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1. INTRODUCTION

- 1.1 This procurement is for an executive agency of HM Treasury, to provide a mechanical and electrical maintenance service at their London office.

2. PURPOSE

- 2.1 The UK Debt Management Office is seeking to tender for the provision of mechanical and electrical maintenance services for their London offices.

3. BACKGROUND TO THE AUTHORITY

- 3.1 HM Treasury (HMT) is the government's economic and finance ministry, maintaining control over public spending, setting the direction of the UK's economic policy and working to achieve strong and sustainable economic growth.
- 3.2 The UK Debt Management Office (DMO) is an executive agency of HMT has responsibility for government wholesale sterling debt issuance. The DMO's remit is to carry out the Government's debt management policy of minimising financing costs over the long term, taking account of risk, and to minimise the cost of offsetting the Government's net cash flows over time, while operating in a risk appetite approved by Ministers in both cases.

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

4.1 Details of premises

- Building Location: Eastcheap court, 11 Philpot Lane, London, EC3M 8UD
- Building Size: 13,887sq ft (located over two floors in a managed building).
- Standard office building which was fully refurbished in 2001. DMO houses a comms/server room on the 4th floor.
- 5 floors (DMO occupies two)

- 4.2 Annex A details the current planned preventative maintenance (PPM) annual planner which details the Authority's requirements. In addition to regular PPM of the items on the planner, the Authority would be looking for the supplier to respond to any failures within four hours and provide remedial solutions.

5. SCOPE OF REQUIREMENT

- 5.1 The main scope of this requirement is to provide PPM services. In addition to regular PPM of the specified items, the Authority would be looking for the supplier to respond to any failures within four hours and provide a proposal to undertake remedial solutions work. The Authority reserves the right to benchmark proposals for remedial work and source this work elsewhere if value for money cannot be demonstrated by the provider.
- 5.2 The intention is to award a seven year contract commencing April 2016, with an annual clause.

6. SERVICE LEVELS AND PERFORMANCE

- 6.1 The Authority will measure the quality of the Supplier's delivery by:

- 6.1.1 Response time on site to be 4 hours, from an operational site based within the M25 and access to at least one in-house Airedale accredited engineer at all times. There would need to be a minimum of two Airedale accredited engineers based here to allow for holiday, sickness etc.

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6.1.1.1 A Supervisor should be permanently assigned to the Authority's requirement and should any new member of staff assume this position, their CV and vetting must be reviewed by the Authority.

6.1.2 The potential provider will be required to supply a report on power loading on the Uninterrupted Power Supply (UPS) system.

7. ADDITIONAL REQUIREMENTS

7.1 To assist potential providers with the required format for tender proposals, please see below the list of items that will need to be covered in proposals from potential providers:

7.1.1 The number of sites the potential provider has within the M25 and number of staff who could meet DMO's requirements on the aforementioned sites.

7.1.2 Confirmation that all staff handling the Authority's requirement will be direct employees of the potential providers - not agency staff or sub-contractors.

7.1.3 A section within the proposal that outlines clearly any innovative ideas or suggestions that might improve performance, minimise risk or aid communication, etc.

7.1.4 Potential providers must specify if any services required by the Authority will be sub-contracted. If so full details of those contractors must be included within the proposal.

7.2 Potential providers should include information on the following in their proposal:

7.2.1 Details of the customer Care training given to potential provider's staff

7.2.2 How the potential provider will manage this contract?

7.2.3 What uniform is supplied to potential provider's staff?

7.2.4 Details of site-trained relief staff

7.2.5 Discipline standards maintained by potential provider's staff

7.2.6 A Condition survey – to include any anticipated replacement costs prior to supplying costings.

7.3 The service offered by potential providers is to be SFG20 or equivalent.

7.4 The service must be delivered by a potential provider who holds the following qualifications -

7.4.1 ISO9001 Quality

7.4.2 ISO14001 Environmental Management

7.4.3 ISO18001 Occupational H&S

7.4.4 CIBSE

7.4.5 REFCOM for Air Conditioning

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7.4.6 Gas Safe for boilers

7.4.7 NICEIC for electrical

7.4.8 Construction line UK register of pre-qualified construction services

7.4.9 OFTEC oil Boilers

7.5 Potential providers will need to be an approved member of Safe Contractor Scheme

8. LOCATION

8.1 The location of the Services will be carried out at Eastcheap Court, 11 Philpot Lane, London, EC3M 8UD

9. SECURITY REQUIREMENTS

1.1 The potential provider will need to detail how they carry out vetting on staff, and release details relating to the operatives who will carry out the work for the Authority.