

Sci-Tech Daresbury Management and Service Specifications High Voltage Works

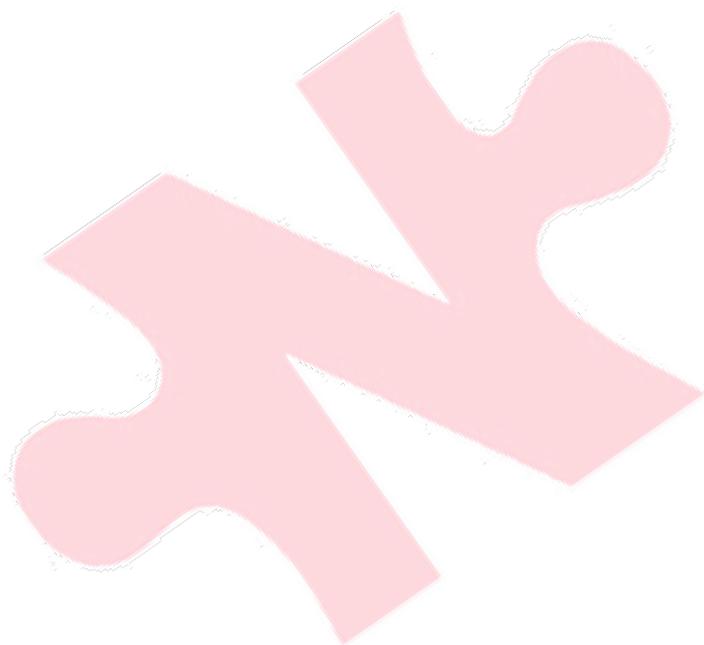


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1.0 Management Specification

1.1 Helpdesk and CAFM System

Daresbury Laboratory Estates Services (the Client) manages a dedicated helpdesk service (Estates Helpdesk) which is underpinned by a Computer Aided Facilities Management (CAFM) system. All work orders for reactive, planned and statutory maintenance will be scheduled and issued to the Contractor via the CAFM system.

The current CAFM system is manually based and the Contractors will be required to provide documentation via email. It is anticipated that a new system will be introduced in December 2020.

The Contractor must actively engage with the new CAFM system and therefore the Contractor must have a valid email address and access to the internet. Training will be provided.

The Contractor will receive an email notification for all work which will include a web link to the new CAFM system. Access to the new CAFM system via the web link will provide the Contractor with details of the work including the priority, expected response and completion times and any other location or operation specific detail.

In exceptional circumstances, a work order for emergency or reactive repairs may be issued directly via a telephone instruction by the Service Manager or a nominated deputy. These exceptional work orders will be supplemented by a formal work order via the CAFM system as soon as possible after the telephone instruction.

1.2 Work Order Management

Compliance Planned Preventative Maintenance (CPPM) and Planned Preventative Maintenance (PPM) work orders will be issued in advance to the Contractor either monthly, quarterly or annually and either relate to a specific asset or group of assets.

Remedial Works Orders

In the event that Remedial Works are identified during a CPPM or PPM visit:

- a) If the remedial works are required to achieve statutory compliance and the value is estimated to be less than £500, the Contractor is authorised to carry out these works on the basis of the CPPM/PPM work order and must complete the remedial works within the Response Times
- b) If the remedial works are required to achieve statutory compliance and the value is estimated to be £500 or more, the Contractor must notify the Client of the requirement within one working day. The Client will either approve the works or request a quotation for the works to be provided within five working days
- c) If remedial works are required that do not affect statutory compliance, the Contractor must notify the Client and provide a quotation for the works within five working days

Reactive and Additional work orders, including requests for quotations

Reactive works estimated to be less than £500 may be awarded to the Contractor. Other reactive works may require a quotation from the Contractor and a third-party contractor.

Recalled Works

If, following the performance of any Services or any agreed Additional Works, the Client is of the reasonable opinion that such works have not been performed to the standard required by this Agreement, the Client shall notify the Contractor. Any such notice may require further work to the reasonable satisfaction of the Client to be completed either as a priority within 24 hours of such notification or routinely within seven days. The Contractor shall conduct such further works entirely at its own cost. Where plant and associated Building Engineering Systems are found to be damaged or subject to imminent failure, the Contractor shall act immediately to mitigate the effects of the failure and any potential consequential impact or damage.

Attendance

For all Works Orders the Contractor will notify the Client of the date and time (morning or afternoon) when they will attend to complete the works and will provide updates on any changes in advance via the CAFM system.

The Contractor will notify the Client when works have been completed via the CAFM system within one working day and issue work order documentation and appropriate certification via the portal or by email if agreed with the Client within three working days.

1.3 Contract Mobilisation

Contract mobilisation will start at least four weeks before the Contract Date.

The Contractor will appoint a Mobilisation Manager with the necessary skills, attitude and experience to implement the necessary change required.

The Mobilisation Manager must provide weekly updates on the progress of the Mobilisation Deliverables that follow:

Mobilisation Deliverable	Contractor Requirements
The Performance Table	Agree detailed definition and intent of KPIs and other performance measures
Subcontractors	Confirmation of all subcontractors, agree back to back terms and processes for transparent management
Relationship Management Plan	The Client and the Contractor will have agreed the Relationship Management Plan, established executive management commitment and agreed the dates of all meetings for Year 1
Appointment of Contract Management Team	The Contractor will advise the contact details for their: Contract Manager Work Order Administrator Senior member of staff for escalation of issues
Development and approval of full 52-	The Contractor will develop a 12-month Maintenance Plan for approval by the Client, starting from the Contract Date, that will identify the date

week Maintenance Plan	when each CPPM and PPM maintenance activity is due to take place. The maintenance plan must address the requirements of out of hours working
Procedures and Processes	The Contractor will identify and document the following procedures and processes and ensure that all relevant staff are trained in these: Work Order Management Processes and Systems Out of Hours call outs Subcontractor management Training and training records Contract reporting Site-specific Risk Assessments and Method Statements Accident reporting COSHH Appointment of competent / authorised persons Invoicing
Client Policies	The Contractor will adopt the following Client Policies and ensure that all relevant staff are trained in these: Daresbury Laboratory Safety Handbook (Appendix 1) STFC SHE Codes (Appendix 2) Emergency Procedures Asbestos Management The Contractor will adopt new and/or updated Client policies within two weeks of receipt
Critical Systems Review and Critical Spares	The Contractor will produce a list of critical spares and ensure their availability to enable emergency repairs.
Business Continuity and Disaster Recovery Plans	The Contractor will provide these plans, ensuring that they are tailored to the services provided to Client
Site Induction	The Client will organise a site induction for the Contractor and their sub-contractors

1.4 Transition Period

The first six months of the contract (after the Contract Date) will be known as the Transition Period. Activities that the Client expects to be completed in the Transition Period are as follows:

Transition Deliverable	Outline Requirements
Contract Meetings	The annual programme of meetings is established and the outcomes of the meetings is in accordance with the Relationship Management Plan
Asset Verification	The Contractor will verify all data from the Asset Register and identify assets and information missing from the Asset Register. The Contractor will ensure that all assets are tagged in accordance with the Client's policy

1.5 Alterations to Assets and Building Engineering Systems and Services

The Client shall be entitled, with the consent of the Contractor, to add or delete assets listed in the Asset Register and to amend Building Engineering Systems and/or services by giving four weeks written notice or sooner if agreed. Such consent shall not unreasonably be withheld. Any consequential adjustments to the Contract Sum shall be agreed between the Contractor and the Client on the basis of the Schedule of Rates.

1.6 Invoices

CPPM and PPM Works

The Contractor will submit a single invoice within 5 working days of the month end for all works completed that month.

Reactive, Remedial and Additional Works

Contractors must submit an application for payment within 5 working days of the month end detailing all works completed that month. The application will be reviewed by the Client and any queries raised within 3 working days.

If the application is approved the Contractor must submit a single invoice within 3 working days of the approval.

If the application is not approved the Contractor must provide additional information and/or submit a revised application within 3 working days.

All Works

Invoices and applications will not be approved where relevant work order documentation, including compliance certificates and other verification has not been provided.

Where a Contractor has not completed part or all of a work order payment will be disallowed.

1.7 Response Times

The Contractor is expected to attend to works and other requests as indicated in the response tables below. The Contractor shall undertake all necessary and appropriate remedial works to maintain safety and allow the Client to continue its business unhindered.

All times are based on a working day operation, 8am-5pm Monday to Thursday and 8am – 4pm on Fridays unless otherwise stated. Any variations to these response times must be agreed with the Client Service Manager in advance.

The maximum response times by the Contractor, subcontractor or specialist are:

Statutory Works Orders - CPPM

Classification	Completed	Remedials Required to Achieve Compliance	Routine Remedials where approved
Statutory Testing	On the due date or up to 2 days before the due date	Completed within 48 hours of the completion date	Completed within 5 days

Planned Works Orders - PPM

Classification	Completed	Emergency Remedials	Routine Remedials where approved
Planned	On the due date or up to 2 days before the due date	Completed within 48 hours of the completion date	Completed within 5 days

Reactive and Additional Works Orders

Priority	Classification	Attendance	Temporary Resolution Contractor	Permanent Resolution Contractor	Quotations Contractor	Administration Contractor
P1	Emergency - Critical		Temporarily resolved within 4 hours	Completed within a further 7 days	Provided within 5 days	Provide certificates, warranties, manuals etc. within 3 working days, applications for payment within 5 working days of the month end
P1	Emergency		Temporarily resolved within 4 hours	Completed within a further 7 days	Provided within 5 days	
P1	Emergency – Out of Hours	Attended within 4 hours, the Client will accompany the Contractor	Temporarily resolved within a further 4 hours	Completed within a further 7 days	Provided within 5 days	
P2	Urgent		Temporarily resolved within a further 4 days	Completed within a further 14 days	Provided within 5 days	
P3	Routine	Attended within 5 days	n/a	Completed within a further 21 days	Provided within 5 days	
P4	Planned (Non-Urgent) or Minor	Attendance scheduled with Client	n/a	Agreed with Client	Provided within 5 days	
P5	Agreed Programme of Works	Attendance scheduled with Client	n/a	Agreed with Client	Provided within 5 days	

Emergency and Urgent works during working hours will be attended by the in-house team in the first instance.

Examples of the Reactive Works classifications are given below:

Emergency – Critical Works include those where the business cannot operate.

Emergency works include those where there is a high health and safety risk or the Client's business is severely disrupted, for example power failures.

Urgent works include those where there is a medium health and safety risk, the Client's business is disrupted or where lack of prompt resolution could lead to emergency works.

Routine works include those that can be planned and have minimal impact on the business, health and safety or will not lead to further works if not resolved.

Planned (Non-Urgent) or Minor Works include requests for improvement works, asset replacements.

Agreed Programme of Works include packages of backlog maintenance

1.8 Relationship Management Plan

1.8.1 Introduction

A Relationship Management Plan (RMP) and reporting structure is required at the Contract Date and will include the:

- Contract meeting frequencies, agendas and format (see 1.8.2 below)
- Contract Improvements Register
- Key Performance Measures and
- Exit Strategy

1.8.2 Contract Meetings

A schedule of Contract Meetings and their purpose is shown over.

At each meeting the Contractor will record action points on an Action Log and circulate within one working day, an updated Action Log will be circulated five working days before meetings.

Meeting	Agenda	In Attendance
Quarterly Contract Meeting – 2nd week of each quarter	Quarterly meeting at the Client site to include: Contract Report provided by the Contractor by the 5th working day of the quarter to include: Executive Summary Health and Safety including the number of near misses and RIDDOR incidents, brief details and mitigating actions Performance against KPI's and Response Times Updated Maintenance Plan including CPPM/PPM completion Quotations and additional works Statutory maintenance and compliance status Invoicing and Finance Asset Data Forms Customer feedback Contract Improvements	Client Service Manager Contractor Contract Manager Specialists and others as required
Annual Contract Review – 2nd week after Contract Anniversary	Annual meeting at the Client site to include: Quarterly report as above Annual Review of the Contract (this may be carried out by an independent 3rd party) Contract Improvements Contract variations	Client Service Manager Client Director Contractor Contract Manager Contractor Director Specialists and others as required

1.8.3 Key Performance Indicators

Key Performance Indicator data will be provided by the Contractor within 5 working days of the end of the quarter and where applicable both quarterly and year to date results will be reported. The Client may choose to add further KPIs in advance of the Contract Date.

The quarterly and year to date targets for the KPIs will be reviewed at least every year in advance of the anniversary of the Contract Date. The Client may amend the KPIs in agreement with the Contractor at any time.

The proposed KPIs for each service and the Year 1 targets are as follows:

Performance	KPI	Year 1 Target
Customer	The number assets that are compliant with statute (testing and remedial works completed) as a % of the total number of assets that must be compliant	100%
	The number of works orders completed within response times as a % of the total number of work orders	90%
Process	The % of works orders where a correctly completed worksheet and compliance certificate (where appropriate) has been provided within 3 working days of completion of the works order	90%
Cost	Applications for payment are submitted within 5 working days of the month end for all work orders completed that month – Pass/Fail	100%
	Invoices issued within 3 working days of the application approval/completion of works	100%
	The % of YTD spend as a % of the YTD budget	<100%
Service Improvement (Data provided by the Client)	Net Promoter Score - The % of customers who score 7+ On a 0-10 scale when asked if they would recommend the Contractor to a friend on follow up works order surveys	70%

Contractors will investigate any KPIs where targets are not achieved and report explanations of failures and remedial actions being taken to avoid any repetitions in their Contract Report. Where the Contractor fails to achieve their target for one or more KPIs in a period, the Client may change or add to the KPIs and/or their targets without prior consultation.

Where the Contractor fails to achieve their target in two or more KPIs in a period or where they fail to achieve their target in one or more KPIs in two consecutive quarters the Contractor will submit a Performance Improvement Plan with that quarter's Contract Report. The Performance Improvement Plan (PIP) is subject to the approval of the Client. Within five working days of receipt of the PIP the Client will confirm approval or request that a revised PIP is provided within a further five working days.

Failure to implement the PIP and/or persistent failure to achieve KPI targets will be considered a breach of the Contractor's obligations under the contract.

Where the Contractor has achieved KPI targets, the Client will consider, three months before the end of the initial contract term, awarding the one extension subject to a revised Schedule of Rates. The extension will also be subject to Cabinet Office approval.

1.9 Inspections and Audits

The Client may at any time inspect or audit all or any of the services. The Contractor must make all documentation available on request.

1.10 Client Policies

The Client Policies must be adhered to by the Contractor and the Contractor's subcontractors at all times whilst on the Site. In particular Contractors should be aware of:

Contractors' Handbook - provided as Appendix 3

1.11 Business Hours

Core business hours are 8am to 5pm, Mondays to Thursdays and 8am – 4pm on Fridays excluding Bank, Public and Privilege Holidays. Access outside of these hours will be by arrangement with the Client.

1.12 Site Security, Reception, Induction and Access Control.

The Client operates a 24/7/365 service, including the Main Reception function (B Block), site patrols, CCTV monitoring, traffic and parking management, access control, first aid, and emergency response.

The Contractor should familiarise themselves with the security service and function at Daresbury Laboratory, including the site rules and SHE Codes.

The Contractor and their sub-contractors and suppliers must undertake a formal induction before any work can commence on the Site. Upon completion of the induction, the Client Security team will provide the Contractor with an electronic ID Pass. The ID Pass contains a photograph, name, badge number and expiry date and must be worn and visible at all times.

Access to specific buildings and controlled areas is provided via an electronic access control system using the ID Pass. Access levels and rights will be authorised by the Client Security team in liaison with the Service Manager.

The Contractor shall not invite their sub-contractors, suppliers or other parties employed by them onto site without authorisation from the Client. All visitors must report to Main Reception to sign in.

Failure to comply with the site rules and regulations and/or a reasonable instruction from a member of the Client Security team, may result in access to the Site being declined.

1.13 Access into Data Rooms and Experimental Areas

Except in the event of an emergency, the Contractor shall not enter into any data rooms or communication rooms to work without approval from the Client.

The Contractor shall ensure that its employees and subcontractors are fully aware of the potential risks to the Client's business presented by services undertaken within the data rooms and shall take all reasonable precautions whilst working in these areas.

The Contractor shall report to the Client's Service Manager any problems noted or caused by its employees when working in the Data Rooms immediately after they occur.

e-permits must be obtained for work in experimental areas and the Client will inform the Contractor if a permit is required and issue the permit in advance. The Contractor may need to be accompanied by a Client representative.

Access to tenanted areas will require prior approval from the Client's tenant.

1.14 Traffic and Parking Management

The Client Security team manages traffic and parking at the Site. Access to and egress from, the main car park and site is controlled via barriers controlled by automated number plate recognition (ANPR).

Only Contractors who have completed the site induction can request vehicular access to the main car park and the Site. Authorisation to park on site will be provided by the Client Security team in liaison with the Service Manager or a nominated colleague.

Parking Permits will be provided to authorised Contractors, which will allow access to the main car park and site via the ANPR system. Parking Permits must be displayed prominently in the Contractor's vehicles at all times.

Visitor parking is available for those Contractor and their sub-contractors and suppliers who are visiting for the first time and/or have not completed a site induction.

Contractors who have been authorised to park on site and have received a Parking Permit, should park their vehicles on the main car park only. Formal written approval to park in a specific location and/or area of work other than the main car park can be arranged, however approval must be provided by the Service Manager or nominated colleague. Contractors are able to temporarily park in certain areas on site to load and unload tools and materials.

Failure to comply with the conditions of the Parking Permit and/or a reasonable instruction from a member of the Client Security team, may result in vehicular access to the Site being declined.

1.15 Immediate Reports

The Contractor will immediately report to the Client anything judged to be in contravention to the life safety provisions made to protect the building occupants.

The Contractor shall notify the Client's Service Manager immediately of any asset or system failure or other incident affecting the Client's operation of the Site. The Contractor shall implement the relevant contingency procedures to ensure that wherever possible the service is maintained.

A written report will be required by the next working day of any such event.

The Contractor will also report immediately, in writing, to the Client any situation associated with:

- Health and safety of the public
- Health and safety of building occupants
- Health and safety of the Client's and the Contractor's employees
- Practices of the Client, Contractors, employees or other customers, which the Client should be made aware of and/or
- Any deficiency in the building, plant or systems, that may affect the Client's ability to fulfil his obligations to others e.g. power outages

1.16 Contractors' Use of Site Facilities

The Contractor is entitled to the use of the following Client facilities:

- Washroom facilities in H Block
- Contractor canteen in H Block – clean shoes and coveralls must be worn and
- Electricity and water as may be available on site with due regard for economy

1.17 Permit to Work

The Contractor shall employ appropriate Authorised Personnel, Officers in Charge, etc. as required by the various statutory instruments to oversee and implement the Contractor's Safe System of Work on the Site.

The Client shall manage a Permit to Work System for all applicable activities carried out by the Contractor and their subcontractors.

1.18 Guarantees and Warranties

The Contractor will ensure that all manufacturers' guarantees and warranties on installed assets are kept valid at all times under this Contract.

When new assets are installed by the Contractor any guarantees or warranties associated with these items will be held by the Contractor and he will exercise his rights under such guarantees and warranties to the maximum benefit of the Client.

The Contractor shall guarantee to the satisfaction of the Client all services provided and new assets and equipment installed at the site for a period of twelve calendar months from the completion of such works and shall rectify all defects which may be discovered during this period. The Contractor shall provide the Client with a completed Asset Data Sheet for all new assets installed.

The Contractor shall be responsible for pursuance on behalf of the Client of all warranty claims in connection with any assets and equipment installed within the site by the Contractor or any Subcontractor engaged by the Contractor.

At the cessation of the Contract all rights and privileges under such guarantees or warranties will be passed to the Client.

The Contractor will provide two copies of all such guarantees and warranties within five working days of the completion of the installation works.

1.19 Damage to Client property

The Contractor shall be responsible for and pay the entire costs of any damage to Client property caused by it or its' subcontractors in the execution of the services.

The Contractor shall ensure that all necessary adequate temporary works and measures are provided to protect the existing building fabric, plant, systems and equipment from damage during the execution of the services.

The Contractor will be responsible for ensuring that all work is adequately protected at the completion of each day and during periods of inclement weather and frost, and all work exposed to view will be protected from spillage, stains and other damage.

1.20 Technical Support

In the event of any planned or reactive replacement or re-design of the assets or services, or of a matter related to it, the Contractor shall assist the Client in assessing the likely impact thereof and shall make such recommendations as in its opinion are appropriate, and offer such assistance to the Client as they may reasonably require all at the Contractor's cost.

1.21 Control and Supervision of Works

The Contractor shall ensure that the works are properly managed and that services are appropriately supervised at all times. The Contractor shall observe all reasonable instructions from the Client to temporarily suspend any of the services that limits or interferes with the business of the Client.

When carrying out services the Contractor shall at all times ensure that any instruction given to him by the Client shall be followed. In an emergency, the Client may give instructions directly to any subcontractor and such instructions shall be deemed to have been given by the Client to the Contractor and by the Contractor to the subcontractor.

1.22 Specialist Equipment and Subcontractors

All services shall be carried out by appropriately qualified operatives and engineers and for equipment requiring specialist skills the services shall only be carried out by those people specifically trained and qualified by the manufacturers of that equipment. If such specialists are not retained as part of the Contractor's work force, the works shall be sub-contracted to approved companies that have the necessary expertise.

All such subcontractors and specialists must be detailed by the Contractor and approved by the Client. If at any time the Contractor wishes to change the subcontractor or specialist, this shall only be done with the agreement of the Client.

The Contractor shall procure that its contract with any subcontractor and specialists will contain terms identical to those in this Contract and shall ensure that its subcontractors and specialists follow precisely the requirements of this Contract.

1.23 Machinery, Vehicles, Equipment and Tools

The Contractor shall supply all necessary plant, equipment, tools, test instruments, and transport required for the efficient delivery of the service.

There are no storage facilities at the Site. The Contractor must make arrangements with the Client should temporary storage be required at least five working days in advance although this may not be available.

The Contractor shall ensure that all plant, tools and equipment are used in accordance with the manufacturer's recommendations.

The Contractor shall ensure that all equipment used for quantitative measurements and readings is calibrated, tested and maintained in accordance with documented procedures and national standards. The Contractor shall be responsible for maintaining fully comprehensive records of all test equipment and records detailing when testing and/ or calibration was last carried out and is next due. The Contractor shall demonstrate to the satisfaction of the Client's Service Manager that a programme for testing and calibration is in place.

The Contractor shall arrange the regular inspection and test of all other tools and equipment under its control to ensure compliance with the relevant statutory requirements or regulations.

1.24 Access Equipment

The Contractor shall be responsible for the selection, application and provision of all equipment needed for gaining safe access to deliver services and the provision of all approved personal protective equipment required for undertaking the services or works or any test or examination required under the contract.

Where the Client permits the Contractor to use existing access equipment held on the Site by the Client, the Contractor shall take such equipment into its care and cover all costs for the training of its own personnel in the use of the equipment throughout the contract term and comply in every respect with all other requirements of this clause.

The Contractor shall provide suitably trained and qualified employees to operate or erect access equipment (including fixed access / cleaning cradles, gantries and the like) to be used during the implementation of the services.

Such equipment shall be provided to meet the requirements of all current legislation, Approved Codes of Practice and the recommendations of learned Professional and Trade Institutions. All things provided or used in connection with the contract shall meet current standards and statutory requirements which are applicable governing the specification for their manufacture and/or construction.

1.25 Loading and Unloading

Unloading, loading, distributing, hoisting and placing in position any assets and equipment necessary for the works or services will be carried out by the Contractor.

All components and consumables delivered to the site shall be transported by the Contractor to the areas where they are required immediately on arrival at the Site. There are no storage facilities on site.

1.26 Removal of Waste

The Contractor shall be regarded as the producer of all waste products created by the execution of the services.

The Contractor shall have duty of care under the Environmental Protection Act 1990 and ISO 14001 and subsequent amendments for:

- The removal of all waste resulting from its delivery of the Services and Agreed Additional Works from the Site, its immediate surroundings and adjacent properties whether owned by the Client or by others and
- For the transportation of such waste by an approved carrier to a suitably licensed Waste Disposal Facility and
- For the protection and maintenance of any records of the disposal of such waste as may be required by law

The Contractor shall be responsible for the prompt removal from the Site of all rubbish and waste resulting from performance of the services.

1.27 Other Suppliers and Contractors

The Contractor shall be aware that there will be other Suppliers and Contractors providing services on the Site, which do not form part of this Contract. The Contractor shall co-operate in all respects with all other parties employed by the Client and as directed by the Client to ensure the successful completion of the activities being undertaken by other parties.

1.28 Environmental Obligations

The Contractor will:

- Comply with all relevant environmental controls and any environmental strategy prepared by the Client or any other relevant authority
- Comply with any reasonable direction or request by the Client relating to the environmental performance of any part of the site which may be affected by the Contractor's activities at the site and
- Provide access to the Client and its representatives at reasonable times and upon reasonable notice to inspect any equipment used by the Contractor at the Site and monitor the environmental performance of that equipment

Upon becoming aware immediately:

- Notify the Client of any environmental hazard or breach of any environmental Law or requirement arising about any activity carried out by the supplier at the Site and
- Remedy the hazard, breach, or requirement to the satisfaction of the relevant authority:
 - Indemnify the Client and its representatives against any loss or damage arising because of environmental harm or breach of any environmental legislation or requirement about the Contractor's operations at the Site, the use or occupation of any Site at the Site or any negligent act or omission on the part of the service provider or its representatives and
 - Except as otherwise provided by Law, keep all environmental data confidential and obtain the written consent of the Client prior to releasing and data (environmental or otherwise) that the Contractor may become aware of or obtain about any part of the Site

The Contractor shall carry out the following:

- Execute and return a copy of the Client's Health and Safety and Wellbeing and Environment Policies
- Ensure that any fuels and oils used in carrying out the services are stored and handled appropriately so as not to cause pollution in the event of a spill. The Contractor shall have procedures in place for responding to a fuel or oil spill including leaks from equipment. The Contractor's procedures shall provide for containment of the spill to minimise its spread and prevent it from entering the storm water drainage system, clean-up of excess fuel / oil, any fuel absorbent material and any soil contaminated by the spill and disposal to an appropriate prescribed waste facility. The cost of the clean-up is at the Contractor's expense
- Where a spill does occur, the Contractor shall advise the Client Service Manager of the incident immediately after becoming aware of it and what clean up action has been taken or is proposed
- Dispose of in an appropriate manner all waste and material collected during the provision of service to a facility designated for that purpose

1.29 Construction Works under CDM15

All construction works carried out for the Client must refer to the appropriate SHE Code 13,15,19,32.

All construction works undertaken will be completed under the Managing Health and Safety in Construction (Design and Management) Regulations 2015 (CDM15) as set by Health and Safety Executive.

Construction works as defined within these regulations includes installation, commissioning, maintenance, repair, replacement and demolition.

Unless otherwise stated formally in writing, Daresbury Laboratory Estates Services will perform the role of Client on behalf of UK Research and Innovation -Science and Technology Facilities Council.

Under this duty holder role, the Client will ensure that sufficient time and resources are made available to allow for the construction works to be completed safely and supported by welfare facilities. All appropriate preconstruction information will be provided as requested.

Unless otherwise stated formally in writing, the Contractor will perform the role(s) of Principal Contractor (PC) and Principal Designer (PD). The PC will confirm and inform the Client of all appropriate construction competencies in writing and via Construction Phase Plan (CPP).

The same approach will be completed by PD via Pre – Construction Plan (PCP) ensuring continuous liaison with the Client throughout the construction works.

Appointed Designers will ensure all reasonably foreseeable risks have been addressed by a design risk assessment. The risk assessment must be completed under mandatory guidance and refer to the general duties of prevention / general requirements for all construction sites. Any residual risk which cannot be controlled by the PC, PD or the Designer, the duty holder must inform the Client.

All duty holder roles, other roles (subcontractors etc.) and responsibilities required under CDM15 must be clearly defined and communicated as referenced above.

All PCP's and CPP's must be agreed by the Client before any construction phase begins. During construction, any variations must be approved by the Client before commencement.

Some construction works will be complex thus attracting the requirements to notify the enforcing authority HSE. Unless otherwise stated, the F10 process will be carried by the PD in liaison with the Client.

Once construction works have been completed, a well-managed and updated health and safety file will be provided by the PD. The PD will identify any residual risk and certify all appropriate information is provided i.e. as built drawings, maintenance schedules etc. On handing over the file, the Client in liaison with the PD will confirm the file is complete within an agreed time frame.

Other construction works on the Client Site

Construction contractors who may be working independently on the STFC site, the PM, Tenant, Contract Manager must inform the Client. Under CDM15, any construction works must be controlled, where works may compromise the integrity of STFC critical infrastructure, fabric or facilities. No construction works must be completed without the authorisation of the Client

Authorised alterations must have CPP/ Risk assessment completed and agreed before any construction phase begins.

1.30 Asbestos Containing Materials (ACM's)

Asbestos containing materials are known to exist on site. Please refer to STFC She Code 35.

In accordance with the Control of Asbestos Regulations 2012, an Asbestos Register has been created and is maintained on behalf of STFC by the Client. Information contained within this register is based on formal surveys, periodic inspections, construction information, site knowledge and experience.

A designated Client Asbestos Control Officer (ACO) has been appointed to oversee the management and control of the Asbestos Register, and any works which require the removal or potential disturbance known ACM's at the Client Site.

The Contractors, and their sub-contractors and suppliers must contact the ACO in order to review, and familiarise themselves with the Asbestos Register prior to any works being carried out at the Site. Access to the Asbestos Register is available via the ACO or their nominated deputy only.

All ACM removal, surveying, and analysis work must be approved, managed and controlled by the ACO. Unless formally agreed otherwise, STFC will procure all asbestos services directly with the asbestos industry via separate asbestos removal contracts.

The Contractors and their sub-contractors and suppliers must co-operate and communicate effectively with the ACO in order to maintain and update the Asbestos Register, including the provision of survey and construction information.

The Contractors and their sub-contractors and suppliers are strictly prohibited from bringing any ACM or products or materials likely to contain ACM's to the Client Site.

If in any doubt, the Contractors and their sub-contractors and suppliers should strongly presume the presence of ACM's unless the Asbestos Register, the ACO, an approved survey, or a clearance certificate indicates otherwise.

2.0 Service Specification

2.1 Assets

The following assets are on site and a full asset register is included as Appendix 4.

HV Ring Main
PF Correction
Transformer
Battery Charging Unit
Distribution Board
Low Voltage Circuit Breaker
HV Distribution Board
HV Protection Relay
HV Vacuum Circuit Breaker

2.2 Scope of Services

For each asset, there are three key components of the service:

- 1) **Maintenance Service Delivery** – Compliance Planned Preventative Maintenance (CPPM), Planned Preventative Maintenance (PPM), Remedial works and Reactive works
- 2) **Asset Management Services** – Verification and tagging of assets where data is missing
- 3) **Minor Works** - Projects related to the assets up to the value of £50,000 where either the Client will provide a specification

2.3 Maintenance Service Delivery

CPPM and PPM

The Client has developed specifications for the tasks and frequencies based on SFG20. Some tasks will be carried out by the in-house team. The tasks and their frequencies to be carried out by the Contractor are listed in Appendix 5. In addition, partial discharge testing must be carried out annually on all relevant HV assets and cable terminations

The Contractor shall carry out all tasks described in this specification with due regard to operation and maintenance information, manufacturer's instructions, industry best practice and any other instructions issued by the Client to the Contractor. The Contractor shall ensure that maintenance tasks are carried out to ensure that any warranties are not invalidated.

Reactive Maintenance

The Client may require reactive maintenance services for other assets not included in the asset register.

Reinstatement

On completion of any of the services (whether implemented by the Contractor's Employees or its Subcontractors) the Contractor shall ensure that all assets and any other items of equipment, control settings, etc., have been reinstated to the correct operational configuration and status.

2.4 Asset Management Services

Asset Register

The Client has developed an asset register that Contractor must support in keeping up to date.

During the first six months of the contract, the Contractor will verify all data from the Asset Register and identify assets and information missing from the Asset Register.

All assets that are not tagged will be tagged by the Contractor in accordance with Client processes. The Contractor will provide Client with updates using the Asset Data Form provided.

From month seven of the contract onwards, the Contractor will identify incorrect or missing asset data when carrying out works to an asset or group of assets and complete the Asset Data Form.

Asset Data Forms completed each month will be collated by the Contractor and issued to Client within five working days of the month end.

At each CPPM and/or PPM visit to an asset the Contractor must review the data held on the asset register and either:

- Confirm that the data is correct or
- Complete the Asset Data Form with the correct information

Maintenance Plan

The Contractor will develop a maintenance plan for the first 12 months of the contract during the mobilisation period and then subsequently every year one month prior to the anniversary of the contract. The format of the plan will be agreed with the Client and the information held on the CAFM system.

If during the Contract, the Contractor identifies CPPM or PPM tasks or their frequencies that can be adjusted for specific assets the Contractor should raise this with the Client Service Manager at the Monthly Contract Meeting. If agreed the Contractor will update the Maintenance Plan and the Contract Sum will be adjusted in accordance with the Price List.

2.5 Close Downs

Except in the event of an emergency, the Contractor shall not close down any items of plant or other equipment or any of the Building Engineering Systems or supplies that affect the Client's main business without prior consent of the Client. Such consent shall not be unreasonably withheld.

2.6 Restrictions on Working

Where the Works will interrupt and/or reduce the integrity of the plant so as to compromise the Client's business or where Health & Safety and/ or a safe working environment is compromised, then the Works shall be carried out by the Contractor in agreement with the Client's Service Manager.

The Contractor shall be deemed to have provided for all necessary out of hours working within the Contract Sum and to have clearly identified the hours allocated in its tender return.

2.7 Spares and Consumables

The Contractor shall be deemed to have included the cost of all consumable items which are required to satisfactorily maintain the services and as listed but not necessarily limited to those below:

- Corrosion inhibitors, scale inhibitors, anti-freeze
- Top up grease, oils and other lubricants, cleaning materials, rags etc.
- Fuses/MCBs/RCBs/switches
- Touch up paint
- Disposable test equipment items
- Gaskets and gasket material, jointing compounds
- Nuts, bolts, screws, washers, plugs
- Control panel lamps
- Valve boxes/ insulation reinstatement/minor repairs
- Distilled water for batteries
- Minor cable conduit and trunking repairs
- Descaling, degreasing, anti-corrosion fluids
- General cleaning equipment (vacuum cleaner bags etc)
- Cable clips, connectors, grommets
- Pressure relief valves

The cost of all other consumables and spares will be itemised in the Contractor's invoice with costs based on the actual cost plus the agreed mark up % from the pricing schedule.

The Client will set aside an annual budget for consumables and spares and reserves the right to purchase these items and other goods directly for free issue to the Contractor.

The Contractor shall ensure, insofar as it is reasonably practicable to do so, and subject to the original equipment manufacturer's recommendations that all consumables, materials and parts supplied by it to the Client as part of the provision of Services and agreed Additional Works are:

- Of the same manufacturer as the equipment being serviced wherever possible or of the same or higher quality / specification than the parts they are to replace
- Where required by the Client, are sourced from a specified contractor/ manufacturer and
- Fully compatible with existing components and materials

Prior to its appointment, the Contractor shall agree a comprehensive list of those items, which are to be supplied as part of the contract.

The Client reserves the right to purchase spare parts or other goods directly.

2.8 Spares and Stock Control

The Contractor shall be responsible for cataloguing and managing the storage and supply of all spares and consumables (existing and new) required for the Site to ensure that works can be completed within Response Times.

2.9 Minor Works

The Contractor may be expected to deliver Minor Capital Works i.e., works typically up to £50,000 in value as Additional Works. This would include:

- HV asset or system replacement
- HV system design
- HV system installation and
- Project management of these works

Works exceeding £50,000 will be subject to a separate tender process managed by the Client.

Appendix 1 Daresbury Laboratory Safety Handbook

Appendix 2 STFC SHE Codes

Appendix 3 Contractors' Handbook

Appendix 4 Asset Register

Appendix 5 CPPM and PPM Specification