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|  | Equans Scope of Works  Water Treatment  DATE: 25/03/2025 |
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Outline of Tender

**Company : EQUANS Services Ltd**

**Division : Sustainable Facilities Management**

**Event Description : Water Treatment Services**

**Location : Nationwide / Regional, UK**

**PQQ Release Date : 13/06/2025**

**PQQ Returns (No Later than) : 27/06/2025 17:00**

**Step 1- ITT Issue : 18/07/2025**

**Step 2- ITT Returns : 26/09/2025 17:00**

**Step 3- Follow up meetings/Interviews : \*October 2025**

**Step 4 – Mobilization/Award : \*November 2025**

**Step 4- Contract start date : 01/04/2026**

**Maximo Access to be allowed (Yes/No) : Yes**

*\*Please note that timelines stated above are indicative and may be subject to change.*

*\*Note this scope may change between the PQQ stage and the ITT stage*

Introduction

EQUANS, is Europe’s leader in energy and environmental efficiency services. We develop innovative solutions in Energy, Technical Services, Facilities Management and Business Process to improve the efficiency of cities, buildings, industry and infrastructure. As a leading service business across public, private and healthcare sectors, we guarantee transformational outcomes – from reducing cost & environmental impact and maximizing operational resilience, to improving the quality & efficiency of business processes.

EQUANS UK in the United Kingdom and Republic of Ireland has a turnover of £3 billion and employs over 17,000 people. EQUANS UK operates on 14,000 customer sites throughout the UK & ROI, totalling over 23.6 million sqm of managed space. Sustainability and innovation are both core to our values, and as such it is essential that we are able to both excel at and demonstrate capability in these fields as part of everything we do as a business.

Noting this PQQ and forthcoming ITT is to be treated as two elements, the first being for the Water Treatment services on The His Majesty Courts and Tribunals services (HMCTS).

Secondly, this will be treated as a benchmarking for the wider Equans estate with the view of extending this to engage with the supply chain on a Framework Agreement, to be rolled out to the wider Equans Business. ***Equans spend*** an average of ***£16m*** a year on these services. This scope of services will be treated as a ***minimum standard***, which may change depending on the specific requirements on each site.

The Subcontractor is expected to respond on the attachment ***2. PQQ Water Treatment Response***, and email their response to the notified email address at the bottom of this document, any missing detail will be treated as non-compliant and will not be processed beyond this PQQ stage.

## Introduction to Services

The contractor shall undertake Water Services and Preventative Maintenance through the term of this Agreement and reactive maintenance as required by EQUANS Sustainable FM from time to time in relation to all contracted equipment in accordance with all relevant legislation and industry guidance

This document provides a comprehensive **Scope of Works** for water systems management, covering **the services in the below Table**. The objective is to ensure **full compliance** with relevant **regulations, best practices, and industry standards** while maintaining system efficiency and safeguarding water quality.

Compliance with BS8558, PD 855468, BS 8554, **BS 8552, ACOP L8, HSG274, BS 7592, and BSRIA BG29, as noted in section 4** is **mandatory**. Any deviations from these standards must be documented and approved by an **Authorized Engineer**.

## Table of Frequency

Sure! Here's the updated table with the SFG20 codes and BS standards added where they were missing:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Task** | **Frequency** | **Compliance Standard** | **Evidence Required** |
| Closed Loop Water Systems | Chemical Sampling & Dosing. Test pH, conductivity, inhibitors, and microbiological levels | Quarterly | BS 8552, SFG20, BG29,BG50 | Sampling Reports, Chemical Dosing Logs, Trend Analysis |
| Closed Loop Water Systems | Corrosion & Microbiological Testing | Quarterly | BS 8552, SFG20, BG29,BG50 | Lab Reports, Corrective Actions |
| CWS Tank Cleaning & Disinfection | Full Cleaning & Disinfection | Annually or as required | ACOP L8, BS 8558, SFG20 | Disinfection Certificate, Chemical Logs and microbiological sample results following clean & disinfection. |
| Microbiological & Chemical Sampling | Legionella Testing | Quarterly (Or as requested) | BS 7592, SFG20 | Lab Reports, Sampling Chain of Custody |
| Evaporative Cooling Systems | Legionella & Microbial Sampling | Quarterly (Or as requested) | ACOP L8, HSG274, SFG20 | Sampling Reports, Lab Certificates |
| Record-Keeping | Service & Sampling Reports | Ongoing (Retain for 7+ years) | Legal & Contractual, SFG20 | Trend Analysis, Reports, Logs |
| Microbiological Sampling – Domestic Systems | Test drinking water outlets, TMV outlets, and sentinel points | Quarterly (Or as requested) | ACoP L8, BS 8558, SFG20 | Certified lab results and compliance records |
| Microbiological Sampling – Evaporative Cooling Systems | Test for Legionella, bacteria, and biofilm presence | Quarterly (Or as requested) | ACoP L8, HSG274, SFG20 | Legionella sample report and compliance certification |
| Cooling Tower Inspections | Inspect tower condition, biofilm formation, and water clarity | Bi-Annually | ACoP L8, HSG274, SFG20 | Inspection reports and photographic evidence |
| Cooling Tower Cleaning & Disinfection | Deep clean tower, basin, and packing | Bi-Annually | ACoP L8, HSG274, SFG20 | Disinfection log and cleaning certificate |
| Swimming Pool Water Testing (if applicable) | Check pH, chlorine levels, and microbiological parameters | Bi-Annually (if applicable) | PWTAG, HSG179 (if applicable) | Test results and chemical balance logs (if applicable) |
| Hot Water Calorifiers (MTHW, HTHW, Steam) and Hot Water Cylinders | Inspect for scale buildup, drain, and clean | Annually | ACoP L8, HSG274, SFG20 | Maintenance log and photographic evidence Service checklist and maintenance records |
| Hot Water Calorifiers (LTHW) | Inspect, clean, and test heat exchanger efficiency | Annually | ACoP L8, HSG274, SFG20 | Service report and efficiency test results |
| Calorifier & Heat Exchange Controls | Test thermostat accuracy and check for leaks | Quarterly | ACoP L8, SFG20 | Calibration records and service logs |
| Unvented Hot Water Systems | Test safety valves and expansion vessels | Annually | G3 Building Regs, SFG20 | Pressure test report and compliance records |
| Expansion Vessels | Drain, recharge pressure, and check for corrosion | Annually | ACoP L8, HSG274, SFG20 | Service log and vessel condition report |
| Direct Fired Water Heaters | Internal inspection to Inspect burners, descale heat exchanger, and test safety controls | Annually | ACoP L8, HSG274, Gas Safety Regs, SFG20 | Maintenance checklist and gas safety certificate |
| Showers and Spray Fittings | Descale and disinfect showerhead, inspect heating element | Quarterly | ACoP L8, SFG20 | Inspection report and cleaning record |
| RPZ Valve Testing | Conduct pressure test and check for leaks. Certified on completion of Maintenance | Annually | WRAS, Water Regs 1999, SFG20, The Water Supply (Water Fittings) Regulations 1999 | Test report and compliance certificate |
| TMV Maintenance | Clean, descale and disinfection of strainers at least annually. Carry out maintenance as per manufacturers instructions. Provide and replace consumables i.e. washers, cartridges, check valves, re grease internal components with silicone lubricant. | Annually | Manufacturer's Instructions, SFG20 | Maintenance Records |
| Chemical Dosing (Chlorine Dioxide Systems) | Check dosing equipment weekly. Sample monthly sentinels and annual representative locations. Provide chemicals within the scope. | Weekly equipment check; Monthly sampling; Annual representative locations | ACOP L8, SFG20 | Chemical log sheet and dosing records |
| Temperature Monitoring CWS Tanks | Temperature monitoring CWS tanks – 6-monthly usually in the summer months. | 6-monthly | ACOP L8, SFG20 | Temperature log |
| Temperature Monitoring Calorifiers | Monthly flow & returns. | 6-monthly | ACOP L8, SFG20 | Temperature log |
| Water Softeners | Weekly operational check and annual service & disinfection. | Weekly operational check; Annual service & disinfection | Manufacturer's Instructions, SFG20 | Maintenance Records |
| UV Units | Weekly inspection of filters and lamps. Maintenance to be carried out in line with manufacturer instructions. Replacement of the tube usually annually. | Annual Inspection and Annual replacement | Manufacturer's Instructions, SFG20 | Maintenance Records |
| Side Stream Filtration | Carry out inspection & cleaned where required. Carry out maintenance in line with manufacturers instructions. | As Required | Manufacturer's Instructions, SFG20 | Maintenance Records |
| POU Water Heaters | Monthly temperature monitoring or confirm they have high turn over. | Monthly | ACOP L8, SFG20 | Temperature log |
| Combination Water Heaters | Annual internal inspection of header tank and monthly flow temperature monitoring. | Annual internal inspection; | ACOP L8, SFG20 | Maintenance Records |
| Pipework Insulation Inspection | Inspect all accessible pipework annually and replace where required. | Annually | ACOP L8, SFG20 | Inspection Records |
| Cooling Tower Operator Training | Sub-contractor to provide operator training to all staff on weekly inspections and chemical monitoring. | As Required | SFG20 | Training Records, Training Certificates |

## Standards applicable

|  |  |
| --- | --- |
| Standard/Guideline | Description |
| BS EN 12671:2016 | Chemicals used for treatment of water intended for human consumption. Chlorine dioxide generated in situ |
| BS EN 902:2016 | Chemicals used for treatment of water intended for human consumption. Hydrogen Peroxide |
| BS EN 901:2013 | Chemicals used for treatment of water intended for human consumption. Sodium Hypochlorite |
| BS8580-1:2019 | Water Quality - Risk Assessments for Legionella Control – Code of Practice |
| BS8580-2:2022 | Water Quality - Risk Assessments for Pseudomonas aeruginosa and other waterborne pathogens – Code of Practice |
| BS8680:2020 | Water Quality – Water safety plans – Code of Practice |
| BS8552:2012 | Water Sampling and monitoring of water from building services closed systems – Code of practice |
| BG50:2021 | Water Treatment for Closed Heating and Cooling Systems |
| BG29:2021 | Pre-Commission Cleaning of Pipework Systems Amended 6th edition |
| HSG 282 | The control of Legionella and other infectious agents in spa-pool systems 2017 |
| HSG 179 | Health and Safety in Swimming Pools 2018 |
| HSG 274:2014 parts 1, 2 and 3 | Legionnaires’ Disease Technical Guidance |
| HTM 04 01:2016 parts A, B and C | Health Technical Memorandum 04-01 - Safe water in healthcare premises |
| SHTM 04 01: Parts A to G | Scottish Health Technical Memorandum 04-01 - Water safety for healthcare premises |
| HTM04-01:2017 Supplement | Performance Specification D 08 |
| NHS Estates Technical Bulletin (NETB) No.2024/3 | - |
| HTM 01-05 | Decontamination Healthcare Technical Memorandum – Decontamination in primary care dental practices |
| PD 855468:2015 | Guide to the flushing and disinfection of services supplying water for domestic use within buildings and their curtilages |
| Swimming Pool Water Treatment and Quality Standards for Pools and Spas (PWTAG) 2017 | - |
| Code of Practice. The Management and Treatment of Swimming Pool Water (PWTAG) 2021 | - |
| BS EN 13451 series | Swimming Pool Equipment |
| BS EN 15288 series | Swimming Pools for Public Use - Safety Requirements |
| BG01:2019 | Guidance on the Safe Operation of Steam Boilers |
| BG04:2019 | Boiler Water Treatment |
| EQUANS site’s Control Scheme | Frequencies and requirements, as per EQUANS service delivery contract with EQUANS’ client |

## General requirment

1. The Contractor shall carry out programmed maintenance and Water Services in accordance with the timescales submitted on a contract-by-contract basis.
2. The Contractor shall maintain any equipment in full working order and to full operating efficiency.
3. Maintenance visits will need to take place between normal working hours, Monday to Friday 8:00am to 6:00pm unless otherwise specified; out of hours PPM rates may then apply.
4. The Contractor shall ensure that sufficiently skilled and trained personnel are available to undertake the required duties to ensure that the required service standards are delivered.
5. The Contractor shall attend meetings as requested by EQUANS managers in order to discuss performance issues.
6. The Contractor must also comply with local site rules and individual client requirements such as escort requirements; uniforms & PPE is required at all times.
7. The Contractor will provide a formal response (when required) to EQUANS within 5 working days. Where a site visit is required, this response time will refer to 5 working days from the site survey date.
8. The Contractor should comply with EQUANS financial requirements and procedures as indicated in the contract, including ensuring all invoices are checked and certified correct prior to passing for payment and all invoices contain the appropriate PO number.
9. The Contractor shall be a member of the Legionella Control Association (LCA) as a minimum standard.
10. The Contractor shall be registered for all relevant service categories and subcategories with the Legionella Control Association (LCA) for which they intend to provide services. If membership is lost the Subcontractor must notify Equans immediately.
11. For Legionella risk assessment services of Healthcare Water Services, the Contractor shall also be accredited by UKAS to ISO 17020.
12. The Contractor shall adhere to the LCA service standards.
13. Whilst not considered essential, membership of the Closed System Control Association, of the Contractor is preferred for service of those systems.
14. The Contractor shall provide suitably trained & competency assessed in-house staff. The use of subcontractors, to carry out services within this agreement shall not be permitted under normal circumstances. Where operational needs and risk to business continuity result in a need for the Contractor to send Subcontracted personnel to any EQUANS site, this will need to be reviewed by the Authorizing Engineers against the relevant LCA service standards. Evidence must be readily available to prove competence.
15. The Contractor shall provide the company’s annual LCA audit report to the Authorizing Engineers Team for annual review purposes.
16. Continuous professional development programs to be offered to Equans at minimum twice a year for Equans staff, such as awareness courses.
17. Carry out cross-checking of water samples with external laboratories for verification.
18. Conduct an initial condition survey in line with SFG20 requirements.
19. Defect reporting the Subcontractor will need to report to point of contact on the day identified, and remedial costs provided within 10 working days. Defects would include temperatures outside of parameters >5 degrees celsius, positive samples in line with HSG274 thresholds, biological contamination of CWS tanks, chemical controls failures, chemical leaks etc.
20. The contractor will take high resolution photographs of assets following inspection / defects.

## 4.1 Compliance with Health and Safety Standards

In line with section 4 above:

* Conduct site-specific risk assessments before commencing any work.
* Equans Ladders Last Policy
* Equans 12 Golden Rules
* Equans Induction Video
* Equans on site asbestos registers
* Use appropriate PPE, including gloves, eye protection, respiratory masks, and protective clothing.
* Implement lockout/tagout procedures when working on water systems.

## 4.2 Equipment and Material Requirements

* Use only approved and calibrated water testing equipment.
* Ensure all chemical dosing materials meet industry standards.
* Maintain an inventory of spare parts and essential tools for emergency repairs.

## 4.3 Quality Control Procedures

* Implement regular internal audits to ensure compliance.
* Record and track all maintenance activities in a centralized database.
* Carry out cross-checking of water samples with external laboratories for verification.

## 4.4. Waterlog Book

a. As part of a service contract, the contractor shall keep the site’s EQUANS waterlog book up to date.

b. As part of the service contract, the contractor will audit the EQUANS water logbook six-monthly and provide written feedback to EQUANS Operational Lead and Water RP and the A & C Team.

Scope of Works

## Closed Loop Water Systems Management

## 1.1 Scope

This applies to all facilities under contract, ensuring effective chemical water treatment, routine sampling, and compliance with industry standards.

## 1.2 Outputs

* Control of **corrosion, scaling, and microbiological growth**.
* Use sterile sampling bottles.
* Take samples from designated test points.
* Maintain records for **contractual, warranty, and compliance audits**.
* Monitoring of water chemistry through **sampling, analysis, and corrective dosing**.

## **1.3 Maintenance Objectives**

* Maintain water quality within **specified control values**.
* Ensure compliance with **BS 8552 and BSRIA BG50**.
* Implement corrective actions based on analytical trends.

## **1.4 Sampling and Analysis**

* For Systems **>500 litres**: Quarterly sampling and laboratory analysis.
* For Systems **100-500 litres**: Quarterly sampling with a reduced testing requirement.
* For Systems **<100 litres**: Annual sampling.
* Parameters include **pH, total iron, soluble copper, microbiological testing, dissolved oxygen, nitrite, molybdate, and corrosion inhibitor levels**.

## **1.5 Closed Loop Sampling & Chemical Dosing**

* Routine sampling every **three months** to assess system health.
* **Trend analysis** is essential for early detection of system failures.
* Compliance with **BSRIA BG50: Water Treatment for Closed Heating and Cooling Systems**.
* Immediate corrective dosing upon detection of **high bacteria levels, corrosion indicators, or pH imbalance**.
* **Records must be maintained for a minimum of 7 years**.
* Measure chemical levels and adjust dosing accordingly.
* Monitor inhibitor and biocide concentrations.
* Conduct regular pH and conductivity testing

## **1.6 Chemical Dosing**

* Note that this service is based on quoted works and not included as part of the maintenance contract (Unless otherwise stated)
* Adhere to dosing schedules and limits recommended in SFG20.
* Maintain chemical dosing to control **corrosion inhibitors, biocides, and pH adjusters**.
* Sampling includes **total dissolved solids (TDS), alkalinity, iron, copper, and microbiological activity**.

**Example of Trend Analysis for Closed Loop Systems, that would be reported on:**

* **pH Fluctuations**: Graph plotting pH readings over a year to identify shifts outside optimal range (e.g., 8.0-9.0 for corrosion prevention).
* **Corrosion Indicators**: Tracking **iron, copper, and zinc** levels with threshold alerts when values rise.
* **Microbiological Growth**: TVC and Legionella counts displayed over time, flagging any upward trend requiring immediate action.

## **1.7 System Modifications**

* Ensure **material compatibility** with existing chemical treatment.
* Pre-commission cleaning required per **BSRIA BG29**.
* **Hydraulic separation** is mandatory for extensions to contaminated systems.

## **1.8 Sample report format (Minimum)**

The contractor shall provide sample results in a format that outlines:

1. The Sample ID Number
2. The date the sample was taken
3. The specific location the sample was taken from
4. The name of the engineer that the sample was taken by
5. The laboratory that carried out the test
6. Sample Results (Concentrations and Levels along with indication of whether the sample result was positive or negative).

## 2. Cold Water Storage (CWS) Tank Cleaning and Disinfection

## **2.1 Scope**

Cleaning and disinfection of CWS tanks as per **ACOP L8, HSG274, BS 8558:2015, and PD 855468:2015**.

## **2.2 Preparatory Work**

* **Notify** stakeholders of chemical use (e.g., **sodium hypochlorite**).
* Verify **disposal methods** with **local water authority**.
* **Isolate** water treatment systems before work begins.
* Confirm **water pH (6.5 - 8.0) before disinfection**.

## **2.3 Cleaning and Disinfection Process**

* **Drain, clean, and inspect** tank with approved **detergents and disinfectants**.
* Apply **chlorine solution (50mg/l free chlorine)** and maintain per **PD 855468**.
* Post-clean samples taken **48 hours after disinfection**.
* **Neutralization** of disinfectants before discharge is required.
* **Visual inspections and documentation (before and after photos) are mandatory**.

## **2.4 Reporting**

* Document **chlorine levels, pH readings, and temperatures**.
* Issue **disinfection certificates**.
* Report any **mechanical defects or non-compliances**.

## **Example of Trend Analysis for CWS Tank Cleaning:**

* **Historical Disinfection Efficiency**: Track **pre- and post-cleaning microbiological levels** to ensure contamination reduction over multiple cleaning cycles.
* **Tank Condition Trends**: Visual records of **scaling, biofilm formation, and corrosion** over time.
* **Chemical Residuals Post-Cleaning**: Graphing chlorine residuals after each disinfection to determine **effectiveness over time**.

## **3. Microbiological**

## **3.1 Scope**

Sampling of **domestic water systems** and **evaporative cooling towers**, following **BS 7592, ACOP L8, and ISO 19458**.

## **3.2 General Sampling Procedures**

* Samples recorded as per **BS 8554 Annex G**.
* Use **sterile, tamper-proof containers** and wear **disposable gloves**.
* **Temperature-controlled** transport is mandatory to maintain sample integrity.

## **3.3 Microbiological**

* **Bi-annual** for **TVC, Legionella, and Pseudomonas aeruginosa**.
* Samples must reach accredited laboratories **within 24 hours**.
* It must be evidenced where samples have been taken (Location, room number etc)
* **Immediate corrective actions** required for non-compliant results.
* On positive results, **Post Sampling,** must include clean, descale and disinfection with the evidence this has been carried out

1. **Example of Trend Analysis for Closed System Sampling:**

* **Legionella Presence Over Time**: Identify **seasonal spikes** to adjust biocide dosing.
* **Dissolved Oxygen Trends**: Assess whether corrosion risk is increasing.
* **Corrosion Inhibitor Effectiveness**: Long-term data on chemical dosing adjustments vs. actual performance.

## **4. Microbiological and Chemical Sampling – Domestic Systems**

## **4.1 Legionella Sampling (Pre & Post Flush)**

* Pre-flush: Sample collected **immediately upon tap activation**.
* Post-flush: **Disinfect outlet, de-scale, clean, flush for two minutes, then sample**.
* Record **temperature and biocide levels**.

## **4.2 Hot & Cold Outlet Sampling**

* **Pre-flush:** Sample for **TVC, Pseudomonas aeruginosa, E. coli, coliforms**.
* **Post-flush:** **Chemical disinfection** of outlets before sampling.
* Storage and transport must maintain a **stable temperature of 5 ±3°C**.
* **Testing frequency:** Monthly for high-risk areas, quarterly for standard sites. Specific to HMCTS this is Bi-annual or as illustrated in the pricing file.

## **4.3 Legionella Sampling**

* Samples taken **post-flush** from **disinfected sample points**.
* Samples collected **at high-risk times** (e.g., **after pump startup**).

Biocide concentration monitored to **ensure effective microbial control**

## **4.4 Sample report format (Minimum)**

The contractor shall provide sample results in a format that outlines:

1. The Sample ID Number
2. The date the sample was taken
3. The specific location the sample was taken from
4. The name of the engineer that the sample was taken by
5. The laboratory that carried out the test
6. Sample Results (Concentrations and Levels along with indication of whether the sample result was positive or negative).

## **5 Evaporative Cooling Systems**

## **5.1 Evaporative Condenser Sampling**

* Samples collected from **ponds furthest from cold water inlets**.
* **Disinfection of sample points before collection is mandatory**.
* **Biocide neutralization before discharge** is required.

## **5.2 Record Keeping and Compliance**

## **5.2.1 Documentation**

* **All records must be maintained for at least 7 years**.
* Maintain logs of **treatment chemicals, analysis reports, sampling logs**.
* **Trend analysis and historical data must be reviewed quarterly**.

## **5.2.2 Specialist Advice and Reporting**

* Engage **authorized specialists** for **treatment recommendations**.
* **Non-compliant results must trigger immediate corrective action**.
* **Trend analysis is mandatory to predict and prevent failures**.

## **6. Showers**

**Step 1: Inspect and Test**

* Check electrical connections and ensure the unit is properly grounded.
* Test the heating element for functionality.
* Follow periodic inspection requirements outlined in SFG20.

**Step 2: Clean and Descale**

* Remove limescale buildup from the heating element using an approved descaler.
* Clean the showerhead to ensure proper water flow.
* Disinfect shower hoses and fittings as per SFG20 guidance.

**Step 3: Check Water Temperature**

* Ensure water reaches the appropriate temperature for safe use.
* Adjust thermostat settings if needed.
* Compare against SFG20 temperature monitoring thresholds.

**Step 4: Inspect Pipework and Fittings**

* Check for leaks or corrosion in the plumbing.
* Ensure that flexible hoses are in good condition and not restricted.

**Step 5: Safety Checks**

* Ensure RCD (Residual Current Device) protection is in place.
* Verify water pressure is within manufacturer recommendations.
* Perform Legionella risk assessment per SFG20 guidelines.

**Step 6: Final Testing and Commissioning**

* Run the shower and check for consistent water flow and heating.
* Verify that safety cut-off features are functioning correctly.
* Document findings and log maintenance records.
* Implement SFG20 commissioning procedures for final approval.

## **7. Hot Water Cylinders (SFG20 - 32-09)**

**Step 1: Pre-Inspection and Safety Checks**

* Conduct a site-specific risk assessment to identify potential hazards.
* Ensure the isolation valves are functional to prevent water flow during maintenance.
* Verify the temperature and pressure relief (TPR) valve is operational.
* Confirm that all expansion vessels and pipework are correctly installed and show no signs of leakage or corrosion.
* Wear appropriate Personal Protective Equipment (PPE), including gloves and eye protection, before handling any components.

**Step 2: Visual Inspection of Cylinder and Pipework**

* Examine the cylinder exterior for signs of corrosion, damage, or leaks.
* Inspect the pipe insulation to ensure it is intact and adequately fitted to prevent heat loss.
* Check for scale buildup on external parts, especially around fittings and joints.
* Ensure that the expansion relief valve and associated pipework are correctly routed and not blocked.

**Step 3: Temperature and Pressure Monitoring**

* Measure the cylinder water temperature using a calibrated thermometer. The water should be maintained at ≥ 60°C to minimize the risk of Legionella bacteria.
* Check the incoming cold-water temperature, ensuring it is below 20°C.
* Verify that the thermostatic control system is functioning correctly and maintains the setpoint.
* Assess the pressure gauge reading to confirm it is within the manufacturer's recommended operating range.

**Step 4: Draining and Flushing the Cylinder (If Required)**

* Close the isolation valve and switch off the heat source (electricity, gas, or boiler feed).
* Connect a drain hose to the cylinder drain valve and direct water to a suitable drainage point.
* Open the hot water taps to allow air into the system, ensuring complete drainage.
* Once drained, flush the system with clean water to remove any accumulated debris or sediment.
* If necessary, use a chemical descaler (approved for potable water systems) to remove limescale buildup inside the cylinder.

**Step 5: Inspection and Testing of Internal Components**

* Inspect the heating elements (for electrically heated cylinders) for signs of scaling or failure.
* Check the anode rod (if applicable) for corrosion; replace if it is heavily degraded.
* Examine the coil heat exchanger for blockages or leaks.
* Test the temperature and pressure relief valve (TPRV) to ensure it operates within its designed limits.

**Step 6: Reassembly and Recommissioning**

* Refill the cylinder by slowly opening the isolation valve, allowing the air to escape through the hot taps.
* Check all connections for leaks and ensure all components are securely fastened.
* Restore power or heating source, ensuring the thermostat is set to the correct temperature.
* Monitor the system for at least 30 minutes to confirm stable operation.
* Take final temperature readings and ensure proper circulation.

**Step 7: Documentation and Compliance Checks**

* Record all maintenance activities, including test results and any corrective actions taken.
* Note any defects or issues that may require further investigation.
* Update the asset register and maintenance logs as per SFG20 documentation guidelines.
* Issue a service report with recommendations for future inspections or repairs.

## **8. 32-05 Hot Water Calorifiers – Heated by LTHW (Low Temperature Hot Water)**

**Step 1: Pre-Inspection and Safety Checks**

* Conduct a site-specific risk assessment to identify hazards.
* Isolate the calorifier from the LTHW system before maintenance.
* Check for visible leaks, corrosion, or insulation damage.
* Ensure personal protective equipment (PPE) is worn, including gloves and eye protection.

**Step 2: Temperature and Flow Rate Verification**

* Check the LTHW flow and return temperatures—they should align with system design parameters (typically between 65°C and 85°C).
* Verify that hot water outlet temperature is at least 60°C to prevent Legionella growth.
* Inspect the thermostatic mixing valve (if installed) for correct operation.

**Step 3: Internal Inspection and Cleaning**

* Drain the calorifier by connecting a hose to the drain valve and opening it fully.
* Open inspection hatches to check for sediment buildup or scale deposits.
* If scale is present, apply an approved descaling chemical or manually remove deposits.
* Flush the calorifier with clean water to remove residual chemicals and debris.

**Step 4: Heat Exchanger and Coil Inspection**

* Inspect the coil heat exchanger for leaks, corrosion, or fouling.
* Clean the heat exchanger tubes to maintain efficiency.
* Check for proper flow distribution in the exchanger.

**Step 5: Reassembly and Testing**

* Refill the system slowly to prevent airlocks.
* Reopen the isolation valves and gradually restore heat supply.
* Check for leaks and monitor the temperature to ensure the system is heating correctly.
* Conduct a final water temperature test to confirm operational efficiency.

**Step 6: Documentation and Compliance**

* Record findings in the maintenance logbook.
* Document any corrective actions or recommendations for future servicing.
* Ensure compliance with SFG20 and ACoP L8 requirements.

## **9. 32-08 Calorifier and Heat Exchange Controls**

Step 1: Inspection of Control System Components

* Visually inspect the control panel, thermostats, and wiring connections.
* Verify that temperature sensors and flow control valves are correctly positioned.

Step 2: Thermostat and Temperature Sensor Calibration

* Test the primary and secondary temperature sensors for accuracy.
* Adjust the calorifier thermostat to maintain safe operating conditions.
* Ensure that anti-Legionella flushing cycles are programmed correctly.

Step 3: Heat Exchanger Flow and Performance Testing

* Check that heat transfer efficiency is maintained by monitoring temperature differentials.
* If plate heat exchangers are installed, inspect for scaling or blockages.

Step 4: System Functionality Testing

* Simulate a high-demand scenario to test calorifier response.
* Monitor energy consumption and adjust settings for optimal performance.

Step 5: Documentation and Reporting

* Record system settings and any adjustments made.
* Issue recommendations for future calibration or component replacement.

## **10. 32-10 Unvented Hot Water Systems**

Step 1: Pre-Inspection and Safety Checks

* Conduct a risk assessment before servicing.
* Ensure expansion vessels and safety valves are operational.
* Inspect for leaks, corrosion, and insulation integrity.

Step 2: Pressure Relief and Expansion Vessel Testing

* Test the pressure relief valve (PRV) for proper discharge.
* Check that the expansion vessel pre-charge pressure matches the manufacturer’s specification.

Step 3: Temperature and Flow Rate Checks

* Confirm that hot water temperature is maintained at 60°C or above.
* Check for pressure fluctuations indicating a failing expansion vessel.

Step 4: System Flushing and Descaling

* Drain and flush the system if excessive scale buildup is detected.
* Apply chemical descaling agents if necessary, followed by a clean water rinse.

Step 5: Recommissioning and Testing

* Slowly refill the system, bleeding air from pipework.
* Monitor temperature and pressure stability after reactivation.

Step 6: Documentation and Compliance

* Update service records and note any component replacements.
* Ensure compliance with Building Regulations G3 and SFG20 maintenance standard

## **11. 32-12 Expansion Vessels**

Step 1: Pre-Inspection

* Verify that the expansion vessel is sized correctly for the system.
* Inspect for corrosion or pressure leaks.

Step 2: Pressure Testing and Recharging

* Isolate the vessel and measure pre-charge pressure.
* If pressure is below the specified value, recharge with nitrogen or dry air.

Step 3: System Integration Checks

* Ensure that the vessel is properly connected to the water circuit.
* Check the function of the expansion relief valve.

Step 4: Documentation

* Record pressure readings and maintenance actions.
* Schedule the next inspection cycle per SFG20 guidelines.

## **12. 32-13 Direct Fired Water Heaters**

Step 1: Initial Inspection and Safety Checks

* Conduct a visual inspection of the heater, burner assembly, and flue.
* Check for gas leaks or combustion issues using a gas detector.

Step 2: Burner and Ignition System Testing

* Test the pilot light ignition and flame stability.
* Inspect and clean the burner assembly to prevent incomplete combustion.

Step 3: Heat Exchanger and Water Flow Checks

* Ensure heat exchanger surfaces are clean and free of scale.
* Monitor the water outlet temperature for efficiency.

Step 4: Gas Pressure and Combustion Analysis

* Measure gas inlet pressure and adjust if necessary.
* Conduct a combustion analysis to check CO and NOx levels.

Step 5: Final System Check and Documentation

* Verify thermostatic control operation.
* Document test results and any necessary repairs.

## **13. 62-08 Reduced Pressure Zone (RPZ) Valves**

Step 1: Pre-Inspection and Safety Setup

* Verify the RPZ valve is correctly installed and isolated for testing.
* Ensure test kit calibration before proceeding.

Step 2: Performance Testing

* Measure upstream pressure and compare with downstream values.
* Check the relief valve operation by simulating backflow conditions.

Step 3: Clean and Maintain RPZ Components

* Remove and clean internal screens and seals.
* Inspect for debris buildup or wear on check valves.

Step 4: Recommissioning and Compliance Checks

* Restore the system and verify pressure recovery times.
* Log test results and update the RPZ register per local regulations.

Contractual Obligations

## PPM Tolerance

The contract defines the interval between various maintenance routines. To comply with the obligations of the contract, the contractor shall perform the maintenance activity between the nominated start date and nominated completion date, ***this may change on a contract-by-contract basis.***

It should be noted that the actual date on which the routine was performed will not affect the interval to the subsequent maintenance activity, and this subsequent activity will be delivered as stated in the annual PPM schedule. For Example a PPM due in November is completed in December, the anniversary remains November with a mitigation of late delivery in December.

The contract will have to perform their PPM Duties ***on or after the*** ***Target Start*** or ***on or before the Target Completion date***. Paperwork must be submitted ***within 72 hours of completion***. The contractor must not “Batch” worksheets, meaning they should not be submitted at the end of each month but as they happen.

All Work Completion Work Sheets must be submitted to Equans, within the defined timeline

## Reactive Services

The subcontractor will be able to commit to the below reactive requirements (prices to be submitted via pricing document):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Category** | **Call Type** | **Description** | **Initial Attendance** | **Interim Solution** | **Completion** |
| **A** | **Critical (PO)** | **Matters Giving Rise to an immediate Health and Safety, Business Impact which may result in site or court room closure** | **4 hours** | **Same day** | **24 Hours** |
| **B** | **Critical (P1)** | **Matters that prevent or severely restrict the Buyer from conducting normal operations.** | **4 Hours** | **Same day** | **Next Working day** |
| **C** | **High (P2)** | **Matters that impinge upon the proper working of the facilities in relation to any user.** | **8 hours** | **Next Working Day** | **5 Working Days** |
| **D** | **Normal (P3)** | **Matters of a routine nature** | **5 Working Days** | **N/A** | **10 Working Days** |
| **E** | **Billable Works** | **Small Works & Projects (<£5k)** | **Quotation submitted within 10 working days** | **n/a** | **20 Working days (On receipt of PO)** |
| **F** | **Complaints** | **A failure in delivery of any Service, at any time. This includes Health and Safety Incidents** | **Acknowledgment in 24 hours** | **Update within 72 hours** | **Written report & findings 5 working days** |

Definitions:

* An Interim Solution is defined to be the point in time when the Asset which was in need of repair/attention is now functioning in a useable and safe manner, but further works are needed until the Reactive event is closed.
* Completion is achieved when the Asset in need of repair/attention is repaired on a permanent basis, that it is fully functional, and no further repairs are necessary.
* Completion for a Service failure has been achieved when the Standards required by the Contract have been Delivered.
* Completion for Small Works is when the physical task or requirement is Delivered, and any required documentation is submitted and available to view on the CAFM.”

Reactive Reports/costs for repairs and remedials will be submitted within the defined timelines.

## Site cancellation

Where the supplier or EQUANS (or its Affiliates) cancel a site visit the below costs will apply:

|  |  |
| --- | --- |
| **Narrative** | **% of total cost for that site, to be reimbursed** |
| Where 5 days’ notice is given | 0% |
| Where 3 days’ notice is given | 25% |
| Where 2 days’ notice is given | 50% |
| Where 24 hours’ notice is given | 75% |

In instances where the supplier cancels a site visitation, the client expense will also be reimbursed on evidence of cost such as additional security personal or site shutdowns as an example. The charging for this will be cost plus 5%

If a site visit/maintenance visit must be cancelled due to health and safety concerns or concerns around competency of the engineer, the recharge structure will not apply to EQUANS.

## Invoicing

The subcontractor will support the contract in providing reports on maintenance visits as well reactive reports, minor works or corrective works. Without the documentation the subcontractor will not be paid.

The subcontractor will for Maintenance, Reactive, Corrective Works, Capital Projects and Minor Works provide service sheets with each invoice. This will ensure payment and reduce any delays. Any work that requires a quote must be broken down between labour, materials, and separate lines for working at height to ensure transparency.

Any variation to increase of costs must be well documented and agreed before invoicing.

All Invoices must be submitted through the Equans Self Service Coupa Portal, (How to guide attached to this tender event). This is faster and more efficient way of invoicing for the subcontractor. Any invoice issued by other means may mean delay in payment.

The subcontractor agrees to invoice correctly in the methodology laid out in the PPM purchase order. Generally, these are laid out – one Purchase Order Per region and a line for each site within that region. The subcontractor will ensure each line is invoiced correctly.

## Booking In process

The Subcontractor is to contact the nominated Equans team and at a minimum for Maintenance, must follow the below:

***A minimum of 72 hours’ notice is required.***

* ***A minimum of 72 hours’ notice is required.***
* ***Work order number***
* ***Full name of court***
* ***Postcode/Address***
* ***Attendance date***
* ***Estimated time of arrival***
* ***Engineers Name***
* ***Description of works (Is it cell works?)***
* ***Vehicle License number***

EQUANS team to action the above and confirm attendance.

For OOHs, follow steps above. ***Do not attend site*** ***until Equans approves visit***.

If the Subcontractor attends site without following this process, and is turned away, the risk rests with the Subcontractor.

## Site Opening Time and Closing Times

Generally, the operating times on for Equans Sites are 08:00 to 18 :00, this means that for Planned Maintenance, can be carried out between these times.

Some of Equans sites are based on Government contracts, Schools or Hospitals. As such these times may vary.

Where access is not provided, the contractor must be able to get a signature from the person not providing access (name and signature) with time and date of refusal of access, this must be evidenced on the worksheets.

## Variations, additional sites and removal of sites

From time-to-time Equans may add additional sites or remove sites/assets already under their contracts, there may also be instances where the subcontractor finds additional assets once on site, this may include isolated or decommissioned assets also.

**Additional Assets/Variations**

* + No instruction or variation to this Scope of Works, Asset list or contract shall be binding on the parties unless the requirements follow the variation procedure and has been satisfied and the Change Request is mutually agreed in writing by the Representatives.
  + Until such time as a Change Request is formally agreed by both parties, each party shall continue to perform their respective obligations without taking account of the Change Request.
  + Change Requests may be originated either party or may be originated by the parties jointly. In the case of any Change Request, The Subcontractor shall issue within a reasonable period; any details of required changes to this Agreement including any alteration to the overall Contract Price (not the tendered rate).

***Additional Sites***

* + Equans will formally communicate to the subcontractor that a new site needs to be varied into the agreement.
  + This usually requires the subcontractor to visit site and carry out an asset capture. The Cost of this will be covered by the agreed call out fee.
  + The subcontractor will report back, in the agreed format, number of assets, and the per asset charge to maintain (linking back to the agreed contracted schedule of rates). The per asset charge will be agreed as part of the tender response.
  + Equans will submit these costs to the client.
  + The subcontractor is not to maintain these assets without formal instruction from Equans.
  + Once approval has been sought, Equans will formally vary the service in. This will be communicated by email and the Purchase Order will subsequently be uplifted.

***Removal of Sites***

* + Equans will issue a communication of site closure, include site name and address
  + On receipt of this request, the Subcontractor will cease activity on or after the nominated date.
  + Any activity on or after the nominated date, will be at the Subcontractors risk.

## Equans contractors, Site rules & attendance

**You will be entering a live and operational complex and you shall adhere to the following rules These are minimum requirements, and your co-operation is mandatory.**

**Failure to comply will result in your access to the site removed.**

* You will adhere to the Equans Services Health and Safety Policy whilst on site. (as displayed on notice boards throughout site).
* An access permission system is in place and no works shall commence until a Contractor Access Document (CAD) has been completed by the subcontractor, supplied to the security provider and access agreed.
* Risk Assessments and Method statements must be produced where appropriate before work commences.
* Additional permits to work are required for Hot works, Excavations, working at height, confined spaces, Hi & Low voltage, pressure systems, Medical gases and Natural gases, these permits must obtain prior to the commencement of any works, as well as site specific RAMS.
* Everyone has accountability for following Safety rules, and Security instructions.
* If in doubt safety takes priority, always challenge any unsafe act, omission or hazardous condition.
* The sites contain asbestos – as such, contractors must sign the asbestos register whenever undertaking repair/intrusive works in our buildings to ensure that the area of work has been checked for the presence of ACM
* You should familiarize yourself with Fire Signals and Escape Routes. A continual siren tone is an evacuation signal, and an intermitting tone is an alert signal.
* Fire Emergency should you discover a fire, operate the nearest break glass unit and exit the building. You must report back to the Equans Helpdesk/Site
* The site operates a No Smoking Policy in all Buildings and Grounds.
* Report all incidents, accidents, near misses, hazards, risk or other irregularities to the Equans Incident Hotline 08000 234 234
* First Aid Boxes are available at a sites Reception Desk.
* You should behave in a professional manner at all times whilst on Site. Any behaviour that is likely to endanger yourself or others will result in the withdrawal of your access permit and your removal from Site.
* Please comply with the requests of our security officers whilst on any of our sites.
* All visitors and contractors are required to complete a site induction and complete a safety brief prior to gaining access to the site. This does vary depending on the purpose of your visit, but you must comply with the local site rules. You will be informed of these on Contract Award.
* On arrival at site, please make your way to the site office or reception area where you will be formally identified. If you do not sign in, you will be asked to leave site and your company will be informed of your failure to follow the procedure. On departure you must also revisit the site office to sign out, so we can maintain an accurate fire register. Again, if you do not sign out, you will be requested to return to complete the process via your company office at your cost.

Documentation required.

We maintain high standards of quality, safety and compliance. You will need to provide evidence of:

* Risk assessments and method statements that are site, date and task specific for the work you are on site to complete. Staff are always expected to have a copy with them while on our sites
* Contractors staff are expected to understand the contents of these documents as well as abide by both the letter and spirit of them.
* Evidence of specific training / competence where required – this will include IPAF / PASMA / CSCS / ECA etc. Failure to provide these will mean access will be refused until adequate evidence can be provided
* Many sites require you to hold Criminal Records Bureau / BPSS checks for all unescorted visitors to our sites.
* Valid Insurance documentation Employers liability £10m, Public Liability £10m Public Indemnity £5m

SECURITY

Our sites do have CCTV in place – both overt and covert. These systems are designed to provide coverage on all areas and by working with us, you accept that you will be filmed as a normal part of your activities. Normal data protection rules apply in all cases.

The sites also have manned security in place. They will be clearly identified. If you have security concerns, or need to report an issue, please speak to your host who will inform you of the process. Please ensure that you secure all your tools and equipment at all times, taking special care while working in cell and public areas. These must never be left unattended other than within the client office spaces. Tools and equipment found in ‘public’ areas will be removed and isolated pending investigation.

NOISE, DUST AND DISTURBANCE

Our sites are commonly very sensitive about noise and dusts within their buildings. This is for many reasons and almost always stems from a need to maintain a clean and ordered workplace. We ensure we adhere to their needs and expect you to do the same. If you are asked to stop making noise it will be for a reason such as Court Case in session, you are expected to immediately comply.

Dusts, vapours, odours etc also cause similar nuisance and inconvenience to the site so if you are asked to stop work, please do so, reporting complaints to your site contact immediately. A solution is almost always available as long as we can all use flexible working.

You will be informed of general issues and restrictions on arrival at site.

CODE OF CONDUCT

While on our site you are required to:

* Dress appropriately – this naturally includes the correct PPE as defined in your method statements but also normal work wear. We always expect appropriate work wear to be worn – this normally includes logo’d clothing etc
* Mobiles phones – the use of phones on our sites is restricted to business use only. In the Cell areas, Mobile Phone must be turned off. If you are heard making personal calls or similar, you may be asked to leave site due to the possible inappropriate nature of the call. Some sites have additional controls, and you are required to abide by them.
* Language – swearing or inappropriate language on our sites is forbidden
* Smoking – all our sites are no smoking sites including car parks and within vehicles. You must leave site completely if you wish to smoke
* Radios etc – these are not permitted unless by the specific permission of your host and then will be in specific areas only
* Drugs / alcohol –Employees should not attend site under the influence of any drugs or alcohol. The sites due to the nature of the business may also require a search of the equipment brought in.
* Talking to Public– you are not permitted to talk to defendants or members of the public.
* Photography – is not permitted on any of our sites without the specific permission, this includes chambers, plant rooms, court rooms etc.
* Toilets – you will be directed to specific toilets while you are on site.

Ladders Last

Equans operate a “Ladders Last” requirement. This does not mean that ladders and stepladders are banned from our projects however the use of these must be proven as an essential requirement, and the last resort, by a documented risk assessment. This requires the Contractor, and their sub-contractors where applicable, to ensure they review and assess all Work at Height access requirements for the duration of the project. It must be proved via risk assessment that no suitable safer alternative is available, or it is technically or physically not feasible to use any other equipment. Reasons based purely on cost or time savings will not be accepted.

12 Golder Rules

The subcontractor must adhere and follow the below 12 Golden Rules

A poster of a health and safety rules

AI-generated content may be incorrect.

**Void Entry Requirements (Ceiling Voids,Wall Voids and Risers etc)**

***Cause:***

There is evidence of legacy installations within voids being of poor-quality workmanship and non-compliant with Regulations and Industry standards.

***What must you do?***

1. Ensure that all preconstruction information has been obtained and that the appropriate pre-start surveys are performed and documented, including photographic evidence.
   1. Ensure the Risk Assessment when working in voids includes consideration of control measures to prevent the potential for electric shocks. Electrical isolations. Routing cabling in other areas. electrically insulated gloves. long sleeve clothing. arc flash PPE (visor, clothing etc).
   2. Ensure that robust inspection and tests are always undertaken, including the provision of appropriate installation certification, including photographic evidence of installation standard.

Risk Assessment and Method Statements

We have a strong safety culture that expects people to use their common sense and to work safely as a condition of employment. This extends to anyone working on our behalf.

You will have already sent your risk assessments and method statements as part of this tender. You are expected to have these with you while you are working on our site, and you may be asked to produce them at any time. In addition, we will compare what your paperwork states and requires with your activities.

If you are working differently from your stated paperwork, you will be asked to leave site, with a manager / director etc from your company being requested to attend site to explain why your activities were different from those stated.

We have this strong approach to ensure that all our staff, customers and contractors are able to leave site in the same state they arrived, with the same long-term life prospects. This includes accidents as well as ill health due to work-based conditions such as noise, asbestos, chemicals etc.

We expect your risk assessments to adhere to the HSE model of ‘5 steps’ or similar.

We expect your method statements to be site, task and date specific, stating a step-by-step approach to the task and listing relevant safety controls at each stage. Generic statements are unlikely to be acceptable.

ACCIDENT / INCIDENT REPORTING

We have a national incident report line that is used by all sites to record near misses, accidents, ill health, violence to staff and environmental incidents.

***08000 234234***

If you are involved in any untoward event, you must report the details to your host (The Helpdesk and Site Security Team) who will report it as required. You must also use your own companies reporting system.

Near miss reporting

We also have ‘near miss report cards’ on many sites – you are encouraged to use these while you are on our site as our aim is to improve the safety standard on all of our sites for everybody. You will be advised which method or reporting can be used on this site. In addition, all accidents are investigated, with the more serious ones reaching Director level. You will be expected to fully co-operate with any investigation if you’re involved in any way.

Please speak to your host for further details or advice on how to report events.

MONITORING PERFORMANCE

We routinely monitor safety performance on our sites. This may be a very informal ‘chat’ with the site manager or caretaker (they will visit your work site to ensure that the job is progressing and to deal with any technical issues there may be) to a more formal safety / task inspection undertaken by a manager or member of the safety team. We undertake these checks on all contractors to ensure that the safest methods of working are always employed. If concerns are identified, this may be resolved immediately with a discussion or may result in you being asked to leave site. This depends on the issues identified and your ability to work safely.

FIRE SAFETY

All our sites have significant fire risks and corresponding fire systems. Many have automatic sprinkler systems installed in all areas. You will be informed of your fire assembly point on arrival, and please ensure you identify your primary and secondary evacuation routes from your work area as well as the location of break glass points, fire extinguishers etc.

Staged alarms

Some of our sites have a staged alarm system in place - the alarm may sound:

* Continuously indicating that there is an immediate requirement to evacuate the building
* Intermittently warning of an alarm condition in an adjacent zone and to be ready to evacuate Many systems have flashing strobes as well as sounders in place to ensure those with hearing difficulties are also warned.

Evacuation procedure

On hearing the alarm, make your area safe and immediately make your way out of the building to your designated assembly point that was advised on arrival. Please identify yourself with the assembly point fire marshal or your host to confirm you and your colleagues have safely evacuated the building If you discover a fire, please immediately sound the alarm by breaking the nearest alarm point and evacuate the building. Please inform a member of staff as soon as possible the location of the fire and what caused it.

Only if the fire is very small and you have been trained should you consider using a fire extinguisher.

Fire systems

You must ensure that your work on our site does not affect the fire and building protection systems. This includes dust, fumes etc. If you need to isolate specific systems, you must inform your host before any attempt is made. Many of our systems are remotely monitored and unauthorised access will result in alarm conditions and the fire brigade being automatically being called. Ensure you liaise with your host to properly plan the work.

Additionally, you must ensure that corridors, fire doors and exits are always kept clear. Do not obstruct fire extinguishers or break glass points.

FIRST AID AND MEDICAL ISSUES

You will be informed of what actions to take if you need a first aider while on our site. Please do not use our first aid kits without permission. Ensure you complete your accident form for all incidents on our site as well as report your accident to a member of our staff. The location of the nearest hospital will be advised to you on arrival. In an emergency, please speak to your host or an employee from the site who will call an ambulance on your behalf.

HOUSEKEEPING AND WASTE DISPOSAL

You must ensure that your housekeeping standard is excellent while on our site due to the potentially vulnerable nature of our visitors and users. Slips, trips and falls is one of the highest causes of our accidents and it’s something we take very seriously:

* Never block or restrict corridors, walkways or circulation routes
* Remove spares and waste materials as soon as possible to a formal storage area – your host will define this for you
* Keep your work area clean and tidy – sweep or vacuum regularly
* Do not leave trailing cables, trip hazards, spillages etc unattended at any time
* Always use warning signs where relevant
* Do not take chances!

ASBESTOS

Due to the age of some of our buildings, asbestos may or may not be present. Where the building has been identified as containing asbestos, you must check the asbestos register when signing in to the site. If it is in the area where you will be working and what type it is. If the building contains asbestos, you should double check our asbestos register on arrival to ensure you are aware of the risks.

You will be asked to sign the register to show you have viewed it. Only contractors who can demonstrate competence in asbestos awareness will be permitted to work in areas where asbestos is known to be present. We never take risks with asbestos and require a job to stop if we or you suspect an asbestos containing material even if there has been a survey completed. In addition, we have a formal process for work with or near asbestos that we will enforce if the task requires it.

Accidental damage

If you come across broken or damaged material that appears to be asbestos, you must:

* Stop work immediately and ring your host / contact
* Close the area to all access
* Prevent all access to the area
* Close all doors and windows and reduce the spread of fibres by moving slowly
* Gently remove contaminated clothing, bagging it for disposal
* Anyone who has been contaminated should shower as soon as possible, ensuring the area is left clean

WORK EQUIPMENT

Any equipment you bring onto our site must be:

* PAT tested within 12 months
* Safe to use (plant, tools and equipment)
* Evidence of regular inspections to ensure safety, tested, calibrated and maintained
* Only used for its intended purpose
* Only used by people who are competent
* Low voltage or battery powered

Do not ask to use our equipment or access equipment – you will be refused – we expect a competent contractor to arrive equipped to do the job we are paying for.

Tool security

Our sites commonly have vulnerable people using them, some of which may have special needs or deemed high security risk. You must not leave any equipment or tools unattended at any time due to the high risk they may present. As a guide:

* Only bring tools onto site that you need
* Always Keep your tools with you
* Do not leave tools lying about
* Ensure you haven’t lost / misplaced tools during your visit – report any loss immediately to your host

COSHH

If you need to use chemicals on our site, please ensure you have the MSDS sheet as well as your COSHH assessment with you. We may refuse certain chemicals to site for safety or control reasons. Please ensure you always wear the correct PPE for the materials you are using and inform us in advance of the main hazards of any chemicals you bring onto site. Ensure all chemicals are secured when not in use to prevent unauthorised use.

PPE

Some areas of our sites have specific PPE requirements. You will be informed of what these are but if you are unsure, please ask your host for details. You are expected to provide all your own PPE. We will also check the PPE required to be worn as stated in your RAMS and you are expected to co- operate with your company’s requirements. We will stop work if you are not wearing the PPE as required in your RAMS.

WORK AT HEIGHT

Due to the risk of working at height, we do not want ladders or steps to be used on our sites unless there is no alternative. This is generally not common as there are so many safer alternatives these days. Ladders can only be used for short term and low impact tasks of less than 15 minutes, where 3 points of contact can always be maintained. We expect all your access equipment to be date tagged with evidence of maintenance. We expect staff to hold IPAF or PASMA qualifications for all scaffolds or MEWPS. Again, these will be requested as part of the signing in process.

ELECTRICITY

We have a formal electrical permitting system in place. This requires qualified Equans staff only to undertake electrical isolations, forbids live working and a permit to work. Ensure that only provably competent staff undertake any work on our electrical system – this means you will carry a JIB or ECA card or similar which will be requested on arrival.

Ensure all uses of cable do not cause immediate or long-term safety risks either due to the installation (blocking open fire doors for example) or use of the building (not adequately fire stopping holes drilled through partitions for example).

GAS

We only employ ‘Gas Safe’ contractors to work on our gas systems and unless you have prior authorisation no-one is permitted to interfere with the gas system or equipment under any circumstances.

## Security clearance

At a minimum the subcontractor’s staff will have enhanced DBS clearance before entering into any site.

Equans do have contracts where further enhanced requirements will be needed. This will be based on a site by site basis.

## Basis of Award

This tender is part of EQUANS Services Ltd strategic sourcing initiative to reduce the total cost of ownership, product complexity while improving or maintaining quality, service, and delivery. We are seeking supplier(s) who understand our technical requirements and collaborative relationships with EQUANS and can assist us in improving quality, service, delivery and cost reduction through innovation and expert account management to support our client base.

As such, we will be considering the following factors in our decision to progress through the process steps and to award the business.

1. Price – Competitive Offering
2. Technical – Product, Quality to meet the specification.
3. SHEQ (Health and safety)
4. Sustainability, Energy Efficiency and Carbon Reduction

***Please be aware that the lowest price bidder does not automatically become the winning bidder.***

***This tender will be weighted on 40% Price and 60% Quality.***

## Contract Length and Pricing

This Framework will be based on a 2-year contract.

## Confidentiality

All information contained in this RFP package is confidential and may not be disclosed, published, or advertised in any manner without written authorisation from EQUANS. All RFP documents remain the property of EQUANS; all suppliers are requested to return to EQUANS or destroy these documents upon EQUANS request.

Contractors who do not honour these confidentiality provisions will be excluded from participating in future EQUANS supply opportunities and EQUANS may commence legal proceedings for any damages incurred.

All the information provided by the bidders will be kept confidentially, and it will not be revealed to other bidders, whether it is before or after the attribution of the contract.

## Legally Binding Quotes

Bids submitted through the sourcing process are legally valid quotations without qualification and subject to unconditional acceptance by EQUANS Services Ltd until award notifications are issued. Each bid submitted by a supplier shall constitute an offer to supply in accordance with this RFP.

## Effective date of pricing

Prices are held from date of submission of this RFP for 90 days.

## Terms and Conditions

All terms are subject to acceptance/agreement of EQUANS terms and conditions.

## API

The Equans business is exploring API interface with our supply chain. As such, as part of this exercise we aim to explore where your business. This briefing document will be attached in the formal ITT. Your business will have to review and confirm whether your CAFM system can apply an API system. This is currently only available on the HMCTS contract, but will be rolled out to the wider business. This will be implemented 3 months after the contract start date.

## Sustainability

The contractor must be able to evidence and apply the below sustainability and innovation practices whilst working with Equans.

1. **Environmental Sustainability**:
   * **Water Conservation**: Provide ideas and measures to reduce water usage and promote efficient water management.
   * **Waste Management**: Proper disposal and treatment of waste products to prevent environmental contamination.
   * **Pollution Control**: Measures to reduce emissions and pollutants released into the environment.
2. **Economic Sustainability**:
   * **Cost-Effective Solutions**: Implementing cost-effective technologies and practices to ensure long-term financial viability.
   * **Lifecycle Cost Analysis**: Evaluating the total cost of ownership, including maintenance and operational costs, to ensure sustainable financial planning.
3. **Social Sustainability**:
   * **Community Engagement**: Working with local communities and giving back through means of active donations, volunteering & charity events.
   * **Health and Safety**: Ensuring the water treatment processes meet health and safety standards to protect public health.
4. **Regulatory Compliance**:
   * **Adherence to Standards**: Complying with local, national, and international water quality standards and regulations.
   * **Reporting and Monitoring**: Regular monitoring and reporting of water quality and treatment processes to ensure compliance and transparency.
5. **Innovative Practices**:
   * **Green Infrastructure**: Incorporating green infrastructure solutions, such as natural filtration systems and rainwater harvesting.
   * **Technology Integration**: Utilizing advanced technologies for efficient water treatment and management.

## Please ensure your response is sent to the below inbox, before the deadline:

[hmctsprocurement.uk@equans.com](mailto:hmctsprocurement.uk@equans.com)