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CONFIDENTIAL
BUYING GUIDE

CONTRACT FOR THE PROVISION OF:
INTEGRATED FACILITIES MANAGEMENT SERVICES

PERIOD					
FROM:	1 st September 2020			TO:	31 st August 2025/7
CONTRACT REF:	EFD-79993000-IH-2019	ISSUE No:	20-01	DATE OF ISSUE:	28/9/2020
CONTRACT OFFICER:	Ian Husson	TEL No:	8611	EMAIL:	contracts@gre.ac.uk
AGREEMENT TYPE: Corporate					

PURPOSE OF BUYING GUIDE: Provision of outline Contract Services Details and Usage Information
TARGET: All Staff

1.0	SPECIAL ORDERING INSTRUCTIONS
1.1	ORDERING PROCEDURES
1.1.1	In March 2019, in liaison with Estates & Facilities Directorate, Procurement & Business Services undertook an extensive competitive tender under the EU Procurement Directive and Public Sector Procurement Rules to establish a contract for the provision of Integrated Facilities Management services to the University.
1.1.2	The contract was awarded to Sodexo Limited .
1.1.3	The contract with Sodexo to provide IFM services is managed by Estates & Facilities Directorate . Only authorised staff in Estates & Facilities and Procurement & Business Services are permitted to contact the service provider directly other than as outlined below.
1.1.4	<p>The Contract covers a range of Facilities Management services, including:</p> <ul style="list-style-type: none"> • Online Helpdesk including Enquiries • Cleaning and Janitorial services • Security services • Hard FM services (e.g. maintenance of M&E plant, fire alarm & intruder alarms, access control, automatic doors, lifts, air conditioning, PAT testing, lightning protection, water hygiene, etc) • Grounds Maintenance (including sports pitches, etc.) • Business Support Services (including portage, student accommodation reception and management, mailroom services, driver/delivery services, etc.) • Pest Control • Waste Management services • Car Park Management <p>In addition, Sodexo Limited are providing a range of student focussed Added Value and Social Value initiatives.</p>
115	<p>To Raise a Facilities Request</p> <p>If you discover a building fault, need assistance with building maintenance, or want to book an Estates service, please raise a Facilities Request. This can be done by clicking on the 'Log a Facilities Request' option on the Staff Services / My Student Life Portal page. Please include your contact details and date required.</p> <p>For emergencies please phone 020 8331 7779.</p> <p>Service requests will be processed within 24 working hours of receipt.</p> <p>The Helpdesk is open 24 hours a day, 7 days a week.</p>

1.1.6	<p>To Raise Porterage & Transport Requests</p> <p>Please provide the following details in your Facilities Request:</p> <ul style="list-style-type: none"> • Contact details - with an alternative point of contact if possible. • Date - you would like the work carried out. • Building and room details - of where you want items delivered, where applicable. • Descriptions - list of the items to be delivered or moved. • Any other information - Are the items heavy? (i.e. you cannot move them yourself.) Do they include fixtures? Are there access issues? <p>During the exam period, Open Days and graduation, porterage requests may take longer to complete. Should this happen, a member of the team will contact you to arrange a suitable alternative time.</p> <p>Please note requests for minibus transport should continue to be made to UoG Transport. Please contact travel@gre.ac.uk in the first instance.</p>
1.1.7	<p>Raise a Request for Confidential Waste</p> <p>If you have a large collection of waste or hazardous waste, please raise a Facilities Request and call the Helpdesk to arrange collection.</p>
1.1.8	<p>Further information of Facilities Services and how to access them can be found at https://www.gre.ac.uk/internal/estates-and-facilities-services/ nocache</p>



Vincent M John, Director of Procurement & Business Services