. We have strict policies about contingency capacity at the laundries to ensure a consistent delivery 365 days a year.</p>
<b>Contact Name</b>	<b>Steve Poynter</b>
<b>Contact number</b>	<b>07973 198018 or 01582 501235</b>

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<b>Email Address</b>	<b>Steve.poynter@synergyhealthplc.com</b>
<b>SUPPLY DIRECT LIMITED</b>	
<b>Contact Name</b>	
<b>Contact number</b>	

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Email Address	
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