



## Water Hygiene Maintenance

DWP market engagement for the procurement of  
Water Hygiene Risk Assessments services.

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## **Purpose of this Market Testing Exercise**

DWP is engaging with the market early and prior to starting a procurement exercise, in order to establish the following:

- If there is a sufficient supplier base to ensure robust competition?
- What appetite is amongst suppliers to provide these services to DWP?
- How attractive is the proposed contract to suppliers?
- Will suppliers have the capacity to submit a tender and/or are they planning to submit tenders for similar services to other Contracting Authorities in 2023/4?
- Are there any new market or technological developments relating to this type of contract that might inform the specification?
- What are common SLAs/ KPIs used in the market for this type of contract?

Gaining this market intelligence will assist DWP to:

- Package the contract in a way that ensures sufficient interest and competition which will in turn drive value for money for the contracting Authority.
- Inform DWP's decision making on the most appropriate route to market for this procurement exercise.
- Take into account the latest market and technological developments relating to this type of service.
- Develop robust and effective KPIs.

## **Background to DWP and its Estate**

DWP is the UK's largest public service department and delivers its services through a vast Estate, operating c.1000 properties nationally. This includes job centres, assessment centres, corporate centres and service centres. The Estate is geographically dispersed and as it requires a local presence, has a large footprint on UK high streets. The Estate is 100% leasehold and is spread across 1.4 million square metres (sqm).

DWP has the largest civil estate in Government, and it is a significant asset on the Government's balance sheet. The Estate makes a huge contribution to the delivery of our public services, enabling us to interface with customers and providing the environment for dedicated staff to undertake their important role, supporting those in need within our society.



DWP is committed to supporting the delivery of the Government Estate Strategy. This strategy will ensure that the government estate helps to transform places and services; is smaller, better and greener; and is managed in a professional and increasingly commercial way.

<b>Mission One</b>	<b>Transform Places and Services</b> <ul style="list-style-type: none"><li>• Enable delivery of Government priority outcomes by levelling up communities</li><li>• Reflect the commitment to high-quality design and beautiful places in the Levelling Up and Regeneration Bill</li></ul>
<b>Mission Two</b>	<b>A smaller, better, and greener public estate</b> <ul style="list-style-type: none"><li>• Transforming the Government property portfolio</li><li>• Creating an estate which is more efficient, effective and sustainable</li></ul>
<b>Mission Three</b>	<b>Improve professional excellence and insight</b> <ul style="list-style-type: none"><li>• Manage with professional excellence, informed by good data and insight</li><li>• Reform of the Government Property Function and Profession to achieve the aims of the strategy</li></ul>

DWP also has its own estates strategy and this is under constant review, taking the opportunity to reconsider the size and shape of the portfolio to enable the achievement of DWP's objectives over the coming years.

## Background to the Requirement

DWP relies on an extensive supply chain to deliver the Security and Facilities Management (FM) Services our colleagues' and customers' need across the DWP Estates Portfolio. DWP is currently in the process of procuring three of the largest contracts: Facilities Management, Security Services and Life Safety Systems in a project called Workplace Services (WPS). As part of this programme a number of "carve-out" services from the existing Facilities Management contract have been identified of which Water Hygiene and Risk Assessments is one.

DWP is currently assessing various options relating to the strategic sourcing activity and procurement of these services and conducting market testing to ensure that the DWP can contract with national providers with the technical specialism to provide



DWP Estates the independent advice required to comply with Health and Safety Compliance regulations.

### **High Level Scope of the Contract**

- Assist the Authority as Duty Holder to meet their Health and Safety (H&S) responsibilities and be the Authority's expert technical advisor on water safety as required.
- Undertake risk assessment of the water systems where there is the likelihood of a risk from exposure to Legionella bacteria, including 3 sites with cooling towers and 1 site with a swimming pool.
- As part of Water Risk Assessments (WRA), and as required, review the monitoring, inspection and maintenance regimes and ensure they are appropriate based on assets on site and the content of the written scheme of control.
- As part of the WRA, carry out an audit of site logbooks, review content and react to any significant findings.
- Update schematic for each site following any changes to the water system and assets.
- As part of WRA assess other H&S considerations such as difficulty in accessing for maintenance, confined spaces, work at height etc.
- As part of the WRA, review condition of key water assets and requirements for refurbishment and replacement. Liaise with Authority Asset Team to ensure deteriorating and failing water assets are included in the lifecycle works programme.
- Ensure clear allocation of management responsibilities and refine existing processes and develop new processes as necessary to manage risk associated with water systems.
- Review the content of the WRA and consider suitable controls.
- Raise work orders in the Authorities Computer Aided Facility Management (CAFM) System for delivery by the Total Facilities Management (TFM) Supplier.
- Check that work orders are complete, and that sufficient evidence is provided.
- Close out actions from the WRA and update the risk assessment to reflect the current risk.
- Liaise with the TFM Supplier as necessary.
- Attend Water Steering Group Meeting (every 5 weeks).



- Attend regular Water Management Meetings with the Authority as Duty Holder (Assume weekly).
- Provide weekly update reports.
- Investigate incidents and areas of risk (including where Legionella positives are identified).
- Instigate temporary controls as necessary to deal with incidents/increased risk.
- Reviewing project works where the water systems are altered or where risk changes.
- Liaise with others as required in relation to maintenance of a safe water system (e.g., landlords, other tenants, trade unions, water authorities).
- Review and approve remedial work orders submitted by the supply chain (where there is a technical element).
- Pro-active management of water services considering estate wide initiatives which would reduce risk in the medium to longer term.
- Be the Responsible Person (RP) for water services (including cooling towers and swimming pool). To be formally appointed by the Duty Holder and work alongside the Authority to discharge the RP responsibilities as set out in the Approved Code of Practice L8 – Legionnaires' disease. The control of legionella bacteria in water systems and HSE Guidance document HSG274 (parts 1 to 3).

## **General Service Requirements**

The service provider shall:

- Work seamlessly with the DWP Estates' Civil Service colleagues and provide industry subject matter expertise.
- Establish an effective and efficient contractual relationship with DWP.
- Promote innovation and continuous improvement and contribute to effective decision making and performance management.
- Demonstrate value for money by driving improvements in the services it delivers.
- Support DWP in managing demonstrable compliance across its Estate.
- Endorse high performance and demonstrate strength of capability within their subject matter expertise.
- Ensure agility and flexibility to help the estate meet the changing requirements of DWP, whilst minimising disruption to operational service delivery



Department  
for Work &  
Pensions

### Anticipated Timings

Publish – Late Autumn 2023

Award – Spring 2024

### Proposed contract term and start date

3 Years from May 2024

### Estimated value

Approx. £10m

### Dates of the soft market test

Please complete and return Appendix 1 no later than **12:00 (midday) Friday 22<sup>nd</sup> September 2023** to **[water.riskassessments@dwp.gov.uk](mailto:water.riskassessments@dwp.gov.uk)**

### Final Comments

Your feedback is important to us, and we thank you for taking part in this early market engagement exercise.