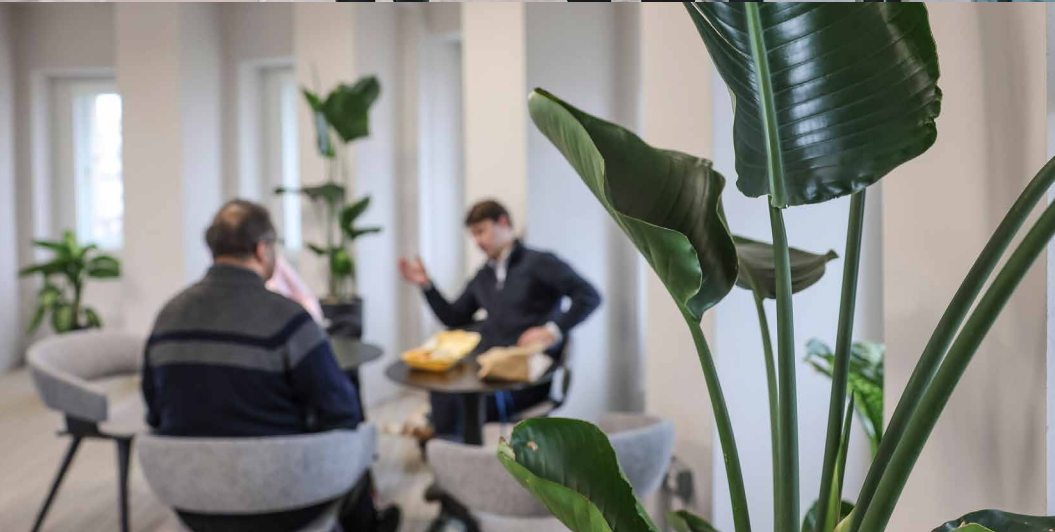


CREATING
GREAT
PLACES
TO WORK

For civil servants
across the UK.



Government
Property
Agency

WORKING BETTER TOGETHER

Service Catalogue



REDEFINING GOVERNMENT PROPERTY SOLUTIONS

We are creating great places to work for civil servants across the UK through the delivery of best in class property services. For the office and warehouse portfolios we draw on our public sector know-how and private sector expertise to provide property solutions that meet your people and business needs.

Established in 2018, we have always had the mission: Working Better Together. We have an altruistic appreciation of how communities behave and grow into teams and how they can get the best out of themselves and each other – when they are given the environment and tools to create something truly special.

We understand the link between the built environment and employee experience, behaviour and productivity. As well as the important role it plays in enhancing property and portfolio efficiencies and environmental practices, while improving talent retention.

Our property solutions are crafted to provide you with the level of support that best suits your needs. From Curated Space to Serviced Space, and Fully Serviced Space.

The service packages are:

CURATED SPACE

SERVICED SPACE

FULLY SERVICED
SPACE

We combine a number of our services into packaged solutions designed to maximise property performance, create cost efficiencies and enhance employee productivity and connection. Curated Space is our standard package that includes Landlord Services and Portfolio Services. Serviced Space adds an extra level to include Workplace Services, Property Services and Project Services, as well as our Curated Space package.

For the complete package, we offer our Fully Serviced Space solution, providing Property Technology Services on top of the benefits of Serviced Space.

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LANDLORD SERVICES

Landlord Services are provided to all of our tenants. On your behalf, we will work alongside building owners to manage leases, ensure space-safe without hazards, and take care of your transactions and billings. By presenting you with a single, transparent invoice every month, we aim to enable a stress-free experience, avoiding overcomplicated bills.

Landlord Services are designed for us to work on your behalf, so you can focus on what matters most to you.

	CURATED SPACE	SERVICED SPACE	FULLY SERVICED SPACE
LANDLORD INTERFACE			
Provision of space	✓	✓	✓
Occupancy agreements	✓	✓	✓
Routine property queries	✓	✓	✓
Landlord FM escalation	✓	✓	✓
Administer utilities	✓	✓	✓
Landlord consents	✓	✓	✓
Service charge challenges	✓	✓	✓
Rent reviews	✓	✓	✓
Business rate appeals	✓	✓	✓
Head lease renewals	✓	✓	✓
Dilapidations advice and negotiations	✓	✓	✓
DATA SERVICES			
Data audit	✓	✓	✓
COMPLIANCE AND CONDITION			
Annual assurance	✓	✓	✓
Lease and service compliance	✓	✓	✓
Lifecycle replacement	✓	✓	✓
SECURITY			
Security assessment	✓	✓	✓
FINANCE			
Check and pay invoices	✓	✓	✓
Accurate budgeting	✓	✓	✓
Quarterly invoicing	✓	✓	✓
Reevaluations	✓	✓	✓
Support with business cases	✓	✓	✓



WORKPLACE SERVICES

We provide bespoke, high-quality Workplace Services, centred around hard and soft facilities management (FM) with customer comfort and safety at the core. Also included are operational security and live property technology. We are on-call to respond to any queries or requests, guaranteeing customer satisfaction throughout your tenure. As soon as you enable this service, we will manage and deal with your necessary contracts, provide solutions to any of your issues, and keep you and your local people informed.

WORKPLACE SERVICE DELIVERY	CURATED SPACE	SERVICED SPACE	FULLY SERVICED SPACE
Named Regional Service Manager, Area Manager and Building Service Manager	-	✓	✓
CUSTOMER COMFORT AND SAFETY			
Reactive maintenance	-	✓	✓
Statutory inspections	-	✓	✓
Planned preventative maintenance	-	✓	✓
Asbestos management	-	✓	✓
Sustainability and energy management	-	✓	✓
Net Zero interventions	-	✓	✓
Statutory risk assessments	-	✓	✓
CUSTOMER COMMUNITY AND SAFETY			
Reception	-	✓	✓
Cleaning	-	✓	✓
Window cleaning	-	✓	✓
Recycling and waste	-	✓	✓
Grounds maintenance	-	✓	✓
Portering service	-	✓	✓
Catering and vending	-	✓	✓
Procurement of furniture	-	✓	✓
Mail service	-	✓	✓
Conference centre support	-	✓	✓

continues



WORKPLACE SERVICES CONTINUED

Please note that Workplace Services are only available in addition to Landlord Services and not as a standalone. We include the cost of this service in your single invoice.

COMPLIANCE AND CONDITION	CURATED SPACE	SERVICED SPACE	FULLY SERVICED SPACE
Fire risk assessment	-	✓	✓
Fire safety training	-	✓	✓
TagEvac	-	✓	✓
Building emergency evacuation plans	-	✓	✓
Support to produce PEEPs	-	✓	✓
Plan and deliver condition surveys	-	✓	✓
Stat compliance audits	-	✓	✓
Building inductions	-	✓	✓
CUSTOMER SECURITY AND RESPONSE			
Management and coordination of operational security	-	✓	✓
Physical guarding	-	✓	✓
Incident control management	-	✓	✓
Civil Service and GovPass production	-	✓	✓
Access control systems	-	✓	✓
CCTV and alarm monitoring	-	✓	✓
Property related business continuity coordination	-	✓	✓
Security vetting for suppliers	-	✓	✓
Report on HM Government Standards	-	✓	✓
REPORTING			
Workplace compliance and condition data	-	✓	✓
H&S data	-	✓	✓
Building performance	-	✓	✓
FINANCE			
Check and pay all workplace related invoices	-	✓	✓
Provide budget for all FM costs	-	✓	✓
Quarterly invoice	-	✓	✓



PROPERTY TECHNOLOGY SERVICES

Our approach to every aspect of property management is data-driven. As such, Property Technology Services are designed to share valuable insights from crucial data, while providing round-the-clock support. Furthermore, we can provide access to powerful services that amplify the efficiency of your workplace, including GovPass, GovPrint and shared networks.

Property Technology Services are provided in properties that have been transferred to us. These are offered as an optional extra to complement existing services such as Landlord and Workplace Services.

SERVICES	CURATED SPACE	SERVICED SPACE	FULLY SERVICED SPACE
GovPass	-	-	✓
GovPrint	-	-	✓
Shared network	-	-	✓
Audio visual systems	-	-	✓
Digital signage	-	-	✓
Resource booking	-	-	✓
Occupancy monitoring	-	-	✓
Wifi support	-	-	✓
Supporting clients to transition to interoperability standards	-	-	✓
Mobile boosting	-	-	✓



PORTFOLIO SERVICES

Our Portfolio Services offer flexible, expert advice to those who have transferred their assets to us. These services are delivered by a named client manager, who manages your interface with us and offers flexible, expert advice. If your estate exceeds more than one property, we, in turn, manage the buildings you occupy as a single portfolio.

Our services support you to develop your annual Strategic Asset Management Plan (SAMP). We also provide strategic property advice to enhance your location strategy, improving value whilst aligning your estate to your workforce needs. We offer enhanced business partnering services, such as planning, finance and reporting services, designed for our on-boarded clients.

We also provide additional services to all clients, with priority given to those clients who have transferred their assets to us to manage.

		CURATED SPACE	SERVICED SPACE	FULLY SERVICED SPACE
PORTFOLIO SERVICES	CLIENT MANAGEMENT			
	Named client manager	✓	✓	✓
	Client meetings	✓	✓	✓
	Performance reporting	✓	✓	✓
	Client-focused relationship management	✓	✓	✓
ESTATE PLANNING	ESTATE STRATEGIES			
	Forward estate planning	✓	✓	✓
	Estate optimisation and efficiency planning	✓	✓	✓
	Space finding and space management	✓	✓	✓
	DOCUMENT MANAGEMENT			
	Managed service agreement	✓	✓	✓
	DATA SERVICES			
	Epims and SOFTE reporting	✓	✓	✓
	Prop annex for SAMP	✓	✓	✓
	Parliamentary questions and FOI data provision	✓	✓	✓
	FINANCE			
	Property finance information for business cases	✓	✓	✓
	Timely accurate forecasts	✓	✓	✓



PROPERTY SERVICES

We offer best-in-class services, including space and site finding, property acquisitions, disposals and project delivery. Our expert renovation teams ensure spaces are fitted out to meet your needs. We also lead relocations, ensuring a swift and effective transition by minimising disruptions.

Our Property Services provide you with independent expertise tailored to your needs:

- ▶ **Acquisitions**
- ▶ **Space finding**
- ▶ **Space management**



PROJECT SERVICES

Project Services are designed to give you the best options moving forward:

- ▶ **Major projects**
- ▶ **Project planning**
- ▶ **Relocations**



CONSULTANCY SERVICES

Our additional Consultancy Services are tailored to maximise the value of your building or estate. Our strategic leadership across property allows you to focus on what you know best, while we provide solutions for smarter working, sustainability and Net Zero, physical security and inclusive design.

Consultancy Services offer all government departments access to our property expertise and skills:

- ▶ **Strategic property advice**
- ▶ **Physical security**
- ▶ **Inclusive workplace design**



WORKPLACE EXPERIENCE

Our Workplace Experience team will help you make the right decisions when it comes to the working environment and productivity through:

- ▶ **Smarter working**
- ▶ **Customer insights**
- ▶ **Customer experience**



LANDLORD SERVICES

Landlord Services is a mandatory service provided to all tenants in properties owned by us. The current charging methodology is a flat fee per occupation, per annum, of £12,575 (+VAT) if over 200 sqm, and £5,950 (+VAT) if under 200 sqm.





LANDLORD INTERFACE

PROVISION OF SPACE

Our role

We provide allocated and shared space for you, as defined in appropriate occupancy agreements.

Your role

You provide clarity of requirements for your department's needs, FTE's and locations.

Service level

You will have access to the space during agreed business hours.

OCCUPANCY AGREEMENTS

Our role

We produce occupancy agreements, licences, leases, MOTOs, TOAs and FOAs, to be replaced with a GPA lease in the near future.

Your role

You agree and approve the terms, provide a signature of agreement prior to occupying the space or expiry of the previous agreement.

Service level

We process the request within five working days following agreement of HOTs and instruction to proceed. All information to be uploaded to Horizon within five working days of a TOA being signed.

ROUTINE PROPERTY QUERIES

Our role

We respond to your queries that are outside questions of statutory compliance or superior landlord service delivery.

Your role

You provide details of the query.

Service level

We aim to respond to at least 95% of client queries within two working days of receipt.

FACILITIES MANAGEMENT (FM) ESCALATION

Our role

Where the FM services are provided by the landlord or an OGD, we manage the escalation process if there is an unresolved issue in service delivery.

Your role

The agreed escalation process must be followed by your department at both a local and regional level before we initiate the escalation. Full details of the issue and resolution attempts must be shared with us to ensure effective escalation.

Service level

We aim to respond to at least 95% of client queries within two working days of receipt.

LANDLORD CONSENTS

Our role

We manage landlord consents relating to standard occupier changes. This may include, but not be limited to:

- 1 Reduced/increased space
- 2 Alterations to space configuration or fit-out
- 3 Permitted use
- 4 Maintenance works/repairs outside any expectations
- 5 Raising defects

Your role

This will be completed as part of the agreed Workplace Services contract. If you are not receiving Workplace Services, you will need to define what works are required and provide relevant details to obtain approval.

Service level

We will contact the landlord within two days after receipt of the consent request information.



LANDLORD INTERFACE CONTINUED

SERVICE CHARGE CHALLENGES

Our role

An annual review will be undertaken by us to decide which service charges should be challenged. We will then conduct the challenge to ensure you are receiving the best value for money.

Your role

This requires no action from you.

Service level

We assure value for money of service charge and accurate apportionment of costs.

RENT REVIEWS

Our role

We complete rent review negotiations with the landlord to ensure you continue to receive the best value for money.

Your role

This requires no action from you.

Service level

We can negotiate the setting and rent review, benchmarked against market levels as per head lease events.

BUSINESS RATES APPEALS

Our role

We undertake rent appeals where appropriate to ensure you are paying the correct rates. Rates are revalued every five years.

Your role

This requires no action from you.

Service level

Rates will be appealed by us in a timely manner when appropriate evidence is available.

HEAD LEASE RENEWALS

Our role

Complete head lease renewals with landlords in a timely manner.

Your role

You provide details of future requirements, and confirm agreement on the chosen option for lease negotiation.

Service level

We will provide an option report on lease events at least 18 months prior to the event date.

ADMINISTER UTILITIES

Our role

We manage gas, electric and water services, including billing and contracting / contract management, while constantly monitoring market options to achieve the best value for money. Services will be enhanced with the provision of a bureau management service for reporting, bill validation, consumption analysis, visibility and efficiency.

Your role

You provide copies of invoices, contracts, details of meter points and any outstanding issues, as well as details of any managing agent (if passing through a third party).

Service level

The supply of utilities is uninterrupted.



LANDLORD INTERFACE CONTINUED

DILAPIDATIONS ADVISORY

Our role

We advise you of the provisions required for dilapidations.

Your role

You agree to update dilapidations provisions upon our advice.

Service level

An annual desktop exercise for provision in accounts will be undertaken. Physical inspection and assessment will take place within two years of the anticipated lease exit.

DILAPIDATIONS SETTLEMENTS

Our role

We negotiate dilapidations settlements with your landlord, wherever necessary. On agreement, the dilapidations payment will be invoiced to you.

Your role

You provide a schedule of works undertaken and any landlord agreements.

Service level

Within a month, our dilapidations specialist will have made an initial response to the landlord or recommended a way forward.



DATA SERVICES

PROPERTY DATA AUDIT

Our role

We check and cross check the property data held by your department, and update any incorrect data.

Your role

You provide us with the property data held by your department, and work with us to cross check and update any data, and allow us editing access to your systems where the data is held.

Service level

We update your systems within one week of new data being available.



SECURITY SERVICES

SECURITY ASSESSMENT

Our role

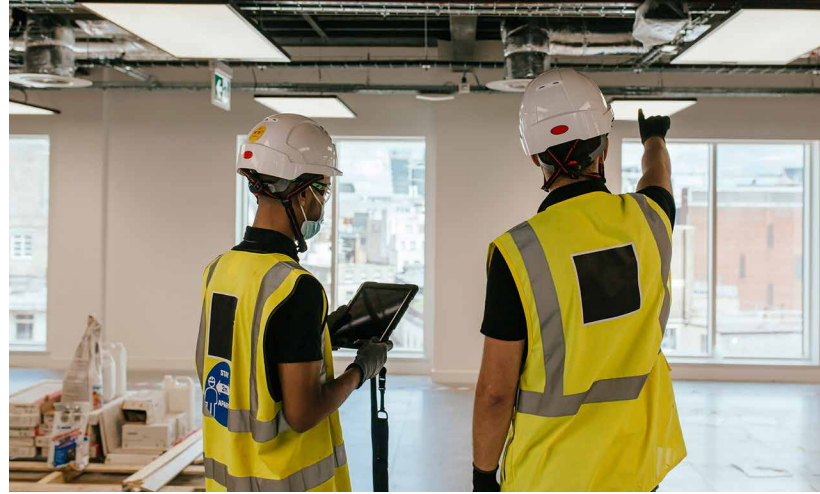
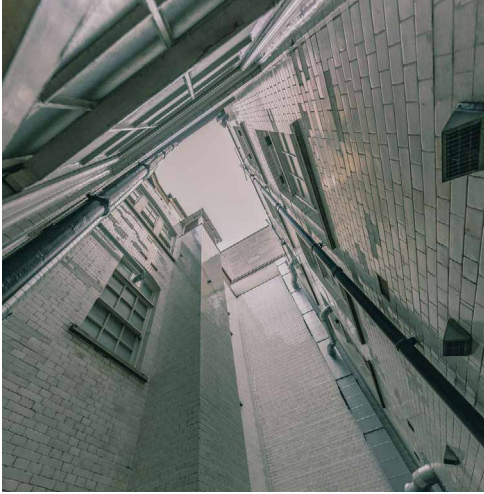
We review the current security assessment, advise on any areas that do not meet minimum Government Security Standards, and we will recommend any remediation. If you require us to implement any of the recommended remediation, this will be delivered at an additional cost.

Your role

You provide us with a copy of the current security assessment, if you have carried it out. You will also encourage the landlord / FM services provider to implement the recommended remediation.

Service level

We review the security assessment periodically.



COMPLIANCE AND CONDITION

ANNUAL ASSURANCE PLAN

Our role

We plan and conduct annual assurance reviews to ensure statutory landlord compliance, e.g. fire safety, water safety, asbestos.

- ▶ Annual landlord/OGD statutory compliance report commissioned by our asset management team
- ▶ Building compliance audits, depending on assessment of risk

Independent checks on our assurance processes are undertaken by organisations such as GIAA and Enforcing Authorities (HSE/CPFIG/EA).

Your role

You provide FTE data per occupation.

Service level

We will complete the annual Landlord Assurance Report from landlords.

LANDLORD LEASE AND SERVICE COMPLIANCE

Our role

We review the landlord's legal obligations under the lease and challenge non-compliance.

This service includes properties where we're not providing FM services. It covers issues regarding landlord lease compliance, such as maintenance of common areas (parking, entrances, toilets, stairwells and lifts), landlord provided services (reception and security) as well as billing.

Your role

You raise any issues where potential breaches by the landlord are identified.

Service level

Maintenance and servicing of common areas and other responsibilities covered by the service charge are assured by us.

LIFECYCLE REPLACEMENT (LCR)

Our role

We replace fixed assets at the end of their useful life, including statutory compliance and urgent health and safety works within the office portfolio.

Your role

You provide an agreed building strategy. If you are carrying out the work, a pricing schedule and project plan is also required.

Service level

We will deliver agreed LCR projects on time and within budget.



FINANCE

PROPERTY-RELATED INVOICES

Our role

Payments to landlords and property suppliers will be managed by us. This varies by property tenure:

- ▶ Freeholds: rates, utilities and licences
- ▶ PFIs: unitary charge payment, utilities, rates
- ▶ Leasehold:
 - (Us as landlord): rent, rates, service charges, insurance, licences, utilities leasehold.
 - (OGD as landlord): rent, rates, service charges, insurance, licences, utilities in line with the tenancy agreement.

Your role

You sign the occupancy agreements.

Service level

Invoices will be paid within 30 calendar days.

ACCURATE BUDGETING

Our role

We provide an accurate budget for all occupations in respect to the following operating year. We also budget property income and costs, including all elements of charges to you: rent, rates, utilities, service charge, lease events and dilapidation costs.

Your role

In Q4 (in respect of the following operating year) or ahead of transfer of assets, you will agree a budget with our Client Finance team.

Service level

- ▶ **February** - we provide inputs for main estimates for the following financial year (baseline changes from SR bids) as well as detailed property budgets for quarterly on account charging.
- ▶ **September/October** - we provide inputs for supplementary estimates for the current financial year. This is the last chance to bid for additional funding.
- ▶ **January to March** - we provide inputs for year-end accruals that align as closely as possible to expected outstanding charges and credits.

QUARTERLY INVOICE

Our role

We provide timely and accurate quarterly invoicing, to enable prompt recovery of costs such as rent, rates, service charges, insurance, utilities and operating costs.

Your role

You agree on a service plan with clear pricing, such as what standard services and additional or optional services we will provide, and how these will be charged and when. You must pay invoices within 30 days as per the Government's Prompt Payment policy.

Service level

Quarterly charges are issued no later than 30 days prior to the quarter day.



PORTFOLIO SERVICES

We provide Portfolio Services to our clients who have transferred their assets to us. These services cover all aspects of portfolio management to ensure we take the challenges away from you, while keeping you involved and updated at each step.

Portfolio Services are offered to clients as part of a package of our services, including Landlord Services. The current charge for this is a flat fee per occupation per annum of £2,360 (+VAT).





ESTATES PLANNING

ESTATES STRATEGIES

Our role

At the point of asset transfer, we will assign you with a GPA client manager, and develop a strategic asset management plan which we will update annually. Our client manager will discuss the ongoing requirements with you, and these demands will be considered against our Locality Portfolio Plans (where available) and our regional strategies. All transfers will need to meet PCAR submission requirements, when new acquisitions or retention of leased property are required.

Your role

We require you to provide annual up-to-date strategic location plans for your department. Our client manager will also require data on where your department strategy requirements are changing.

Service level

To maintain a high service level, a review will be conducted every two years or in alignment with your business plan. We will provide an initial option report on all lease breaks - a minimum of 18 months prior to the event date.

ESTATE OPTIMISATION AND EFFICIENCY

Our role

We provide recommendations to you regarding efficiency, rationalisation and optimisation of spaces. We will also compile a strategy scorecard providing metrics on your properties, assessing the performance and occupancy levels, and hold detailed data on the assets. We will also support planning to improve the condition of the asset and its sustainability performance. This will help maximise the utilisation of your portfolio and minimise its cost.

Your role

This process requires you to provide the data to support these metrics, for example FTE data.

Service level

Your strategy scorecard will be updated quarterly with up-to-date data as provided by you.

SPACE FINDING AND SPACE MANAGEMENT

Our role

To meet your requirements, we can find you space on the Government estate, or help manage void space.

Your role

For this to happen, you need to complete the new demand request form providing sufficient details on the requirements. We will also obtain the necessary approvals from your organisation.

Service level

A response to your initial enquiry will be provided within two working days. We are determined to deliver the project to the agreed timescales and budget.



DOCUMENTATION MANAGEMENT

MANAGED SERVICES AGREEMENT

Our role

At the point of the transfer of the asset, both our teams will sign an initial Managed Services Agreement (MSA). Once completed, the MSA will need to be refreshed annually, with the process being managed by our client manager. The annual refresh will take place a year from the date of signature of the original MSA. This refresh will capture any changes to the property portfolio or services taken, which will be noted in the appendices of the MSA. There is no requirement to resign the document following the refresh.

Your role

It will be your responsibility to initially review the standard MSA template and raise any requests for exceptions. The initial completed MSA, including any approved exceptions, will be signed by you.

Service Level

The refreshed MSA will be updated by us annually, following agreement with our client manager on the changes required to the property portfolio or services taken. All MSAs are subject to annual review.



DATA SERVICES

ACCURATE EPIMS & SOFTE REPORTING

Our role

The mandated EPIMS fields required for annual reporting will be updated by us. The exceptions for this will be data related to building users which will be the responsibility of the department. These reports should be updated on a quarterly basis. Data can be conveyed to the agency in an agreed format, or updated directly to EPIMS to allow the agency to undertake sufficient building utilisation performance monitoring.

Your role

Building data needs to be provided by you. Your department will be required to undertake the final sign off and validation of any submissions. This will ensure that all property costs and data are captured for departmental activities, which may have been undertaken outside of our remit and for the transferred estate.

Service level

The system will be updated within five working days of the change taking place.

MINISTERIAL AND PARLIAMENTARY CORRESPONDENCE AND FREEDOM OF INFORMATION REQUESTS

Our role

In response to ministerial and parliamentary correspondence and Freedom of Information (FOI) requests, we will cover the provision of data and subject matter expertise for properties or services managed by us. This is available to all tenants in our managed estate. However, it does not extend to occupations in OGD properties.

Your role

It is necessary for you to draft the response itself, using data and subject matter expertise input from us.

Service level

Data and subject matter expertise will be provided by us to a timeline agreed with you, enabling you to meet the overall deadline for response. The input from us will be cleared at SCS1.



FINANCE

Our role

To ensure accurate budgeting and forecasting of property income and cost, we will create a consolidated invoice every quarter, as well as a monthly client budget for the full year expenditure. We will also provide the property and financial details to support your business cases and approvals.

We operate using two charging methodologies for building related services:

- ▶ Quarterly charges based on annual property budgets and agreed apportionment methodology with 'true-up' reconciliation following year-end.
- ▶ Additional ad hoc charges invoiced monthly in arrears.

The charging methodology is determined by the expenditure classification.

Charging methodologies for building-related services are applied at the property level. We will pass through the costs of service contracts.

For variable costs such as projects you request:

- ▶ You will agree a cost estimate with us in advance.
- ▶ We will undertake the work and invoice monthly in arrears.

Your role

In respect of the following operating year, or ahead of the transfer of assets, you will agree your budget with our Client Finance team in Q4. We will provide an agreement of cost estimates for variable cost projects.

Service level

In February, we will collect inputs for main estimates for the following financial year (baseline charges from SR bids) as well as detailed property budgets for quarterly on account charging. We will ensure that all quarterly charges are issued no later than 30 days prior to the quarter day.

In September/October, we will request input for supplementary estimates for the current financial year - the last chance to bid for additional funding.

Between January and March, we will request inputs for year-end accruals that align as closely as possible to forecasted charges/credits.



CLIENT MANAGEMENT

You will have a Client Manager allocated to you when you take up our Portfolio Services. Our Client Engagement Matrix sets out the support, reporting and contact you receive dependant on the services you invest in.



CLIENT MANAGEMENT

NAMED CLIENT MANAGER

Our role

A named individual will be specified by us to coordinate across the services we provide to you, and will keep our wider client team updated.

Your role

You work with the nominated individual as your single point of contact.

Service Level

An individual name and contact information will be provided to you. Your queries will be acknowledged within 48 hours on GPA Client Relationship Management system.

PERFORMANCE REPORTING

Our role

We provide you with routine reporting. The specifics of this will vary depending on the services taken from us, aligned to the Client Engagement Matrix. An example of a full quarterly report is here.

Your role

You provide data on workforce plans, changes to requirements, feedback on successes and areas to note for discussion.

Service level

Reports will be made in the correct format, content and times as specified by the Client Engagement Matrix.



CLIENT MEETINGS

Our role

We conduct meetings between the client management team and you. The specifics of this will vary depending on the services you invest in, aligned to the Client Engagement Matrix.

Your role

You must fulfil the Intelligent Client Function (ICF Template) and complete client satisfaction surveys.

Service level

Meetings will be held to the format, content and representation agreed.



WORKPLACE SERVICES

Our Workplace Services are an optional service only available in properties transferred to us. The current charge starts at £12.55 (+ VAT) per square metre (net internal area) for the management fee. The cost for services is dependent on your requirements, and will be designed on your needs.





WORKPLACE SERVICES DELIVERY

BUILDING AND AREA SERVICE MANAGER AND REGIONAL SERVICE MANAGER

Our role

The Building and Area Service Manager monitors and manages the performance of the supply chain partner – measuring them against their contract agreed KPIs. The Regional Service Manager is the person responsible for any unresolved issues.

Your role

Feedback must be provided by you at regular/ad-hoc meetings with workplace services colleagues.

Service level

All service is conducted in line with the contract's KPIs and SLAs.

FM STRATEGY AND PROCUREMENT

Our role

This service includes the development of future FM contract strategies and procurement. Our Workplace Services Transformation Programme is enabling us to procure innovative workplace services solutions. These will improve the experience for you and your people by promoting productivity and delivering savings through optimised use of space.

Your role

Input must be provided by you on specific service requirements to support business needs.

Service level

Value for money, quality contracts will continue to be provided in time for contract renewal dates.



FM CONTRACT MANAGEMENT

Our role

This covers all aspects of facilities management (FM) contract management for our workplace contracts, contract management plans and performance management.

Your role

No action from you is required.

Service level

A monthly performance management regime will be implemented.



CUSTOMER COMFORT AND SAFETY

REACTIVE MAINTENANCE AND REPAIRS

Our role

We ensure responses to all reactive maintenance, repairs, faults, and issues identified by site stakeholders, people using the spaces, engineer checks or planned maintenance visits on all assets. This is a joint responsibility of all supply chain partners appointed under the contract. People may also generate reactive maintenance calls for faults or repairs found within the buildings.

Your role

Requests must be raised with the helpdesk. Escalation routes are automated via the helpdesk allowing assignment to the appropriate supplier resources.

Service level

The level of response and standard of rectification will be in line with the contract KPIs and SLAs, and reflected in the cost. Critical/emergency repairs should be undertaken within 15 minutes, or an interim solution agreed within the hour, and satisfactory resolution within one day. Less urgent issues should be rectified according to the level of impact, in line with contract KPIs/SLAs.

STATUTORY REQUIREMENTS

This includes inspections, certification and remedial actions such as gas, electric and water, and statutory compliance such as legionella, fire and asbestos.

Our role

All statutory requirements are met through a Planned Preventative Maintenance (PPM) regime across freehold and leasehold estates. Certification and remedial issues are recorded and reported through compliance systems, and our FM suppliers.

- ▶ For FM services provided by us, the Assurance Team of health, safety and fire specialists reviews compliance documentation and activities to meet legal requirements and provides you with quarterly reporting.
- ▶ You can access our quarterly statutory compliance report for any of our managed buildings you occupy.
- ▶ For FM services managed by a third party (landlord, other government department, direct award), we offer an assurance service with quarterly reporting if you also invest in our Workplace Services.

Your role

Data must be provided by you on FTEs occupation and shared with our Workplace Services Assurance team.

Service level

We will ensure timely completion of statutory compliance works. The percentage of statutory compliance requests are closed within the SLA for each building. We conduct quality assurance checks on all FM services (whether they're provided by us or other parties) and provide feedback to you on significant findings, following an asset transfer, during quarterly meetings.

PLANNED PREVENTATIVE MAINTENANCE (PPM)

Our role

The FM supplier will set up a structured plan in line with SFG20 industry standard maintenance schedules by conducting a thorough asset verification exercise. All planning requirements will be made in tandem with engineers, including the level and detail of checks /work, and frequencies will be taken into consideration.

Your role

Consultation and local information must be provided by you.

Service level

We will ensure timely completion of statutory compliance works. The percentage of statutory compliance requests are closed within the SLA for each building.



CUSTOMER COMFORT AND SAFETY CONTINUED

ASBESTOS MANAGEMENT

This includes surveys, management and planning, as well as an asbestos register and water management planning.

Our role

All statutory requirements are followed through a PPM exercise. Certification and remedial issues are recorded and reported through compliance systems, and by our FM supplier.

- ▶ For FM services provided by us, our Assurance team of health, safety and fire specialists reviews compliance documentation and activities to meet legal requirements and provide quarterly reporting to clients.
- ▶ All clients who occupy one of our managed hubs can access our quarterly statutory compliance report.
- ▶ For FM services managed by a third party (landlord, other government department, direct award), we offer an assurance service with quarterly reporting to you when you invest in our Workplace Services.

Your role

Regular client manager meetings must be attended by you so we can report compliance to you to enable your Health and Safety Committee reporting.

Service level

We will review the status of mandatory information and ensure statutory compliance works are completed in a timely manner. We will ensure the percentage of statutory compliance requests are closed within the SLA for each building. We conduct quality assurance checks on all FM services (including those provided by us, landlords and other government departments) and provide feedback on significant findings to you, following asset transfer, during quarterly meetings.

SUSTAINABILITY AND ENERGY MANAGEMENT

Our role

Building energy management services, including energy efficiency checks, data collection and identifying improvements, will be delivered by us. Implementing improvements are out of scope for this service, but we will support you to identify funding streams (e.g. LCR funding). Where this is not possible, we will discuss self-funding with you.

Your role

Regular client manager meetings must be attended by you. It is also necessary for you to update any inputs and outputs for the sustainability and energy strategy.

Service level

Sustainability and energy management is provided in line with the specific contract KPIs and SLAs in place, and reflected in the cost.

NET ZERO

Our role

Investment in sustainability measures will be ensured by us in properties where there is an anticipated long-term hold for the Government. These include putting in place energy efficiency measures, as well as considering heat decarbonisation, where the existing fossil fuel-fired boiler reaches the end of its economic life.

Your role

Access to the existing building data, support for the Programme Delivery Partner (PDP) and contractor must be provided by you.

Service level

PDP has KPIs which are reviewed on an annual basis.



CUSTOMER COMMUNITY AND SUPPORT

RECEPTION MANAGEMENT

Our role

Reception management covers a wide number of services as part of the building operating procedures, and in line with any particular aspects of your needs, such as security clearance, visitor checks, collection and deliveries, etc. This is subject to whether services are provided by the landlord or another FM supplier. The scope is agreed at the start of the service provision, in line with the standard provision and hours of service. This service links with security processes, conference facilities and mailroom services, as well as customer experience input and concierge services.

Your role

You must provide input into the reception process, which is agreed with you or other occupiers, as part of the building operating procedures. These are also in line with any particular aspects of your needs, such as clearance level and visitor checks.

Service level

Our team will ensure provision of reception services to agreed hours of service for each property.

CLEANING

This includes standard office environments, collaboration spaces and meeting rooms, and soft furnishings throughout.

Our role

All general cleaning activities will take place during the building's operational working hours. There will be occasions when cleaning within operational working hours is not suitable, so we have flexible alternative arrangements that we can agree on your behalf.

Our supplier's team members wear corporate attire at all times and carry building/identification passes. The supplier will clean certain areas in the presence of us and/or you (to be agreed) or under approved escort. These areas and the times for cleaning will be agreed with you. The supplier shall provide us with expert and technical advice on the service to explore improvements, maximise efficiency and enhance performance across all cleaning services.

The supplier carries out cleaning services throughout the site in a safe and efficient manner as per the required standards. They will take responsibility for cleaning all internal cleanable areas, including fixtures, fittings, furniture and finishes, to minimise degradation and maintain the asset life cycle.

Your role

Feedback must be provided by you at periodic building user group meetings and at regular client manager meetings.

Service level

The cleaning specification and standards for an office clean are set out in line with The British Institute of Cleaning Science (BICSc) standards and best practice.

WINDOW CLEANING

Our role

Internal and external window cleaning is part of the overall cleaning FM provision. The standards are in line with BICSc, and aim to provide best value for money.

Your role

Issues will be raised with FM Services helpdesk who will escalate to us as applicable.

Service level

Services will be provided in line with BICSc standard and agreed cleaning timescales.



CUSTOMER COMMUNITY AND SUPPORT CONTINUED

WASTE AND RECYCLING

Our role

Waste services provides full information on the methods of disposal of waste, showing clear evidence of disposal methods, which are environmentally sound. In particular, we ensure that as much of the waste as possible is diverted from landfill through recycling or energy recovery. The supplier will collect and remove all waste from the internal designated central waste storage points on a weekly basis and transport all waste to the external waste points as quickly as possible to maintain cleanliness and avoid odours.

The supplier will provide waste receptacles, waste transportation equipment, recycling stations and consumables appropriate to the waste item, in sufficient numbers, which will be conveniently located. The supplier will remove all general waste in a manner appropriate to the waste item. In disposing of waste, the supplier will maintain and proactively manage waste in accordance with the waste hierarchy.

The supplier will provide monthly waste diversion reports of site performance against building waste, diversion and recycling benchmarks, and our requirements. They will adhere to the required minimum standards as set out in FM Service Standards. We will manage the supplier to demonstrate commitment to and compliance with the principles of sustainable development as documented by us. They must seek to continuously reduce our negative impact on the environment as a result of waste disposal.

The supplier will provide lead support in planning, measuring, reporting and recommending how waste can be continually reduced across our portfolio and how government sustainability targets can be achieved. The supplier will provide a reactive service for the collection and disposal of all types of general waste to meet any of our ad hoc requirements. Costs will be charged via the contractual Billable Works and Approval Process.

Your role

Feedback must be provided by you at periodic building user group meetings and at regular client manager meetings.

Service level

Services are provided in line with the specific contract KPIs and SLAs in place and reflected in the cost.

GROUNDS MAINTENANCE

Our role

External areas will be managed by us and priced around the size and complexity of the area, gritting requirements, upkeep of any grass areas, planted areas or tree maintenance. This may also include maintenance of a private/access road, which may link to security barriers. Car park management is a separate service.

Your role

Issues will be raised by you with FM Services helpdesk who will escalate as applicable to us. The status must be monitored to the resolution of the issue.

Service level

Services are provided as agreed within the individual FM contract and the service matrix.

PORTERING SERVICES

Our role

Porterage covers a number of tasks, including small office moves, transport of inter-departmental supplies (by agreement) and other FM-related services such as flag flying, locker keys and other small works that are flexible in nature. Additionally, porterage services may be used as a support resource for a larger project, subject to the correct training and certification.

Your role

Portering requests will be raised by you with the FM Service helpdesk.

Service level

The level of response and standard of rectification will be in line with the specific contract KPIs and SLAs in place and reflected in the cost.



CUSTOMER COMMUNITY AND SUPPORT CONTINUED

CATERING AND VENDING

Our role

The scope of catering and vending services will depend on client requirements following discussion with us to ensure best performance and commercial viability.

Vending is usually the cheapest option and is very limited, but a full food and drink facility is costly and requires extensive management.

Hours of service also need to be discussed, especially if there are evening events or hospitality services required. In addition there may need to be a licence to serve alcohol.

Cleaning, pest control, waste management and sustainability services may need to be involved to varying degrees, depending on the level of requirement and impact on the building.

Your role

Issues must be raised by you with the FM Services helpdesk, who will escalate to us as required.

Service level

Catering facility will be provided to agreed opening times.

PROCUREMENT OF OFFICE FURNITURE

This includes procuring Display Screen Equipment (DSE), chairs and desks.

Our role

Items of office furniture or DSE kit (number, detailed specification, timeframe for delivery and cost agreed) may be purchased with agreement from you. This is relevant in the absence of a need for a formal procurement by us, or if a client does not wish to procure through their internal procurement system and in line with Government Procurement Regulations.

These can often be processed as pass-through costs, i.e. no contract fees (where we/FM suppliers are simply purchasing small numbers of furniture/DSE equipment).

This should be agreed and requires your approval prior to an order being placed, as there may be a need for additional FM services which would be chargeable.

Your role

Any requirements to the FM service supplier must be inputted by you, and approval to purchase given.

Service level

Orders for DSE /furniture will be placed within five working days.

MAIL AND PACKAGE HANDLING

This includes X-ray provision and a compliant scanning and incident response.

Our role

Standard mail processes are developed in line with your needs and building requirements, required security levels, mail and staff volumes and space requirements to ensure a compliant workspace.

Incident reporting is also a standard process, which will be managed and appropriate to the requirement/potential threat. Checks will be made to ensure the processes are fit for purpose. Mail equipment is managed by the FM supplier to minimise breakdowns or delays to mail processes.

The supplier will provide a successful operation of a streamlined mail room service which is integrated with all other relevant services in order to provide value for money.

Your role

Input into the mail handling process will be agreed with you as part of the building operating procedures, and is in line with any particular aspects of your needs. You will also raise issues with the FM Services helpdesk and escalate as applicable to us.

Service level

Deliveries will be posted to agreed locations daily. The level of response and standard of rectification will be in line with the specific contract KPIs and SLAs in place and reflected in the cost.



CUSTOMER COMMUNITY AND SUPPORT CONTINUED

MAIL DISTRIBUTION

Our role

This includes the sorting and distribution of the various mail streams of incoming mail. The scheduled movement of mail and packages around the building will take place during core working hours (this will be via the internal messenger service).

Your role

Issues must be raised by you with the FM Services helpdesk, and will be escalated as applicable to us.

Service Level

The level of response and standard of rectification will be in line with the specific contract KPIs and SLAs in place and reflected in the cost.

CONFERENCE CENTRE SUPPORT (WHERE APPROPRIATE)

Our role

The supplier will provide a professionally managed conference booking service associated with specialist training and conference events.

Your role

Issues must be raised by you with the FM Services helpdesk, and will be escalated as applicable to us.

Service Level

The level of response and standard of rectification will be in line with the specific contract KPIs and SLAs in place and reflected in the cost.



COMPLIANCE AND CONDITION

FIRE RISK ASSESSMENTS (FRA) - ALIGNED TO GPA FIRE SAFETY MANAGEMENT PLAN (FSMP)

Our role

This service will be provided by third party contractors procured via a suitable and sufficient FRA. The FRA will ensure compliance as the Responsible Person under the Fire Safety Order.

Your role

The following is to be provided by you:

- ▶ Previous FRAs
- ▶ Fire strategy (if available)
- ▶ Fire Safety Management Plans (if available)
- ▶ PPMs
- ▶ Compartmentation surveys

Service level

An annual FRA will be provided for high rise and sleeping accommodation, lasting three years with an annual review. Reviews will be increased to biannual for high risk buildings. FRA actions are to be completed by identified timescales.

FIRE SAFETY RELATED TRAINING

Our role

Where agreed as an additional service, we can provide Fire Safety related training at a rechargeable cost to you. The initial cost of the Fire Safety related training system will include a scope of training requirements and sourcing an appropriate and where necessary, an accredited supplier.

Your role

You provide details of the training needed.

Service level

Services are provided as agreed within the individual FM contract and the service matrix. Where necessary, Fire Safety related training design will be quality assured by us.

TAGEVAC (AN EVACUATION MANAGEMENT SYSTEM)

Our role

Where agreed by a contractual agreement we will provide TagEvac as the evacuation management system. The initial cost of the TagEvac system will include design, install and one year of online training (after which there is an annual licence fee payable by you).

Your role

You provide:

- ▶ Fire strategy (if available)
- ▶ Compartmentation plans
- ▶ General layout plans
- ▶ Current evacuation procedures

You will also pay the annual licence fee after the first year.

Service level

Services are provided as agreed within the individual FM contract and the service matrix. Where necessary TagEvac design will be quality assured by us.



COMPLIANCE AND CONDITION CONTINUED

BUILDING FIRE SAFETY MANAGEMENT PLANS (FSMP)

Our role

We develop your Fire Safety Management Plan (FSMP). This will ensure compliance by all parties under the Fire Safety Order, ensuring that all roles and responsibilities are detailed for all aspects of fire safety compliance. The FSMP will also include an evacuation plan.

Your role

You provide:

- ▶ Previous FRAs
- ▶ Fire strategy (if available)
- ▶ Fire Safety Management Plans (if available)
- ▶ PPMs
- ▶ Compartmentation surveys
- ▶ Evacuation procedures

Service level

Services are provided as agreed within the individual FM contract and the service matrix. An up-to-date suitable and sufficient FSMP will also be provided, including an evacuation plan.

BUILDING FIRE STRATEGY PLAN - SERVICE LINE: RISK BASED STRATEGIES AND REVIEWS

Our role

Where we are the landlord and provide the FM services, we provide a suitable and sufficient fire strategy. This may include ensuring any existing strategies are reflective of the current building or where one does not exist, then a retrospective strategy will be completed. Where we're not the landlord:

- ▶ PFI buildings - PFI supplier is responsible.
- ▶ Managed by another government department - host department is responsible.
- ▶ Freehold - occupiers can request and there may be a recharge associated, depending on agreement. We, as the lead landlord, may need to provide this, but it is determined by the agreement.

Your role

You provide:

- ▶ Previous fire strategies
- ▶ FRA
- ▶ Compartmentation plans
- ▶ PPMs
- ▶ Cause and effect of the fire alarm

Service level

We will ensure an up-to-date suitable and sufficient fire strategy is in place.

BUILDING EMERGENCY EVACUATION PLAN (INCLUDING PEEPS INTEGRATION)

Our role

We provide a suitable evacuation plan, which reflects the fire strategy (if there is one available) and the risks identified in the Fire Risk Assessment. Working with any FM supplier, we will provide advice and guidance on PEEPs and aim to include any specific requirements in the building evacuation plan.

Your role

You provide:

- ▶ Previous Fire Risk Assessment
- ▶ Fire strategy (if available)
- ▶ Fire Safety Management Plans (if available)
- ▶ PPMs
- ▶ Compartmentation surveys

Service level

Fire drills will be conducted at least annually.



COMPLIANCE AND CONDITION CONTINUED

BUILDING CONDITION SURVEYS

Our role

A full condition survey and a provision of a written report will inform the LCR team of key findings. Better Building Information Management (B2IM) is our agreed way of working.

Our required outputs from the condition and remaining life assessments, are:

- ▶ To develop and maintain a life cycle asset renewal investment plan for each of our premises (to level of assets, in scope).
- ▶ To ensure the life cycle replacement model including all assets that we are responsible for.
- ▶ To establish the condition status of each of our premises at the time of the survey, identifying the specific 'risks and liabilities' and recording the actions needed to bring the asset's condition up to standard.
- ▶ To maintain at condition B in the form of specific interventions/actions, with estimated costs and timings.
- ▶ To provide evidence of defects and backlog maintenance scope of works.
- ▶ To help inform intervention plans for Net Zero carbon reduction programmes and opportunities to reduce energy consumption /co2 emissions, in planning alterations, upgrades and improvements.

Your role

No actions are required from you.

Service level

A condition survey will be put in place, with lifecycle maintenance plans available.



COMPLIANCE AND CONDITION CONTINUED

SUPPORT FOR OCCUPIERS PRODUCTION OF PEEPS

Our role

Working with any FM supplier, we will support and make introductions to appropriate consultants, provide advice and give guidance. They will not conduct PEEPs on your behalf.

Your role

You provide:

- ▶ Fire Risk Assessment
- ▶ PEEP requirements

Service level

We will identify appropriate consultants.

STATUTORY COMPLIANCE AUDIT

This is a risk-based audit strategy for our estate

Our role

For Workplace Services delivered by us, we will obtain supply chain monthly reports on performance to assist the development of a risk-based audit plan.

- ▶ Level Two - where third parties deliver workplace services, e.g. landlord, local authority, direct award, other government departments.
- ▶ Using reasonable endeavours, we will complete quarterly assurance checks from third parties for occupancies of <5 persons per client unless a Landlord Letter of Assurance is in place. Building compliance audits will be undertaken based on an assessment of risk on a site-by-site basis.
- ▶ Level Three – independent checks on our assurance processes by organisations such as GIAA and Enforcing Authorities (HSE/CPFIG/EA).

Your role

Data will be provided by you on FTEs per occupation.

Service level

10% check on monthly supply chain reports for Workplace Services delivered by us.

BUILDING INDUCTION

Our role

Available in buildings fully managed by us. We will facilitate building inductions for new staff and our sponsored contractors:

- ▶ Understanding of building evacuation procedures.
- ▶ Access control arrangements.
- ▶ Location of common area facilities.
- ▶ Access to areas as required by contractors to undertake their activities.

Your role

Names of new starters/contractors must be provided by you to the building FM team. Dates of the first visits to the property will be provided to the building FM team.

Service level

Building User Guide will be provided on first day of staff/contractor time at the building.



CUSTOMER SECURITY AND RESPONSE

OPERATIONAL SECURITY (MANAGEMENT AND COORDINATION)

Our role

We will undertake an annual security assessment on the property. Any vulnerabilities will be identified, and recommendations made for remediation, which will be prioritised based on the level of threat and risk. The cost of implementing any remediation will be passed onto you / occupiers of the property.

Your role

To review and feedback on the report and to fund the cost of any agreed remediation, if we are not able to secure alternative funding (e.g. LCR) elsewhere. You remain the Security Responsible Officer for your space within the property. We will work closely with you to proportionately mitigate risks and meet government physical security standards. Where vulnerabilities cannot be mitigated, we will work with you to explore options: such as accept risk, remediate etc. You will make the decision on which is the most appropriate option.

Service level

A security assessment will be undertaken annually.

PHYSICAL GUARDING

Our role

Security guards at agreed points and times within the property will be provided by us as per security assessment requirements.

Your role

Department security level requirements must be shared by you.

Service level

Security guards will be put in place as per contract.

SECURITY PASS PRODUCTION

Our role

Until replaced by GovPass, we will manage the Security Pass production team for Civil Service security passes. A contractor will check the data and vetting levels, and produce the required security passes. We will also carry out assurance against the processes and procedures used by the Security Pass production team contractor.

Your role

Security vetting for individuals requiring a pass must be produced by you, and you must pass this data onto us.

Service level

Security passes will be produced within five days of receiving the required data from you.

INCIDENT MANAGEMENT

Our role

Incident management will be produced by us in relevant scenarios under our FM contract. We will carry out investigations into any security breaches, or potential breaches, and produce a report identifying vulnerabilities and causes.

Your role

Investigations must be supported by you, and you will review the report produced.

Service level

As and when an incident happens, investigations will commence within two days, with the aim to produce a report within five days/weeks (depending on size and complexity of investigation).



CUSTOMER SECURITY AND RESPONSE CONTINUED

ACCESS CONTROL SYSTEMS

Our role

An assessment on access control systems will be carried out by us to ensure that they are fit for purpose and meet HMG minimum security standards. If the system does not meet the standards, we will either carry out enhancements to the current system, or replace it with a CAPSS assured system that meets CPNI standards, and is GDPR compliant.

Your role

Input into operational requirements and security designs must be provided by you. If system enhancements or a replacement system is required, you will cover the necessary costs if we are unable to secure funding from elsewhere (e.g. LCR). The assessment will take place annually, as part of the annual security assessment.

Service level

Access control systems will meet HMG minimum security standards.

CCTV AND ALARM MONITORING

Our role

As part of the annual security assessment, we will test the CCTV and Intrusion Detection System (IDS) to confirm it is fit for purpose and meets CPNI and industry standards. If so, we will maintain the system. If they do not meet the standards, we will oversee the required enhancements or replacement of the system(s) which will be carried out by the security supplier for the site.

Your role

Input into operational requirements and security designs will be provided by you. If system enhancements or a replacement system is required, you will fund any enhancements or replacement system(s) if we are unable to secure funding from elsewhere (e.g. LCR).

Service level

The assessment will take place annually, as part of the annual security assessment.



CUSTOMER SECURITY AND RESPONSE CONTINUED

SECURITY VETTING (FOR SUPPLIERS)

Our role

The security vetting standard for our suppliers will be set by us based on the level of access they have to sensitive assets. Supplier security clearance applications are launched via our vetting team to UKSV who completes the process. Existing supplier clearances are also shared with the vetting team. We will deal with any vetting security standard queries and issues that arise from the vetting process.

Your role

Input must be provided by you when requested on risk posture to take for supplier vetting levels.

Service level

Levels of service will be set by UKSV.

SECURITY HEALTH CHECKS (GOVERNMENT SECURITY STANDARDS)

Our role

An annual security health check report will be completed by us for assets that have been transferred to us and receive Workplace Services.

Your role

The report must be reviewed by you and submitted to the Cabinet Office as part of their annual return.

Service level

Security health check reports will be completed annually.



REPORTING

COMPLIANCE AND CONDITION DATA

Our role

The report will cover all tenant occupations. Where compliance is below 100%, the report will detail the activities and timings in place to address the issues. The quarterly report also provides high-level KPIs across the estate for availability, comfort and cleanliness, in addition to the number of work orders raised in each category and % achieved within the SLA.

Your role

No action is required from you.

Service level

A quarterly report will be produced for your assets that have been transferred to us.

HEALTH AND SAFETY DATA (SLIPS TRIPS AND FALLS)

Our role

High-level data is reported in client quarterly reports under Workplace Services KPIs for H&S compliance. At a building level, data is reported via Building User Groups led by us. At larger sites, data is reported by a Health and Safety Committee led by us.

Your role

Action H&S data capture at individual sites.

Service level

A quarterly report will be produced by you.

BUILDING PERFORMANCE DATA

This includes utilisation, energy management, waste, etc to assist with Greening Government Commitments (GGC) reporting where data is available.

Our role

Monthly data is provided in a quarterly report covering environmental performance information for the building. This includes utilities and waste. The report covers data provision for sites where we provide Workplace Services. Where relevant data is provided to us for sites where Workplace Services are not provided, we can pass these details on as part of the reporting service.

Your role

To complete your own GGC return you must use your data. You are to share reporting needs under GGCs with us.

Service level

A quarterly report will be produced.

PROCESS INVOICES

This includes checking and paying all workplace services-related invoices.

Our role

- ▶ Freeholds: All workplace-related service lines are agreed on the Service Matrix for the individual property.
- ▶ PFIs:
 - FM service charge - the element of Unitary Charge, which is apportioned to FM and is subject to RPI increase.
 - Other FM Suppliers - where additionally used to the PFI supplier.
- ▶ Leaseholds (where we are the lead landlord): All workplace-related service lines are agreed on the Service Matrix for the individual property.
- ▶ Properties operated by a host department: All workplace-related service lines are agreed on the Service Matrix within the MOTO for the individual property.

Your role

A signed occupancy agreement must be agreed by you. You must agree a forecast covering Hard and Soft FM fixed and variable elements, workplace security fixed and variable elements, and property technology.

Service level

Invoices must be paid within 30 calendar days.

BUDGETING

Our role

The annual budget for Hard and Soft FM fixed and possible variable elements, workplace security fixed and variable elements, and property technology will be provided by us.

Your role

An agreement of a service plan with clear pricing will be produced by you i.e. what standard services and additional/optional services will be provided by us and how these will be charged for and when.

Service level

- ▶ **February** - inputs for Main Estimates for following financial year (baseline changes from SR bids) will be produced by us as well as detailed property budgets for quarterly on account charging.
- ▶ **September/October** - inputs for Supplementary Estimates for current financial year and last chance to bid for additional funding.
- ▶ **January to March** - inputs for year-end accruals that align as closely as possible to expected outstanding charges / credits.

QUARTERLY INVOICING

Our role

We will provide a single quarterly invoice itemised by building. We operate two charging methodologies for Workplace Services:

- 1 Quarterly charges based on annual workplace budgets and agreed apportionment methodology with 'true-up' reconciliation following year-end.
- 2 Additional ad hoc charges invoiced monthly in arrears.

The charging methodology is determined by the expenditure classification. The charging methodologies for building-related services are operated at the property level. We will pass through the costs of service contracts based on the area of space occupied.

For variable costs such as client requested projects:

- ▶ Together, we will agree to a cost estimate in advance.
- ▶ We will undertake the work and invoice monthly in arrears.

For variable costs which are full building recharges:

- ▶ We will invoice through ERR.

Your role

Forecast covering Hard and Soft FM fixed and variable elements, workplace security fixed and variable elements and property technology must be agreed by you. You must ensure payment of invoices within 30 days.

Service level

The supplier will ensure that all quarterly charges are issued no later than 30 days prior to the quarter day. Variable invoices will be issued retrospectively monthly.

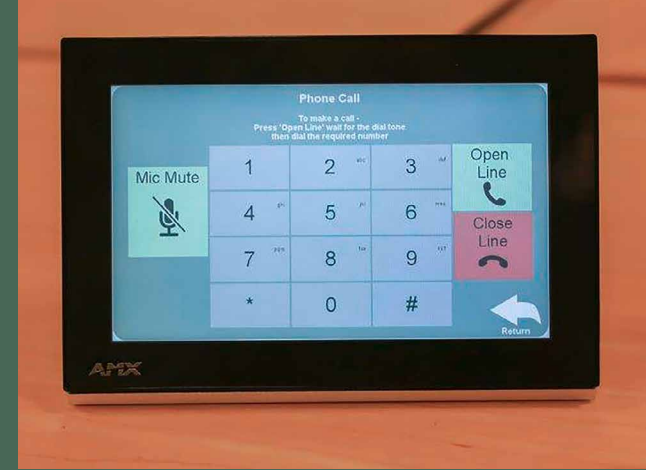
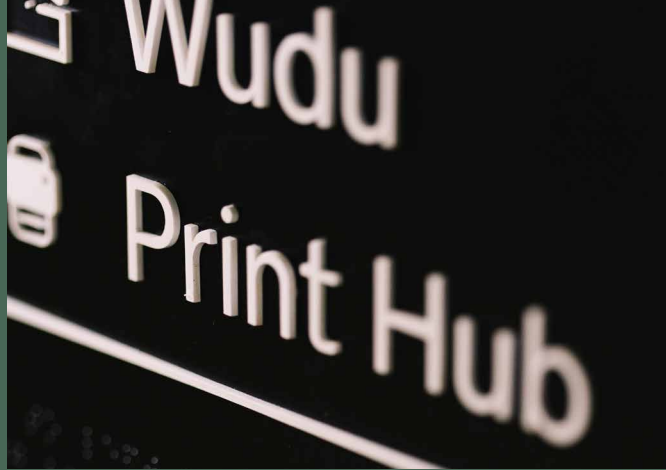


PROPERTY TECHNOLOGY

Property Technology Services are provided in properties that have been transferred to us. These are offered as an optional extra to complement existing services such as Landlord and Workplace Services, as well as to support any existing technology and systems your department is already using. Property Technology will be provided in all Government Hubs.

The current charging methodology is a variable cost per square metre (NIA) subject to which Property Technology Services are being delivered at your location.





GOVPASS

Our role

We provide a single universal access pass that allows the holder to access permitted government buildings. The GovPass team will check the data and vetting levels, and produce the required security passes. These are currently being rolled out on a building-by-building basis.

Your role

Security vetting must be completed for individuals requiring a pass, and this data must be passed onto us. You must also provide the GovPass team with updated information on starters/leavers/change in security clearance.

Service level

GovPass Security passes will be produced within five days of receiving the required data from you.

GOVPRINT

Our role

We provide GovPrint services to offer a follow-me style print service. GovPrint is available on all floors of the building where the service has been adopted via team/department registration. The provision of technical support and consumables is included.

Your role

The service requires you to register by team or department. Users are required to register their ID card at a multifunction-device (printer/scanner/copier) to be able to use the service going forward. Only one registration at one machine is required and allows use at any of the multifunction devices in the building connected to GovPrint.

Service level

GovPrint to be provided with technical and consumables support.

SHARED NETWORK (COVERS INTERNET, GOVWIFI AND CLIENT INTEGRATION)

Our role

We provide access to the shared network, unless your department has a high level of security clearance. GovWiFi provides internet access for you to log on to their required applications. GovWiFi coverage is being rolled out building by building.

Your role

It is necessary that you agree to adopt the use of a shared network. Users are required to register as individuals to use GovWiFi. Only one registration is required. There is an annual refresh of credentials required which can simply be completed via the email or text alert from GovWiFi.

Service level

The shared network is available on completion of building fit-out. Where GovWiFi has been provisioned in a building, all users who have registered will have immediate access.



AUDIO VISUAL EQUIPMENT

Our role

We provide audio visual (AV) equipment in all meeting rooms and some collaboration areas according to the building design. These are provided on a 'bring your own Codec' basis which means that the systems available will work with any video conferencing software (Teams, Google Meet etc).

Our AV equipment also supports hearing and visual impairments. And we can enhance confidentiality by applying privacy shields on meeting rooms to ensure content on in-room screens are not visible to those outside of the room.

Your role

While AV equipment is provided, you must provide the video conferencing platform to be used - such as Zoom, Teams, Google Meet. Users will require a laptop/MACBook to connect to the AV equipment, and should make themselves familiar with guidance for using the AV equipment. Users should not remove any equipment or cables from rooms as this may render the AV system unusable.

Service level

Equipment is available in all meeting rooms with appropriate cabling and hardware attached. AV equipment is supported by in-house engineers or via service tickets dependent upon the process at that building.



RESOURCE BOOKING

Our role

We provide an accessible room and place booking system to allow users to book rooms for meetings and other places in their building. A user portal is provided for those that join our tenancy where capacity data can be shared. This does not replace turnstile data and is not to be used for health and safety purposes.

Your role

Super users must be recruited from your own staff to manage your department's portal dashboards, and manage your capacity in buildings using the data required. You may need to produce building usage agreements/policies locally to manage capacity and space.

Service level

Booking system available.



OCCUPANCY MONITORING

Our role

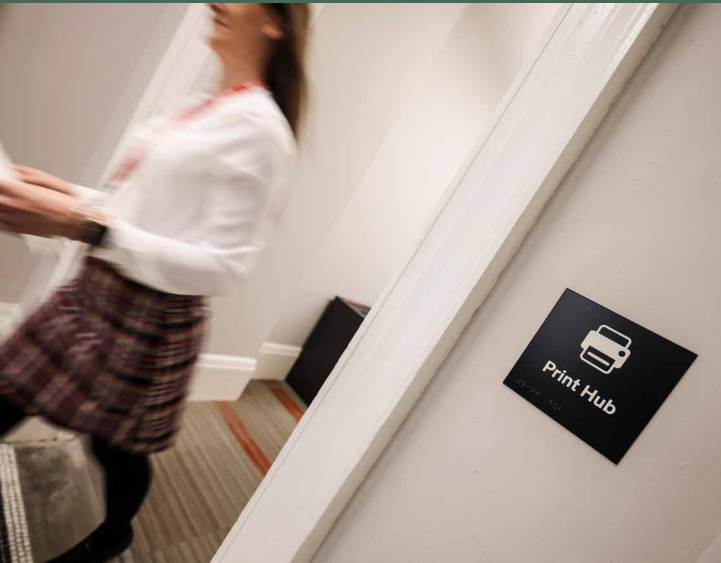
We provide a tool for booking places and tracking occupancy levels. Users can book their base office location directly. Visitors can be booked into the building by users with access. Perimeter data can be provided that shows the number of people having entered/exited the building each day. All data is anonymised to report on the numbers only, and tracks occupancy levels across the building rather than attendance levels.

Your role

Super users must be recruited from your own staff to manage your department's portal dashboards and manage your capacity in buildings using the data required. You may need to produce building usage agreements/policies locally to manage capacity and space.

Service level

Monitoring data available via portal dashboards.



WI-FI SUPPORT

Our role

We provide extended service level agreements.

Your role

You identify the support you need.

Service level

- ▶ Service Uptime SLA of 99.9%
- ▶ P1 Service Incident resolution time of 80 mins (SLA 99.9%)
- ▶ P2 Service incident resolution time of 130 mins (SLA 99.9%)
- ▶ Service Query response within one working day (SLA 99%)
- ▶ Service Query resolution within five working days (SLA 99%)



TRANSITION TO INTEROPERABILITY STANDARDS

Our role

We are developing a suite of interoperability standards that describe how to deliver and use the various property technology services.

Your role

We ask you to work with us to develop and improve these standards and to adopt them in your organisation.

Service level

We are developing a self-assessment survey tool to record the adoption of standards across Government.

MOBILE BOOSTING

Our role

We provide access to better value rates for mobile boosting, which we've negotiated on a national scale.

Your role

Work with us to identify which mobile operators we should boost in order to get best value for money and let your users know which network providers we are boosting.

Service level

We will ensure that there is a good mobile phone signal throughout our buildings to support 4G voice and data. We typically choose to boost only the network providers which clients have adopted for their corporate telephony needs.



CONSULTANCY SERVICES

Consultancy Services are additional services that are provided to all clients and are not dependent on asset transfer. However, a discount on fees is offered to you when you have transferred your estate. We will also prioritise those clients who have transferred assets when capacity is an issue.

For projects, the current charging mechanism is that the costs of service delivery is passed through, with additional fees of 5% for consultants/contractors and 20% for our project employees. For property, a fixed fee is charged, agreed on a job-by-job basis.





ESTATE STRATEGY

STRATEGIC PROPERTY ADVICE

Our role

We deliver strategic property advice for departments who have yet to transfer their assets, including portfolio planning and property segmentation.

Your role

For us to be able to advise closely, you must provide us with your business, workforce and location strategies. As well as this, we will require your Strategic Asset Management Plan, digital strategy and any asset data as relevant.

Service level

Strategic advice will be produced in agreed project timelines and scope following provision of data from you.



SMARTER WORKING CONSULTANCY

Our role

To support government departments (or public sector, public services or local government) in understanding the four pillars of smarter working (Culture & People, Leadership, Workspace and Technology), we offer Smarter Working fee-based consultancy services. We develop services, products and strategies to support any planned workplace transformation.

A number of services are offered at no cost. This includes a general introduction to smarter working for senior leaders, a baseline maturity and gap analysis, and access to cross-departmental smarter working networks, as well as general advice and guidance on smarter working.

Your role

You will initiate an introduction to your senior leadership team for our smarter working team. You must also provide customer data and people survey data (if central government).

Service level

A baselined Smarter Working Assessment and gap analysis.

CUSTOMER INSIGHT CONSULTANCY

Our role

We offer a customer insight consultancy service to support government departments (or public sector, public services or local government) to understand in-depth the ways people work, the experiences of employees, and how to use this data and insight to inform plans and decision making. We have partnered with Leesman, a global leader in employee workplace experience analytics, to offer this service.

This service includes survey set-up and launch activities. Our team will set-up the survey, working with contact/co-ordinator to ensure demographic data is correct for survey launch. We also draft communications to be issued to all employees, including a live link to the survey, updating regularly on survey completion rates.

At the close of the survey, we perform a number of reporting activities. We produce and send the client their standard Leesman survey report, and also arrange setup and training on the Leesman analytics tool, which is an online portal enabling the client to analyse and filter their data.

Your role

To engage with this, it is necessary that you actively enquire about the process, engaging and committing to the consulting services. You must provide a PO, as well as building and departmental details. Finally, you must test the survey link and feedback any amendments to the survey.

Service level

A survey test link will be sent to you at least 14 days prior to the survey launch, for you to test. You must provide PO numbers prior to the survey data/report being released.

FIRE RISK ASSESSMENTS (FRA)

This is aligned to our Fire Safety Management Plan (FSMP) service.

Our role

We provide a suitable and sufficient FRA via third party contractors. The FRA will ensure compliance as the Responsible Person under the Fire Safety Order. Where agreed as an additional service, we can provide an FRA at a rechargeable cost to you.

Your role

You provide any previous FRAs, PPMs or Compartmentation Surveys, as well as a Fire Strategy and Fire Safety Management Plans if available.

Service level

An annual FRA will be provided for high rise and sleeping accommodation. Other FRAs will be produced every three years, with an annual review. High-risk buildings will be reviewed every six months. FRA actions will be completed by identified timescales.



WORKPLACE CONTINUED

FIRE SAFETY-RELATED TRAINING

Our role

Where agreed as an additional service, we provide Fire Safety-related training at a rechargeable cost. The initial cost of the training system will include scope of training requirements and, where necessary, sourcing an appropriate and accredited provider.

Your role

You provide identification of the training need.

Service level

Services are provided as agreed within the individual FM contract and the service matrix. Where necessary fire safety-related training design will be quality assured by us.

TAGEVAC®

This is a building evacuation management system

Our role

Where agreed as an additional service, we can provide TagEvac at a rechargeable cost. The initial cost of the system will include design, install and one year of online training (after which there is an annual licence fee payable by you).

Your role

You provide a Fire Strategy if available, as well as compartmentation plans, general layout plans and Current Evacuation Procedures.

Service level

Services are provided as agreed within the individual FM contract and the service matrix. Where necessary TagEvac design will be quality assured by you.

BUILDING FIRE SAFETY MANAGEMENT PLANS (FSMP)

Our role

The FSMP will ensure compliance by all parties under the Fire Safety Order, ensuring that all roles and responsibilities are detailed for all aspects of fire safety compliance. The FSMP will also include an evacuation plan.

Your role

You provide any previous FRAs, PPMs, Compartmentation Surveys and Evacuation Plans, as well as a Fire Strategy and Fire Safety Management Plans if available.

Service level

Services are provided as agreed within the individual FM contract and the service matrix. A suitable and sufficient FSMP will be produced, including an evacuation plan.

BUILDING EMERGENCY EVACUATION PLAN (INCLUDING PEEPS INTEGRATION)

Our role

We provide a suitable evacuation plan which reflects the fire strategy (if there is one available) and the risks identified in the Fire Risk Assessment. Together with our FM suppliers, we will provide advice and guidance on PEEPs and aim to include any specific requirements in the building evacuation plan.

Your role

You provide any previous FRAs, PPMs and Compartmentation Surveys, as well as a Fire Strategy and Fire Safety Management Plans if available.

Service Level

A suitable evacuation plan is provided.



CAPITAL PROJECTS

SUSTAINABILITY CONSULTANCY

Our role

We provide a performance, BREEAM and Net Zero design service.

Your role

You provide previous utilities bills, maintenance schedules, EMS Performance data and information on any existing sustainability strategy or projects.

Service level

We produce strategic advice on the sustainable project delivery processes, as well as a sustainable project delivery audit service. Alongside this, we ensure a BREEAM credit delivery assessment, as well as assurance of Net Zero design and installation.

SUSTAINABILITY TRAINING

Our role

We are an accredited training provider for Institute of Environmental Management and Assessment (IEMA) certified training, which we deliver across government.

Your role

Funded staff must be able to meet the time and study commitments needed for the assessment.

Service level

We assist with the procuring of the following certifications:

- ▶ IEMA Certified: Environmental Sustainability Skills for the Workforce
- ▶ IEMA Certified: Environmental Sustainability Skills for Managers
- ▶ IEMA Certified: Certificate in Environmental Management
- ▶ IEMA Certified: Leading with Environmental Sustainability.

INCLUSIVE DESIGN CONSULTANCY

Our role

We will provide an end-to-end inclusive design consultancy, based on best practice and customer engagement.

Your role

Provide key engagement groups to inform the inclusive design strategy, and provide key information including an Equality Impact Assessment (EqIA) to inform early briefing.

Service level

Strategic input throughout the project lifecycle, including robust change control procedures which measure EqIA's for all changes. Risk assessments and accessibility audits to be undertaken at key project milestones to inform decision-making.



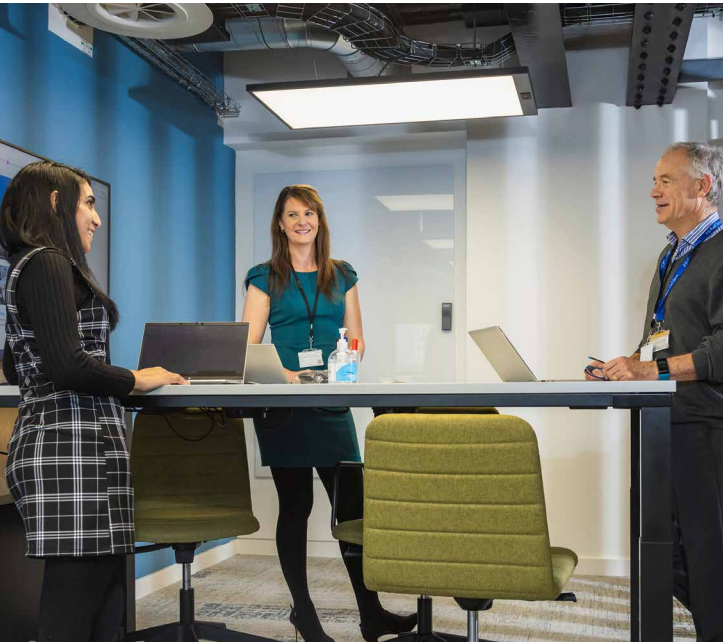
PROPERTY SERVICES

Property Services is an additional service that we provide across government. Property Services are not dependent on asset transfer. However, a discount on fees is offered when you have transferred your estate. We will also prioritise those clients who have transferred assets when capacity is an issue.

For Property Services, a fixed fee is charged, agreed on a job-by-job basis.



SHOWERS



PROPERTY SERVICES

PROPERTY ACQUISITION

Our role

Assess opportunities for acquisition in both the public sector estate and the wider market. Where there is insufficient existing accommodation in the desired location, our expert Property Team will lead the market search, identification, negotiation, NPC approval (for transferred clients) and acquisition leasehold or freehold, ensuring best value for money is achieved and your needs are met.

Your role

You must agree a strategy and NPC / Business Case (for non-transferred departments).

Service level

A response to your initial enquiry will be provided. We will then deliver the agreed project working with the property market at market pace to an agreed budget.

PROPERTY DISPOSAL

Our role

We will manage the property disposal, from marketing to completion of any sale.

Your role

You provide documentation for due diligence and pre-agreement.

Service level

A response to your initial enquiry will be provided. We will then deliver the agreed project working with the property market at market pace to an agreed budget.

SPACE FINDING AND SPACE MANAGEMENT

Our role

We identify space within the existing Government estate to meet your requirements, and support you to fill void space, ensuring effective space utilisation and optimisation.

Your role

You must complete the New Demand Request form providing sufficient details on requirements. You must also obtain the necessary approvals from your organisation.

Service level

A response to your initial enquiry will be provided. We will then deliver the agreed project to agreed timescales and budget.



PROJECT SERVICES

Project Services is an additional service we provide across government. They are not dependent on asset transfer. However, a discount on fees is offered when you have transferred your estate. We will also prioritise those clients who have transferred assets when capacity is an issue.

For projects, the current charging mechanism is that the cost of service delivery is passed through, with additional fees of 5% for consultants/contractors and 20% for our project employees.





PROJECTS

PROJECT PLANNING

Our role

We develop and regularly maintain detailed project schedules in MS Project to agreed standards. We also provide schedules clearly articulating how the projects will be delivered, what they will deliver, when they will be delivered and by whom. Changes to the plans will be ensured, observing agreed change control procedure.

Your role

The project timeline, and requirements including approvals / governance, will require your assistance to complete.

Service level

A response to your initial enquiry will be provided. We will then deliver the agreed project to agreed timescales and budget.

WORKPLACE/MINOR PROJECT DELIVERY

Our role

We facilitate moves and changes, space planning and interior design, and fit-outs and refurbishments, including restacks, relocations and minor acquisitions. Furniture will be procured by us, as well as asset replacements and enhancements, and property technology and network provision, where we are the building's property technology provider.

Your role

You must share a project initiation checklist and issues with our Workplace Project Delivery team, outlining the scope of the project and key outputs.

Service level

We provide timely information pertaining to programme, design, cost, risks, environmental impact and financial management, as agreed on a project specific basis.

MAJOR PROJECT DELIVERY

Our role

We provide space planning and interior design, as well as new build refurbishment, re-stacks and fit-outs. We also provide property technology and furniture, and secure delivery of Tier 2, Tier 3 and STRAP spaces.

Your role

The project initiation checklist must be completed by you, outlining project scope and key outputs.

Service level

Reporting will be delivered in a timely fashion.



Government
Property
Agency

Find out more about us on our **Website**

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