

14. Training to be provided by the Service Provider in accordance with Clause 8.8:

- **Internal User Guides** - We would generate a user 'Information Manual' detailing in lay persons terms exactly what equipment and services are available in both lots. These would be written during the initial mobilisation period. For example you already own a small battery powered location encoder and a number of digital SLR cameras that record video, these put together make very portable location filming kits. Internally in your business these would inform the teams in what could be available for them to access.
- **Internal User Training** - We would run training workshops for your teams in the use of equipment as noted above to assist them promote the message of the Mayor and the Assembly.

SCHEDULE 2 - SPECIAL CONDITIONS OF CONTRACT

None

SCHEDULE 3 – SPECIFICATION

Description of Services

1.1 Extent of Services

The purpose of the Contract is to provide Broadcasting and Audio-Visual Services at the Premises for the Mayor of London and 25 London Assembly members. The scope of service includes but is not limited to: Mayoral messages, Assembly Meetings, Committee Meetings and events. The Contractor shall provide operational, equipment maintenance and support broadcasting services including the following elements:

- Television and audio broadcast;
- Webcasting services;
- Connections and links to external media bodies, e.g. via the fibre optic links;
- In built audio-visual equipment and portable audio-visual equipment
- Facilitating outside broadcasts;
- Specialist advice;
- Video conferencing.
- Audio Visual provisions for internal and external events

The scope of service is split into two categories

1. **Broadcasting and Webcast services (Lot 1)**
2. **Audio visual services Events/Outside Broadcast (Lot 2)**

1. BROADCASTS/WEBCASTS

Broadcasting

For Broadcasting and webcasts the contractor should be able to provide:

- Ability to broadcast on multiple channels, simultaneously, for Facebook Live, YouTube and other live streaming services for both Assembly and Mayor, and flexibility to add new channels where necessary.
- HD cameras
- Chamber and committee rooms should be lit for improved quality of broadcast & webcast
- Regularly updated package of idents/VTs that can be integrated into live broadcasts/streams – e.g. holding screens, event starting soon, trailers for events etc
- *Point of view/eye level cameras and/or suspended cameras across the ceiling of the Chamber

Media player for web users

- Clipping capability – to enable those watching without access to the TV feed to clip and use on their websites/ social media easily, exportable with and without subtitles.
- Searchable time codes
- Clock display
- Ability to clip and send speeches to social media channels - via mobile device as soon as their speech/question is over
- Ability to clip items and publish to the London.gov site or social media
- Ability to embed broadcasts on other webpages (such as event pages)
- Quick fast forward and rewind capability
- Live pause
- *Full control of video web stream for users akin to personal video player (PVP) – e.g. Sky+ Virgin

File/content management

- Ability to send FTP (website video) clips to journalists/TV directly
- Ability to withdraw material if deemed necessary from sites - content control
- *Archiving for an indefinite period. And questions tagged by Member and topics (not just meetings)
- *Ability to clip archived meetings

Meta data and surrounding web page

- Links to each motion in script format
- Links to the proposer of each motion
- Post meeting transcript links
- Post meeting archive links
- Meeting information (who is in attendance/attended)
- Searchable named AM links
- Searchable topic links
- Searchable Keyword links
- Forward work agenda links
- Links back to committee home page on website
- Meeting agenda links to specific points in the webcast
- Priority Question links for MQT meetings
- Ability to add descriptions and agenda to archived webcasts
- Ability to create user friendly titles to archived webcasts
- LIVE changes to question content and Assembly Names – in the event errors are spotted before captioning and so names can be easily added or deleted
- *Manual subtitling
- *Automated subtitling
- *Captions to show who is talking during Committee meetings for AMs and guests

*To be priced separately

Functionality for highlighted items to be available on the webcast page itself

2. AV SERVICE/Events and outside broadcasts

For AV Service/Events & Outside Broadcasts the contractor should be able to provide:

- All sound and video set up for events in the LLR
- Live broadcasts from the LLR
- Palantypist services
- Translation booths
- Portable PA systems – that can be used outside the building on small events (e.g. gigs/Pride bus/in the scoop etc)
- Event lighting – e.g. up lighting/gobos to be able to 'dress' the space
- PA systems (internally as well as portable/external incl singing mics and separate amp system)
- Sound engineers available on request
- Large screens on request
- Additional equipment on request (stands, lecterns, hose PA systems/amps- 5/6 mics for panel discussions/audience participation, mobile and static).
- Provision of stage blocks
- * Live producer to manage on-screen captions, questions etc

NB: There is the need to ensure simultaneous events in the building can be adequately equipped LLR/Chamber/CMT rooms.

Crisis/emergency situations – these are short notice and require immediate response

- Single camera and operator needed to shoot, edit and subtitle pieces to camera by the Mayor in response to breaking news events.
- This may require travelling to where the Mayor is, with kit and the ability to edit and post online on-site (or transfer to an editor over a cellular broadband connection).
- This is an On-demand service, and is likely to cover un-social hours. It should be available 0600-2200, 7-days a week.
- Delivery KPI: package delivered to viewers online within 30 minutes of recording.

Connected services (TG)

- The Broadcast Supplier currently sub-contracts the Signage and Legal recording suppliers.
- There is a link between the room bookings, sound recording and signage systems and contracts. There is a need to liaise with the Information Technology Group.
- The Broadcast supplier provides the City Hall TV service and supplies the API for pulling live and scheduled webcast information to london.gov.uk

1.2 Comprehensive Cover

The Contractor shall immediately inform the Authority Representative when repairs or replacements to any item of Equipment are needed irrespective of the amount.

The Contractor shall be fully responsible at no charge to the Authority for the maintenance and upkeep of Contractor's Materials.

1.3 Factors affecting the Service

The Contractor shall have regard for all factors that could affect the execution of the Services including (but not limited to):

- Communications with the Authority, its staff, agents, other contractors and suppliers;
- Authority business operations;
- Legal obligations;
- Asset values;
- Conditions under which the Service shall be carried out;
- The supply of, and conditions affecting, labour and materials;
- The risk of injury or damage to property on or adjacent to the Premises or to the occupiers of such property.

1.4 Availability of Services

The Authority requires that the Services shall be available at defined times, including on site presence. The Contractor shall be required from time-to-time to reschedule Services in order to comply with the Authority's requirements, as instructed by the Authority Representative. The matrix below indicates current availability times for the undertaking of the Services.

- **Area**
City Hall
- **Time for availability of Services**
0800 to 1900 hours

There may be occasion when City Hall is in use outside the hours stated. The Authority Representative will notify these to the Contractor in advance.

1.5 Service elements

The scope of the Services is split into the following areas:

- General administration (clause 2).
- Contract management (clause 3).
- Accounts administration (clause 4).
- Asset management (clause 5).
- Health and safety management (clause 6).
- Environmental management (clause 7).
- Statutory inspections (clause 8).
- Workmanship, materials and stock (clause 9).
- Economies of services and monitoring (clause 10).
- Help Desk (clause 11).
- Security (clause 12).
- Mobilisation (clause 13).
- Additional services management (clause 14).
- Legislation, regulations and standards (clause 15).
- Business continuity (clause 16).
- Provision of service (clause 17).
- Facilities to be provided to the Contractor (clause 18).
- Service Level Agreements (clause 19).

- 1.6 The Authority has taken all reasonable measures to ensure the information referenced in this Schedule is correct. It is however, the Contractor's responsibility to verify the accuracy of the contents and to report all discrepancies to the Authority Representative during the Mobilisation Period. The Contract Price detailed in Appendix 5 shall only be subject to adjustment if such discrepancies are identified during the Mobilisation Period.

2. General Administration

2.1 General

- 2.1.1 It is the Contractor's responsibility to inform the Authority Representative of any:
- Additional services or functions that may be required in connection with the Contract and the overall objective of the scope of the Services;
 - Matter in connection with the Contract that may affect the Services, Premises, occupants, or operation of the building assets/Equipment.
- 2.1.2 The Contractor shall ensure that a secure, clean and safe environment that conforms with statutory and Authority's standards is maintained at all times, in all areas of the Premises being used by the Contractor in connection with the Services.

2.1.3 Contractor's nominated hours

The Contractor shall provide the Services within the business hours nominated for Contractor (as defined in Volume 1 clause 1.4) and shall, where the Contract so requires, provide the Services outside the nominated business hours.

2.2 Contract Management Team

- 2.2.1 The Contractor shall establish and maintain a contract management team and provide a competent Contractor's Representative (both technically and managerially) to be responsible for the satisfactory execution of the Services. This person is to be conversant with all requirements of the Contract, and must ensure that the Services provided are carried out in accordance with the Contract and to the satisfaction of the Authority Representative. The day-to-day management of the Services will be controlled through the designated Contractor's Representative who shall act as the liaison point between the Authority Representative and the Contractor.
- 2.2.2 The Contractor must submit relevant professional profiles and curriculum vitae of all proposed Key Personnel prior to their employment on the Premises for the Authority Representative' approval. The Authority reserves the right to interview any prospective Contractor Personnel or Staff prior to their acceptance by the Authority Representative.
- 2.2.3 The Authority reserves the right to require the Contractor's site management and supervisory team to be resident in or within 20 miles of the postal code of SE1.

2.3 Organisation structure

- 2.3.1 The Contractor shall maintain an organisation chart indicating the Contractor's Personnel allocated to the Services, which shall be kept updated by the Contractor throughout the Contract Period and available for review by the Authority. The Contractor shall maintain a staff register to record details of the Contractor's Personnel, passes issued to them, training and any items of the Authority's equipment or assets issued to the Contractor's Personnel.
- 2.3.2 The contract management team shall comprise the Key Personnel, the identity of which shall be agreed by the parties as part of the Mobilisation Period programme as referred to in clause 13 of Volume 1 of this Contract.
- 2.3.3 The Contractor shall ensure that any Services performed on the premises are subject to on-site supervision at all times to ensure satisfactory performance in accordance with the Contract. Such supervisors must be competent (both technically and managerially) and supplied in sufficient numbers if more than one is required.
- 2.3.4 The Contractor's Representative or designated deputy is to be contactable 24 hours a day, 7 days a week via an emergency call out number.
- 2.3.5 The contract management team are required to be self covering for any absence i.e. sickness, annual leave or special leave of absence. In the event of sickness over 14 calendar days by a member of the Contractor's Personnel, the Contractor must provide a suitable replacement at no extra cost to the Authority and without disruption to the Services.
- 2.3.6 The Contractor shall supply the necessary resources and equipment to carry out audit inspections on equipment and fabric included as part of the Contract. Such audits shall be undertaken as part of the activities covered by the scope of the Contract.
- 2.3.7 The Contractor shall provide sufficient Contractor's Personnel notwithstanding holiday or sickness absence to ensure:
- The Premises are operated to achieve beneficial occupancy by the Authority in compliance with its business, legal and statutory obligations;
 - Maintenance is performed at agreed scheduled intervals including work required to be performed outside of the Contractor's nominated hours
 - Reactive / call-out work performed to agreed timescales;
 - 24-hour service is provided where determined necessary.

2.3.8 Staffing levels and the calibre of Contractor's Personnel are the sole responsibility of the Contractor. The Contractor has a duty to match workforce and staffing levels with the contract requirements with any increase in staff levels or calibre being at no additional cost to the Authority.

2.3.9 The Contractor's Representative shall ensure that the Authority Representative is informed of all defaults in Service within 2-hours of awareness by the Contractor.

3. Contract Management

3.1 General

3.1.1 The Contractor will monitor all Services set out in the Contract and report all activities through the Contract Review Report, with the contents of such Report detailed in clause 3.11 of this Volume 3.

3.2 Scheduling of work

3.2.1 The Contractor shall assess and schedule work to provide the Authority with the most cost-effective management, operational and maintenance procedures that meet the Authority's occupancy requirements. This shall include the requirement to assess and provide advice on comparative maintenance regimes (e.g. planned preventative or conditional maintenance) best suited to each item of Broadcast, or audio-visual equipment its warranty, replacement parts or repair. The Contractor shall provide the Authority with details of the schedules for Approval and shall review each with the Authority (or a third party appointed by the Authority) annually from Commencement Date.

3.2.2 During the Mobilisation Period the Contractor shall produce a suitable programme of planned preventative maintenance works for the approval of the Authority Representative. This programme will be the minimum level of planned activities that the Contractor will carry out to meet the Contract requirements. The Contractor shall regularly review this programme and report at the Contract Review Meeting (as referred to in clause 3.12 of this Volume 1) any proposed changes or enhancements but shall not put such proposals into effect without the approval of the Authority Representative. Isolations for maintenance purposes must not adversely affect the Authority's operational or health and safety requirements.

3.2.3 The Contractor shall identify those tasks that have to be undertaken outside normal working hours, noting those listed in specification of services clause 1.1.

3.2.4 The programme stipulated in clause 3.2.2 of this Volume 1 shall indicate for each week the number and nature of the planned activities. The Contractor shall carry out the planned activities in accordance with Schedule 5 of the Contract or such alternative programme as has been approved by the Authority Representative.

3.2.5 If for any reason the Contract falls behind the programme of planned activities or the sequence of the operations is materially altered, the Contractor shall prepare a revised programme within the time-scale instructed by the Authority Representative.

3.2.6 Acceptance by the Authority Representative of a revised programme of planned activities will not relieve the Contractor of his obligations and liabilities under the Contract.

3.2.7 The Contractor must ensure that a competent member of the Contractor's Personnel take responsibility for emergency situations during and outside normal working hours to provide direction and coordination of Services. The Contractor will advise the

Authority Representative of any emergency or breakdown situations as soon as they arise.

- 3.2.8 The Contractor shall ensure safe systems of working are employed within the Services to adequately protect all building users.

3.3 Planned Activities

Planned activities are taken from Contractor's programme of works as agreed by the Authority Representative. The following tolerances will be accepted by the Authority Representative for completing planned tasks. Completion of tasks outside of these defined tolerance rates, without justification from the Contractor, will result in failure to meet the requirements of the Contract.

The tolerance figure is the number of calendar days beyond the expected due date where completion of the task is acceptable.

Frequency of task	Tolerance
Daily	No tolerance
Weekly	2 calendar days
Monthly	7 calendar days
Quarterly	14 calendar days
Bi-annual	28 calendar days
Annual	42 calendar days
Crisis/emergency requirement	No tolerance

Responsibility and liability for any detrimental effect to the Equipment either directly or otherwise as a result of the Contractor's failure to meet the required frequency of maintenance activities shall be borne by the Contractor.

3.4 Maintenance general items

- 3.4.1 The Contractor shall ensure that the Equipment is maintained in a safe, economic and reliable condition and operating to the full design and performance parameters as originally installed including any enhancements/additions.
- 3.4.2 Routine testing of Equipment and systems including the testing after routine maintenance or call-out is to be carried out by the Contractor prior to re-instatement of any Equipment back into service. The Equipment in the Chamber is required to be set up and tested as working in advance of any significant meeting held within the Chamber.
- 3.4.3 The Contractor shall ensure that all equipment cupboards, riser cupboards, ducts and voids that affect the Services are kept clean, tidy and in a condition acceptable to the Authority Representative. All areas are to be kept secure to prevent unauthorised entry wherever possible.
- 3.4.4 The Contractor shall include for the cleaning of all Equipment within the Contract Price.
- 3.4.5 The Contractor shall test and ensure operation of all Equipment prior to significant meetings taking place in the Chamber as specified in Volume 1.

3.5 Time is of the essence

The Contractor shall undertake all work on the basis that **time is of the essence** and any delays must be Notified to the Authority before expiry of the due time for

completion of the task. Notification shall include full explanation of how the Contractor shall ameliorate delay or ameliorate the effect of delay. In the case of any planned health and safety work that affects the safe use of the building or the safety of any occupant, then delay in completion of the task shall require the building (or affected area) to be vacated until the work is complete. In such occurrences the Contractor shall be liable for any loss of beneficial occupancy by the Authority.

3.6 Expert knowledge

The Contractor shall ensure that work is completed to the required professional quality and to a standard not less than the applicable British Standards (BS), European Standard (CEN), International Standard (ISO) or equivalent.

3.7 Supervision

The Contractor shall manage and supervise all Contractor's Personnel, Sub-contractors and suppliers throughout the Contract Period, and shall be responsible for performance of the Services. If the Contractor shall require additional Contractor's Personnel to manage and supervise Sub-contracts such Contractor's Personnel shall not be charged to the Authority.

3.8 Supply of Staff & tools

3.8.1 The Contractor shall supply a sufficient number of competent personnel to fulfil the requirements of the Contract. If the Contractor shall fail to provide sufficient personnel to fulfil the requirements of the Contract the Authority may obtain the Services (or any part thereof) from an alternative supplier and charge the Contractor for all costs incurred. The Contractor shall supply a comprehensive set of electronic and manual specialist tools suitable for the testing and repair of broadcast equipment required by Contractor's Personnel for the proper execution of the Service.

3.8.2 Staff attending the Premises must on request produce bona fide identification to the Authority.

3.8.3 Staff attending the Premises must wear in a conspicuous manner an identity badge issued by the Authority. The Authority's badge must be returned to the Authority if the person ceases to provide any part of the Service.

3.8.4 The service provider shall ensure that their staff are presentable at all times and where practicable and be provided with a suitable uniform to be agreed by the Authority.

3.8.5 The Service Provider will ensure that no staff working on this contract are employed on a 'Zero Hours Contract'. This includes any staff brought in to cover short term vacancies.

3.8.6 The Authority shall have the right to require the Service Provider immediately on receipt of notice in writing to remove any of his employees from site who have in the opinion of the Authority been guilty of misconduct, negligence or incompetence, and such persons shall not be employed again on the site without the permission of the Authority.

3.9 Provision of information

The Contractor shall at its own expense and without delay give to the Authority such information relating to the Contractor, Sub-contractors, suppliers, visitors and activities under the Contract as the Authority may reasonably require.

3.10 Annual plans and budgets

The Contractor shall provide financial and resource information to enable the Authority to prepare its annual operating plans and budgets. The Contractor shall when notified comply with the requirements of any operating plans and budgets.

3.11 Contract Review Report

3.11.1 The Contractor shall prepare and submit to the Authority Representative one electronic copy of the quarterly Contract Review Report at least five days prior to each Contract Review Meeting.

3.11.2 The Contract Review Report shall contain a summary of the progress made since the last report, significant achievements, difficulties etc, in respect of the Contract, and are supported by detailed and substantiated information in the following areas as a minimum:

- KPI Matrix;
- Operatives attendance records;
- Management visit records;
- Recommendations;
- Health and safety;
- Environmental management;
- Performance of Services;
- Faults and call-outs;
- Response times to reactive calls;
- Claims and variations;
- Finance;
- Minor works/project works;
- Outstanding information.
- Risk register
- Business Continuity Plan
- Issues/complaints and rectifying action

3.11.3 In addition, the Contractor shall provide regular feedback to the Authority in relation to the general provision of the Services. The frequency of such feedback reporting will be as a minimum the following:

Measurement	Interval
Equipment failure/unscheduled downtime	Per event
Unscheduled equipment/plant downtime affecting Beneficial Occupancy (including health and safety regulated items)	Daily
Unscheduled denial of access	Daily
Unscheduled plant downtime not affecting Beneficial Occupancy	Weekly
Unscheduled equipment/plant repairs	Weekly
Failure to respond to call-outs within time limits defined in schedule of responses*	Monthly
Breakdown /failed equipment callout trends and affect on condition maintenance	Monthly
Spend against agreed budget*	Monthly
Unscheduled includes downtime that exceeds prior agreed duration for completion of the Services.	
* Reportable at monthly intervals to the Authority	

3.11.4 The Contract Review Report shall provide all relevant factual information to keep the Authority Representative fully informed of progress of the Contract.

3.11.5 The requirement for the contents and format of the Contract Review Report may be amended as required by the Authority Representative from time to time.

3.12 Contract Review Meetings

- 3.12.1 Contract Review Meetings shall be held at monthly intervals or at such other times as may be deemed necessary by the Authority Representative.
- 3.12.2 The Contractor is required to provide and maintain a high level of communication with the Authority Representative to ensure he/she is aware of all issues (or potential issues) at all times.
- 3.12.3 The Authority Representative shall chair all Contract Review Meetings and shall appoint a person to be responsible for keeping an accurate minute of the meetings.
- 3.12.4 The Authority Representative shall have the right to instruct the Contractor to arrange for the attendance of a Sub-contractor at Contract Review Meetings. The Contractor shall use his best endeavours to comply with such an instruction.
- 3.12.5 The Contractor shall hold regular, recorded meetings with its Sub-contractors and other specialist suppliers to ensure the items covered at Contract Review Meetings are adequately conveyed to the Sub-contractors. The Contractor shall keep the Authority Representative advised in advance of the dates and venues of any meeting with Sub-contractors. The Authority Representative may attend such meetings without the prior consent of the Contractor. The Authority Representative may require from time to time copies of any minutes taken at the meeting whether he/she attends or not.
- 3.12.6 The Contract Review Meetings shall review all aspects of the Contract including, but not limited to, the following:
- Accuracy of minutes from previous meetings;
 - Staffing and human resources;
 - Health, safety and environment;
 - Performance, maintenance and reactive;
 - Re-occurring faults;
 - Variations;
 - Technical/commercial clarifications;
 - Finance;
 - Review of outstanding works;
 - Review of forthcoming planned works.
- 3.12.7 The Contractor shall attend all other meetings deemed necessary by the Authority Representative at times and places to be determined by the Authority Representative.

3.13 Document Control

- 3.13.1 The Contractor shall develop a comprehensive and structured administration system for the Contract, including any sub-contracts, to ensure complete 'transparency' of process and a full audit trail. The Contractor shall be able to demonstrate the structure and content of this administration system at the reasonable request of the Authority Representative.
- 3.13.2 The Contractor shall maintain and make available to the Authority Representative or any relevant party appointed by the Authority comprehensive records and documents relevant to the management and provision of the Services all in compliance with relevant Authority's procedures. Where no relevant Authority procedures exist but records are required, ie statutory compliance, the Contractor is required to develop, manage and maintain appropriate records. The information required from the Contractor as a minimum is:
- As built drawings;
 - Inspection records/reports;
 - COSHH records;
 - Health and safety information and records;
 - Technical services records;

- Minor works and project works records;
- Operating and maintenance manuals;
- Insurance details;
- Resourcing.

3.13.3 The Contractor shall produce a list detailing all operating and maintenance manuals, record drawings and commissioning information. This list shall form a permanent record of all information, used for maintenance purposes, in the Contractor's possession. The list of documentation shall be updated at least every six months to reflect any additions or omissions.

3.13.4 All information, decisions and instructions relating to the Contract shall be made and kept in writing. The Authority's recipient for such Contract correspondence shall be the Authority Representative, and the Contractor's recipient shall be the Contractor's Representative.

3.13.5 Correspondence which requires a response relating to a pre-agreed event shall clearly state the relevant event.

3.14 Sub-contracted work

The Contractor shall obtain Approval for any works to be executed by specialist sub-contractors. Where the use of specialist sub-contractors is proposed subsequent to the Commencement Date, the Contractor shall obtain competitive quotations within the Authority's procurement guidelines, and the Approval of the Authority shall be obtained before entering into any sub-contract arrangement.

4. Accounts Administration

4.1 The Contractor shall provide a financial summary, in a format to be approved by the Authority Representative, every month for inclusion within the Contract Review Report and discussion at the Contract Review Meetings.

4.2 The Contractor shall co-operate fully with the Authority's finance and audit departments on all matters pertaining to the Contract. The Contractor shall provide information and assistance as may be required by the Authority during audits at the timescales set by the auditors.

5. Asset Management

5.1 The Contractor shall manage the assets to maintain serviceability of the Authority's assets and shall maintain an asset register, as defined in Volume 2 of the Contract, at all times throughout the Contract Period defining the Equipment.

The Contractor shall supply the Authority Representative, upon request, with an up to date copy of the Asset Register in a format to be agreed with the Authority Representative.

The Contractor shall ensure the Authority has continuous access to the Asset Register which remains the property of the Authority at all times.

The Contractor shall manage the assets to maintain serviceability of the Equipment as detailed in Volume 1 Clause 3.

5.2 Warranty Management

The Contractor shall be fully responsible for the total warranty management for all Broadcast and audio-visual equipment on the asset register. This includes research, management, and collation of managerial and technical supportive information to be

presented to the Authority. Financial claim or implementation of any works under this requirement must only be done once the Contractor has received written instruction to proceed from the Authority.

The Contractor is to prepare and update a suitable managerial process and procedure, fully documented to the satisfaction of the Authority for total warranty management.

5.3 Manufacturers' recommendations

The Contractor shall comply with all applicable manufacturers' maintenance and servicing recommendations where failure to comply with any such recommendation would either cause non-compliance with a statutory duty (by the Contractor or Authority), or invalidate a warranty or guarantee.

5.4 Capital Expenditure Plan

The Contractor shall within the first six months following the Commencement Date, and then annually, no later than August of each subsequent year within the Contract Period, prepare capital expenditure budgets for all Services and Equipment including but not limited to a 5-year plan containing costs of $\pm 20\%$ accuracy. These budgets shall be in a format to be mutually agreed between the parties and updated on an annual basis. These planning exercises may include long term requirements for capital funding and may be for the periods outside the Contract Period. In all cases the Contractor shall provide financial and project information including substantiated justifications as required by the Authority Representative at no additional cost to the Authority.

The Contractor shall produce, no later than August of each and every year of the Contract Period, an implementation plan on an annual basis for all capital works to be completed including annual work programmes for all Services.

Any works highlighted on the plans including Contractor proposals will not form part of the Contract.

5.5 Asset Protection Plan

The Contractor shall prepare an asset protection plan comprising a system for maintaining the assets within the asset's life expectancy (as defined by the manufacturer or to industry norms for items of similar quality and usage). This plan shall include operation of a register of 'scheduled servicing actions' and a facility for recording 'maintenance actions completed' (including the date, time, parts used, cost (where identifiable), and servicing engineer identity (name or staff number)). The record of 'maintenance actions completed' shall automatically identify warranty entitlements and inform the Contractor of any special actions required to ensure validity of warranty/guarantee or any renewal or extension of warranty/guarantee.

5.6 Asset Registers

The Contractor shall verify completeness of asset registers, as defined in Volume 2 of the Contract, stored on the CAFM during the Mobilisation Period. The Contractor shall maintain currency of the asset registers throughout the Contract Period.

5.7 Condition of Assets and Reporting

The Contractor shall evaluate each item of Equipment on an annual basis and provide a quantitative assessment of condition and performance. The Contractor shall provide the results of this annual evaluation in substantiated form in a format agreed with the Authority Representative.

6. Health and Safety Management

6.1 The Contractor shall ensure that all operating procedures comply with the requirements of health and safety legislation, Health and Safety Executive guidelines, Approved Codes of Practice, British Standards or equivalent, and industry best practices. The Contractor shall comply with the Authority's security procedures for the Premises at all times.

6.2 The Contractor shall take all reasonable and practicable steps to comply with the Health and Safety at Work Act 1974, including the following specific requirements:

6.2.1 Competent person

The Contractor shall nominate a competent person responsible for ensuring health and safety compliant with applicable legislation.

6.2.2 Safety policy

The Contractor shall provide a written health and safety policy statement appropriate to the Service. This shall be available at all times during the Contract Period to the Authority, Contractor's Personnel, Subcontractors and visitors to the Premises.

6.2.3 Safety Audits

The Contractor shall undertake safety audits appropriate to the Services before the Commencement Date, and during the course of the Contract (at least annually). Audits to include:

- Training;
- Information;
- Equipment;
- Safety procedures.

6.3 The Contractor shall be responsible for initiating, controlling and monitoring safe systems of work, advising the Authority Representative on best practice and ensuring adequate and professional training of its personnel in all matters of health and safety.

6.4 The Contractor shall provide site specific risk assessments, in a format approved by the Authority Representative, for all Services and activities carried out for the requirements of the Contract. The Contractor shall provide copies of their specific assessment of risk for each task and the various inspections required following execution of the Contract to conform to the requirements of the *Management of Health and Safety at Work Regulations*. These must be supplied and agreed with the Authority Representative prior to any commencement of works covered by the assessments.

6.5 The Contractor will provide site specific method statements of their working methods proposed to meet the requirements of the Contract and will work to the method statements at all times. The Contractor's method statements will include as a minimum:

- Methods of used;
- Protection of members of the public (internal and external);
- Deployment of barriers and signage (internal and external);

6.6 The Contractor shall supply detailed data sheets to the Authority Representative for all substances that he intends to use which are controlled by the COSHH regulations. These must be supplied prior to commencement of any works using such substances.

6.7 The Contractor will implement the requirements under the COSHH regulations for all activities and services provided. All the relevant information will be provided by the Contractor to the Authority Representative and information stored on site.

- 6.8 The Contractor will fully cooperate and liaise with the Authority Representative and any other parties regarding investigation into incidents in compliance with the Authority's requirements.
- 6.9 The Contractor shall ensure all processes in respect of health and safety are documented and made available for inspection and/or audit at all times. The Contractor shall always complete the Authority's accident book in respect of accidents and reference any such incidents within the Contract Review Report.
- 6.10 The Authority reserves the right, if it considers it necessary, to notify or seek the advice of the appropriate enforcing statutory authority where the Authority believes that there is, has been, or will be a breach of the *Health and Safety at Work Act 1974* or any other statutory provisions relating to health and safety.
- 6.11 The Authority reserves the right to stop any works, operations or actions of the Contractor's Personnel if, in reasonable opinion of the Authority Representative, the manner in which these are being undertaken constitutes a risk to the health and safety of any person or property. Moreover, the Authority will not accept responsibility for any loss incurred by the Contractor as a result of any such actions.
- 6.12 Particular care must be exercised when work is carried out in areas where members of the Authority's staff or the general public are likely to be present, especially with regards to sharp tools, open voids, overhead working, hazardous substances and the use of any Access Equipment.
- 6.13 The Contractor shall supply and utilise necessary hazard warning signs, barriers and protective guarding, where appropriate to maintain the safety of the building users, general public and any others.
- 6.14 The Contractor shall ensure that suitable personal protective equipment will be provided to its Contractor's Personnel, including where appropriate training and instruction in their use and operation.
- 6.15 The Contractor shall ensure, and be able to demonstrate that, where appropriate, the Contractor's personnel are fully aware of the requirements of the *Manual Handling Operations Regulations 1992*.
- 6.16 The Contractor shall provide all appropriate protective clothes and equipment (Personal Protective Equipment (PPE)) as defined by legislation.

6.18 Cleanliness of Equipment Areas

The Contractor has a direct responsibility under the Contract to remove all debris, cuttings and rubbish from the Premises immediately on completion of a task or activity.

7. Sustainability

7.1 The Mayor's vision is to develop London as an exemplary, world-leading, sustainable international city.

7.2 Sustainable development is 'development that meets the needs of the present without compromising the ability of future generations to meet their own needs'. Sustainable development is usually defined in three ways, economic, social and environmental. For London, the Mayor has identified goals based on these themes:

Strong, diverse, long-term economic growth

Social inclusivity to give all Londoners the opportunity to share in London's future success

Fundamental improvements in London's environment and the use of resources

7.3 The Contractor shall fully adhere to the GLA Sustainability Policy and any subsequent amendment thereto. Full details can be found here:

https://www.london.gov.uk/sites/default/files/sd_policy_-_signed.pdf

7.4 The Contractor must establish and operate Sustainability Management Plan, identifying key sustainability issues and actions they might take in the aims of the Authority's sustainability policy in as far as the Services are concerned.

7.5 The GLA has updated its Responsible Procurement Policy, a strategic document setting out the GLA Group's plans, ambitions and commitments for pioneering socially, environmentally and economically sustainable procurement to deliver improved quality of life and better value for money. The Contractor should operate in line with the GLA group responsible procurement policy e.g. on the London Living Wage. Full details can be found here:

https://www.london.gov.uk/sites/default/files/gla_group_rpp_v7.12_final_template_for_web.pdf

8. Statutory and Authority Mandatory Inspections

8.1 The Contractor shall ensure Contractor's Personnel attend any statutory inspections or any other inspections initiated by the Authority. In addition, the Contractor shall do all acts necessary to facilitate any such inspections.

8.2 Testing of Equipment and systems and procedures in relation to the Services, including but not limited to maintenance records for all of the requirements under the Contract, are to be fully documented and stored within the suitable folders at the Premises. This documentation will remain the property of the Authority at all times and must not be removed from the site. Results of inspections and testings are to be reported to the Authority Representative, and detailed within the Contract Review Report.

9. Workmanship, Materials and Stock

9.1 The Contractor is responsible for ensuring that it holds sufficient stock of materials, spare parts, components, replacement equipment, consumable materials, tools, specialist equipment and temporary plant necessary to ensure the Equipment is maintained to meet the requirements of the Contract.

9.2 All materials and equipment selected, bought and held in stock shall be fully detailed on an inventory listing describing not only its technical information but the location of storage. At all times these items remain the property of the Authority and the inventory shall be updated and presented to the Authority Representative at each and every Contract Review Meeting. Such items must be clearly labelled as 'Property of the Greater London Authority' at all times.

9.3 The Contractor shall be responsible for the correct storage, maintenance and other costs of holding stock items. The Contractor shall be responsible for the security and insurance against loss of the stock items until they are installed.

9.4 The stock levels maintained by the Contractor shall be of a sufficient level to satisfy all Repair Times, service level requirements, planned activities, performance regime and Equipment conditions required by the Contract.

9.5 All materials, components and Equipment shall meet or exceed the relevant National/International Standards (BSI, IEE etc.) and be supplied and installed in accordance with the requirements of the appropriate standards and the manufacturers' installation instructions and guidelines.

9.6 Materials supplied or installed by the Contractor which in the reasonable opinion of the Authority Representative do not meet the requirements of the Contract shall be removed and replaced with acceptable materials by the Contractor at no extra cost to the Authority. If the Contractor is unable or unwilling to replace any unsuitable materials then the Authority may arrange their replacement at the Contractor's cost.

9.10 **Supply of Materials**

All Contractor's Materials shall be of merchantable quality, fit for the intended purpose (as defined under the Trades Description Act, the Sale of Goods Act, or the Sale of Goods & Services Act).

9.11 **Guarantees**

Any guarantees for Replacement Materials, or any works, shall pass to and be vested in the Authority.

10. **Economy of Services and Monitoring**

10.1 The Contractor shall organise their work so as to minimise the cost of any facilities, services and equipment provided free of charge by the Authority. The Contractor shall also ensure the economical usage of any storage space which may be provided free of charge by the Authority.

10.2 The Authority reserves the right to undertake from time to time financial and technical audits and the Contractor shall provide the Authority with assistance to achieve this.

11. **Help Desk**

11.1 The Authority operates a Help Desk that takes calls direct from the Authority's employees or visitors for reactive operational adjustments or building fabric and services maintenance work.

11.2 The Authority's helpdesk operates between 0800 and 1800 hours Monday to Friday except Bank Holidays.

11.3 The Contractor shall pro-actively liaise with Authority to ensure that meetings are scheduled and under the provision of the Services.

11.4 The Contractor shall have sufficient competent and qualified Contractor's Personnel to respond to emergency and urgent call outs (as defined within Schedule 5 of this Contract) on 7 days a week, 24 hours a day, for all routine call outs reported as Faults. Response to call outs reported as Faults shall be in accordance with the response criteria defined in Volume 3.

11.5 **Authority's Help Desk functionality**

The Authority's Help Desk system includes the following functionality:

- Automatic allocation of unique reference that follows job from request to completion, payment and audit;
- Automatic recording of request time, date and operator identification;
- Selection of work type requests from list (categorisations and response criteria to be agreed);

- Automatic allocation of work using analysis of location, work type and Contractor details
- Automatic posting of instructions to Contractor (using e-mail / facsimile / or other approved methods);
- Automatic posting of task confirmation to requester (using e-mail or other approved methods);
- Automatic monitoring of task progress and completion information;
- On-line progress and completion monitoring (format and implementation date to be confirmed by the Authority);
- Automatic posting of task performance exceptions to the Authority (using e-mail or other approved methods).

11.6 The Contractor shall fully comply with and respond to all the procedures and requirements of the Authority's Help Desk facility that may undergo enhancements or revisions from time to time.

12. Security

12.1 The Authority's procedures in regard to security shall be followed at all times.

12.2 The Contractor must ensure that particular care is taken by the Contractor's Personnel so as not to compromise the safety, security and comfort of the Authority's staff, visitors or any persons affected by the Services.

12.3 The Contractor must take every care for the security of their property and belongings, and will follow any particular instructions given by the Authority concerning locking up. Responsibility for such property shall remain the Contractor's risk.

12.4 The Contractor's Personnel normally employed on site, will be issued with designated ID Badges. These badges will be updated on a 6-month basis and remain the property of the Authority. All staff and sub-contractors attending site will be required to sign in to the Authority upon arrival to the Premises at the security control room and sign out upon leaving and any visitors shall be escorted at all times by the site based staff.

13. Mobilisation

13.1 Prior to the appointment of any Sub-contractors the Contractor must submit to the Authority Representative a comprehensive report detailing the results of any tender evaluation work conducted in relation to the appointment of such Sub-contractors. This shall include as a minimum:

- The documentation and criteria used to obtain any Sub-contracted works;
- Performance against each criterion;
- Recommendations of any appointment of specialist Sub-contractor.

The Authority reserves the right to interview any Sub-contractor appointed by the Contractor and its personnel to ensure capability with the Contract and the Authority's business ethics and policies.

13.2 During the Mobilisation Period, the Contractor shall complete, to a standard acceptable to the Authority Representative, the following activities.

13.2.1 Within one week of the Commencement Date, the Contractor shall produce a detailed implementation plan identifying the key dates and activities to be carried out within the Mobilisation Period and attend an implementation meeting with the Authority Representative.

13.2.2 The Contractor shall implement the agreed Mobilisation Period programme that shall include as a minimum: