



Department
of Health &
Social Care

ATTACHMENT 3 – SERVICE INFORMATION

**DEPARTMENT OF HEALTH AND SOCIAL CARE
FURTHER COMPETITION UNDER
FM SERVICES FRAMEWORK AGREEMENT (RM1056)**

LOT 1

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TOTAL FACILITIES MANAGEMENT

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1. PURPOSE

- 1.1 The purpose of this document is to provide Potential Providers with full details of the Customer's requirements in the form of Service Requirements and supplementary information to further support such requirements.

2. BACKGROUND TO THE REQUIREMENTS

- 2.1 The Department of Health and Social Care manages an estate of five buildings, three large London buildings and two small buildings in Reading and Leeds. The Department has responsibilities to provide facilities services in those buildings to ensure that they remain functional, are kept compliant with statutory building regulations and can be used by their occupants to deliver their business.
- 2.2 This Further Competition has been established to re-procure total facilities management services for DHSC buildings when the current commercial arrangements expire. The requirement also includes Care Quality Commission (CQC) as a partner in the process to ensure coverage for their seven smaller sites in addition to the five DHSC sites.

3. SERVICE INFORMATION STRUCTURE

- 3.1 The structure of this Service Information is as follows:
- 3.1.1 Annex A – Service Matrix and Service Level Requirements
 - 3.1.2 Annex B – Process Maps (zipped file)
 - 3.1.2.1 Process Map 1 – Complaints Failure and Recall Process Maps
 - 3.1.2.2 Process Map 2 – Recall Process Map
 - 3.1.2.3 Process Map 3 – Failure Process Map
 - 3.1.2.4 Process Map 4 – New Works and Approvals Process Map
 - 3.1.3 Annex C – Key Performance Indicators
 - 3.1.4 Annex D – FM Standards
 - 3.1.5 Annex E – Paymech
 - 3.1.6 Annex F – Service Level Agreement

4. DEFINED TERMS

- 4.1 All references to the Customer will be changed to the *Employer* and all references to the Potential Provider will be changed to the *Contractor* in line with the terminology used in Attachment 5 - Call Off Contract during the award of this Call Off Contract.
- 4.2 For ease of reference, Annex A – Service Matrix and Service Level Requirements contains NEC definitions such as *Contractor* and *Employer*.

5. STANDARDS

- 5.1 For the avoidance of doubt, all the FM Standards and processes that the Potential Provider had to comply with during the procurement of the FM Services Framework Agreement (RM1056) are required throughout the duration of this Call Off Contract - unless specifically stated.

6. GAIN SHARE

- 6.1 The Potential Provider shall provide gain share opportunities on an annual basis to the Customer and business units, as described within Framework Schedule 12: Value for Money.

7. AWARD

- 7.1 Potential Providers should note that upon contract award all relevant sections of this Attachment 3 – Service Information (of this Invitation to Tender) that will form part of the Call Off Contract will be inserted into Schedule D – Service Information of the Call Off Contract.