



Facilities Management Annex 1 - FM Services Definition

Facilities Management Programme
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Facilities Management

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Facilities Management

Maintenance Services

The following are classed as FM services, either as single or bundled services

- Airport and Aerodrome Maintenance Services
- Audio Visual (AV) Equipment Maintenance
- Automated Barrier Control System Maintenance
- Building Management System (BMS) Maintenance
- Catering Equipment Maintenance
- Environmental Cleaning Service
- Fire Detection and Firefighting Systems Maintenance
- High Voltage (HV) and Switchgear Maintenance
- Internal & External Building Fabric Maintenance
- Lifts, Hoists & Conveyance Systems Maintenance Locksmith Services
- Mail Room Equipment Maintenance
- Mechanical and Electrical Engineering Maintenance
- Office Machinery Servicing and Maintenance
- Planned Preventative Maintenance & Remedial Works
- Planned / Group Re-Lamping Service
- Reactive Maintenance Services
- Security, Access and Intruder Systems Maintenance
- Specialist Maintenance Services
- Standby Power System Maintenance
- Television Cabling Maintenance
- Ventilation and Air Conditioning System Maintenance
- Voice Announcement System Maintenance

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Horticultural Services

The following are classed as FM services, either as single or bundled services

- Cut Flowers and Christmas Trees
- Internal Planting
- Professional Snow & Ice Clearance
- Reservoirs, Ponds, River Walls and Water Features Maintenance
- Tree Surgery (Arboriculture)

The following are classed as FM services, either as single or bundled services

- Grounds Maintenance Services

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Statutory Obligations

The following are classed as FM services, either as single or bundled services

- Asbestos management
- Air Conditioning Systems
- Asset Management
- Asset Data Survey
- Building Information modelling and government soft landings
- Compliance plans, specialist surveys and audits
- Conditions survey
- Electrical testing
- Fire risk assessments
- Portable appliance testing
- Statutory inspections
- Water hygiene maintenance

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Catering Services

The following are classed as FM services, either as single or bundled services

- Chilled potable water
- Retail services / convenience Store
- Deli/ coffee bar
- Events and functions
- Full service restaurant
- Outside catering
- Residential catering services

The following are classed as FM services, either as single or bundled services

- Hospitality and meetings
- Trolley service
- Vending services (food & beverage)

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Cleaning Services

The following are classed as FM services, either as single or bundled services

- Cleaning of communications and equipment rooms
- Cleaning of curtains and window blinds
- Cleaning of external areas
- Cleaning of integral barrier mats
- Deep (periodic) cleaning
- Housekeeping
- IT equipment cleaning
- Linen and laundry services
- Medical and clinical cleaning
- Mobile cleaning services
- Pest control services
- Reactive cleaning (outside cleaning operational hours)
- Routine cleaning
- Specialist cleaning
- Window cleaning (external)
- Window cleaning (internal)

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Workplace FM Services

The following are classed as FM services, either as single or bundled services

- Administrative support services
- Archiving (on-site)
- Cable management
- Clocks
- Courier booking and external distribution
- Furniture management
- Handyman services
- Internal messenger service
- Mail services
- Move and space management - internal moves
- Portable washroom solutions
- Porterage
- Reprographics service
- Signage
- Space management
- Stores management

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Reception Services

The following are classed as FM services, either as single or bundled services

- Car park management and booking
- Reception service
- Taxi booking service
- Voice announcement system operation

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Security Services

The following are classed as FM services, either as single or bundled services

- Additional security services
- CCTV / alarm monitoring
- Control of access and security passes
- Emergency response
- Enhanced security requirements
- Key holding
- Lock up / open up of buyer premises
- Management of visitors and passes
- Manned guarding service
- Patrols (fixed or static guarding)
- Patrols (mobile via a specific visiting vehicle)
- Reactive guarding
- Vehicular Security and Safety Measures

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Utilities

The following are classed as FM services, either as single or bundled services

- Gas
- Electricity
- Metering services
- National Fuels
- Renewable Energy
- Water (including waste water)
- Vehicle Charging Infrastructure
- Demand side response
- Lighting.

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Waste Services

The following are classed as FM services, either as single or bundled services

- Classified waste
- Clinical waste
- Personal hygiene waste
- General waste
- Hazardous waste
- Medical waste
- Recycled waste

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Construction

The following are classed as FM services, either as single or bundled services

- Minor works and associated services
- Building or civil engineering (maintenance, refurbishment or restoration) excluding new build.

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Miscellaneous FM Services

The following are classed as FM services, either as single or bundled services

- Childcare facility
- Sports and leisure
- Driver and vehicle service
- First aid and medical service
- Flag flying service
- Journal, magazine and newspaper supply
- Hairdressing services
- Footwear cobbling services
- Provision of chaplaincy support services

The following are classed as FM services, either as single or bundled services

- Housing and residential accommodation management
- Training establishment management and booking service

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CAFM and Helpdesk Services

The following are classed as FM services, either as single or bundled services

- CAFM system
- Helpdesk services
- Management of billable works

These could be procured either as part of the FM contract or separately as an Integrator function (please speak to CCS for further advice)

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FM Consumables

The following are classed as FM services, either as single or bundled services

- Heating and electrical products
- Domestic kitchens
- Paints and solvents
- Flooring
- Tool and plant sale and hire
- Protective wear
- Office Stationery and Electronic Office Supplies
- Building Cleaning/Janitorial Supplies
- Building Materials, Tools and Equipment (Purchase and Hire)

These could be procured either as part of the FM contract or separately. This list is not exhaustive.

Facilities Management Control