

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 1 - Service Level Specification

Introduction

February 2004

1	NON CLINICAL SPECIFICATIONS	4
1.1	Introduction.....	4
1.2	The General Specification.....	4
1.3	The Non-clinical Output Specifications	4
2	THE SPECIFICATIONS	5
3	AMENDMENTS TO THE STANDARD SPECIFICATIONS	5

1 NON CLINICAL SPECIFICATIONS

1.1 Introduction

- 1.1.1 The output specifications for non-clinical services are provided in parts 2 to 15 of this volume. They are based on version 2 of the standard specifications issued by the Department of Health.
- 1.1.2 Where no standard specification is currently available for a service to be provided by Project Co, the format and content of the Trusts' specification has been modelled on the standard specification.
- 1.1.3 The Service Level Specifications have been drafted to FITN standard, but may be amended in the light of the Trusts' changing needs prior to their issue at the FITN stage.

1.2 The General Specification

- 1.2.1 The General Service Specification covers the leadership and management of the services, staffing issues, policies and strategies, liaison arrangements, resources, information and general reports, and customer care matters. This specification forms sub-part B of schedule 14 of the Project Agreement.
- 1.2.2 Supporting the General Specification as sub-part C of schedule 14 of the Project Agreement are thirteen non-clinical out-put specifications.

1.3 The Non-clinical Service Level Specifications

- 1.3.1 The non-clinical Service level Specifications cover the thirteen facilities management services to be provided by Project Co.
- 1.3.2 These are:
- Catering, including a full service for patients, staff and public catering, vending service, hospitality service and special diets.
 - Domestic, including cleaning of all areas of the facility.
 - Estates, including all planned and reactive maintenance.
 - Grounds and Gardens, including external and internal planting, hard and soft external landscaping, ice control and snow clearance.
 - Laundry and Linen, including all hospital linen and dry cleaning of ad-hoc items.
 - Materials management, including top-up service, requisitioning of stock items, receipt, storage and delivery to point of use of materials and equipment, but excluding the purchase of non-stock items and sourcing of contracts for stock items.
 - Pest Control, including the detection and clearance of infestations.
 - Porter, including the internal transport of patients, materials, furniture and equipment, sorting of post and the management of the central post room, limited mortuary duties and management of medical gas supplies.
 - Security, including external and internal security, management of keys and other access equipment and systems and site patrols.
 - Service desk, including a single point of contact for all service requests.
 - Traffic control, including site access and egress, on-site traffic management, the management of the car parks, car park equipment and car park security, management of access controls for protected parking areas, but excluding car parking income.
 - Utilities, including the procurement of utilities.
 - Waste Management, including the collection and disposal of all waste.
- 1.3.3 The services to be provided have been classified in accordance with normal conventions. Bidders may wish to group the services or elements of the services in different ways. The

Trusts will welcome such proposals. Bidders will need to clearly indicate where such changes have been made.

- 1.3.4 Information on how the non-clinical services are currently provided can be found in Section 2, Volume 1 of the PITN. Details of the interim services to be provided to existing Trust facilities and Sites are detailed in PITN Volume 1, Appendix B.

2 THE SPECIFICATIONS

2.1.1 The Service Level Specifications are provided as separately bound documents. These are:

- Volume 4 Part 1 - Introduction (this document)
- Volume 4 Part 2 - General
- Volume 4 Part 3 - Catering
- Volume 4 Part 4 - Cleaning
- Volume 4 Part 5 - Estates
- Volume 4 Part 6 - Grounds and gardens
- Volume 4 Part 7 - Laundry and linen
- Volume 4 Part 8 - Materials management
- Volume 4 Part 9 - Pest Control
- Volume 4 Part 10 - Portering
- Volume 4 Part 11 - Security
- Volume 4 Part 12 - Service desk
- Volume 4 Part 13 - Traffic management
- Volume 4 Part 14 - Utilities
- Volume 4 Part 15 - Waste Management

3 AMENDMENTS TO THE STANDARD SPECIFICATIONS

3.1.1 The Trusts have amended the standard specifications to account for their specific service requirements, minimise inputs and give the Bidders the fullest opportunity to propose an innovative approach to service provision and its integration into building design.

3.1.2 The Service Level Specifications follow the format and structure of the standard specifications with the exception of:

- The Key Customer section has been removed. The customers are the Trusts and other persons and organisations on the sites and within the designated facilities.
- An exclusions section has been added to all the specifications. This clearly identifies items, services and costs that are excluded from the individual services and where there are no exclusions.
- The Key Performance Indicator section has been removed from all the Service Level Specifications except the General Service Specification.
- The format of the General Services Specification has been amended to reflect the format of the other Service Level Specifications.

- Two additional sections have been added to the General Services Specification, access to information and reports, and customer care.
- 3.1.3 The structure of the standard specifications has also been applied in a more rigorous way and any ambiguities and potential conflicts between the specifications removed.
- 3.1.4 The changes include;
- Where a defined term is referred to in a Service Level Specification that is defined elsewhere in the Project Agreement only a cross reference is provided.
 - The Key Objectives are generally the same for all the service specific Service Level Specifications. They clearly state the qualitative, legal and process related objectives within which the services are to be provided.
 - The initial part of the Process Scope is generally the same for all the service specific Service Level Specifications.
 - Service response, planned delivery and were defined rectification times are presented in a consistent format across all the service specific Service Level Specifications.