

National Museums Liverpool

Output Specification Building Services Maintenance Specification and Performance Requirements for Heating Ventilation Cooling and Hot and Cold Water Services

Services Specification and Performance Requirements

Contents

Introduction

General Structure and Layout

This Output Specification is presented in tabular form and sets out the Performance Requirements and Key Performance Indicators (Key Performance Indicators) associated with the provision of Facilities Management services. It provides details of both the NML's General and Specific Service Requirements and the Contractor will be required to comply with both. This information should assist in the formulation of the Contractors proposals and support the monitoring of levels of service provision and performance.

This document is intended to set out the technical specification for all accommodation and represent the level of Performance Requirements for the operation of the Services.

This document will also be used to perform the following functions:

- Responses to the Requirements will constitute a central component of the evaluation process, by which a Contractor is selected and by which proposals are accepted;
- It will form part of the contractual documentation and will be included unless otherwise indicated, in the Project Agreement entered into between the NML and the Contractor; and
- It will also be used to continually monitor and assess the level and quality of the provision of services throughout the life of the agreement and provide the tool by which any occasion for payment deductions are identified and quantified.

The information contained within the tables in this document is divided into parts.

- Type of service is required;
- The objectives for that service are;
- Scope and standard of service is required;
- Monitoring methods apply;
- Level of priority applies;
- Would constitute a Shortfall in Service Performance; and
- Other details are relevant to that service.

Use of Key Performance Indicators and Service Performance Monitoring

The Contractor will be expected to deliver all services and make available all areas to the levels and standards detailed within the relevant parts of the Output Specification throughout the specified Required Periods. Specific details of the Required Periods and any Community Use will be listed in the Payment Mechanism.

The OS details the service specification and performance requirements for this project. Each service requirement has a corresponding Key Performance Indicator that describes the criteria used to determine whether the Contractor has delivered the Service to the standards required. The KPI's provide the basis on which the Contractor's performance will be measured and on which deductions to payments may be made in accordance with the Payment Mechanism.

Each KPI is allocated two Performance Monitoring parameters:

- Frequency – this states the time period over which the KPI will be monitored
- Method – this states how and by which party the monitoring shall be conducted

The Performance Monitoring parameters are summarised as:

Monitoring Frequencies

| Performance Monitoring Period | Frequency |
|--------------------------------------|------------------|
| PR | Per request |
| AA | As appropriate |
| D | Daily |
| W | Weekly |
| M | Monthly |
| Q | Quarterly |
| B | Bi-annually |
| A | Annually |

Monitoring Method

| Monitoring Method | Description/Source |
|--------------------------|---|
| 1 | NML/the Contractor reports to Helpdesk, Helpdesk Records |
| 2 | Comparison with agreed Method Statements |
| 3 | Comparison against agreed benchmark (applies to format of reports etc) |
| 4 | The Contractor self monitoring (in accordance with the Performance Monitoring Programme) |
| 5 | Analysis of information contained in the Contractor duty rotas and other operational records |
| 6 | User satisfaction surveys |
| 7 | Review/reports by Statutory bodies |
| 8 | NML audit (analysis of complaints, random visits, validation checks of the Contractor data, deliberate testing etc) |

The Contractor is also required to provide the NML with a performance monitoring programme on the commencement of each Service. The performance monitoring programme should propose a monitoring system that is consistent across all Services and outlines the actions the Contractor intends to undertake to monitor the performance of Services provided to NML, in accordance with the Project Agreement and the Performance Requirements. The performance monitoring programme must be agreed with the NML prior to commencement of the delivery of Services.

Monthly Reporting

The Contractor shall prepare a Monitoring Report and deliver to the NML within 5 Business following the end of the Contract month. The report shall contain the information required by Payment Mechanism.

The Payment Mechanism

The Performance Requirements and Key Performance Indicators (KPI) contained in this Section 4 provide the tools to measure the Contractors performance on each Service against the standards required by the NML. Service Performance Shortfall will be deemed to have occurred when one or more of the Key Performance Indicators are not satisfied. The Contractor may have a Rectification Period within which to address the Shortfall (if the Shortfall is capable of remedy), failing which Performance Deductions can be applied by NML.

In the event of a Service Performance Shortfall, the NML has the right to make a deduction from the monthly charge paid to the Contractor. The magnitude of these deductions depends upon the Service Priority attached to the KPI corresponding to the Service Performance Shortfall. Each KPI has been allocated a Service Priority, ranging from “Low” to “Medium” to “High” to “Super”. This reflects the relative importance of the Service and that particular KPI. The Payment Mechanism sets out the Service Failure Deductions corresponding to each Service Priority category. For reference these are repeated in the table below.

Service failure deduction table

| Service Priority Category | Service Failure Deduction (£) per Core Session |
|---------------------------|---|
| Low | |
| Medium | |
| High | |
| Super | |

Rectification

In cases where a Service Performance Shortfall is capable of remedy, a rectification Period will be allowed to the Contractor to provide the relevant rectification. The Service KPI details provided in this document specify, in each case where rectification will be allowed to the Contractor.

Where Rectification is allowed the method for allocating the Rectification Period will be as set out in the Payment Mechanism.

For reference the table below identifies the different types of Rectification Periods for Service Performance Shortfalls depending upon the severity of the failure.

| Priority Category | Description | Rectification Period |
|-------------------|---|----------------------|
| Emergency | Matters of an acute nature that impinge upon the health and safety of the users | Within 30 minutes |
| Urgent | Matters that impinge upon the operational function of the museum facilities including the operation of the Helpdesk service | Within 2 hours |
| Routine | Matters adversely affecting the user's enjoyment of the building or otherwise of an administrative or routine nature | Within 2 days |

COMMON REQUIREMENTS

Aims and Objectives

The managed FM Service will be expected to achieve the following agreed levels of Service quality to meet NML's needs;

- Single point of contact between the NML and the Contractor;
- Proactive and responsive to requests for Service within agreed time-scales;
- Integration of all separate services; and
- A modus operandi that fosters measurable, continuous Service improvement in line with NML objectives and Best Value.

Scope of Services

The scope of services supplied by the Contractor shall incorporate the following:

- A managed FM Service to support the operation of NML;
- The categories of Services as set out in this Section 4 of the Output Specification;
- The NML recognises that the Contractor needs to be afforded the ability to determine their own optimum proposals and methods by which to deliver services for the buildings in order to ensure that all the Availability and Performance Requirements are met. In so doing NML need to be reasonably satisfied that the Contractor is in a position to achieve this delivery. Furthermore, NML need to ensure that such methods of working are integrated with the building management such that it does not impinge on the delivery of the operation and performance of any community or third party activities and associated museum functions;
- The Contractor is therefore required to develop and instigate Service Delivery Plans for the provision of Services. Whilst NML are to be afforded the ability to comment on these proposals this is not to be determined in any way as to diminish the Contractor's responsibility;
- The Contractor shall prepare Service Delivery Plans for each building. Such proposals shall describe the Contractor's Facilities Management procedures and approach to meeting the requirements of the NML. The Service Delivery Plans shall detail how the Contractor intends to meet each of the Service Requirements detailed under the subsequent Service headings later in this Section. The Service Delivery Plans shall be updated throughout the operation of the Contract, and NML's Representative shall be informed of any significant changes proposed to the Plans as noted in the Service Standards.
- The Service Delivery Plans shall be written in such a way as to be comprehensible to a non-technical reader;
- NML recognises that the Contractor needs to be afforded the ability to modify these proposals over the contract period to implement new technologies and efficiencies so long as it is in line with the Service Standards and relevant Key Performance Indicators;
- NML shall have the right to object to any proposals, which interfere with the education of the pupils and the delivery of the curriculum or in any way adversely affect the execution of the building's responsibilities;
- Similarly, the Contractor will have the right to amend procedures in order to incorporate any changes in which NML operate; and
- The procedure for instigating agreement and modifications to the Service Delivery Plans is can be summarised as follows: The Contractor shall develop, maintain and agree (annually) with NML and the building, Service Delivery Plans, setting out the overall generic proposed methodologies for Service Delivery

The scope and range of services required is detailed as individual elements within a number of categories. However, notwithstanding that the Contractor will be responsible for determining the method of executing each service to the required level and at the correct times, this does not imply that it will not be possible to have a single point of responsibility for a number of activities.

Overall Quality

Work undertaken and services provided by the Contractor will be required to conform to these general quality issues:

- All work undertaken by the Contractor shall be in accordance with the requirements of relevant Legislation, Good Industry Practice to appropriate professional and technical standards and comply with the requirements of the appropriate professional bodies or Institutions, including guidance notes and codes of practice where applicable;
- The Contractor shall exercise all reasonable skill, care and diligence in the discharge of the duties required by the Project Agreement;
- The Contractor shall provide adequate supervision of the staff employed by the Contractor (or persons under their control);
- The Contractor shall ensure its employees (or persons under their control) are made aware of and implement all relevant standards and new legislation;
- All staff shall be made aware of relevant policies and requirements of the building and NML or a relevant user organisation of the building's facilities insofar as they may apply during the delivery of services;
- The Contractor is to ensure that their own personnel and those employed by their subcontractors meet the following requirements;
 - Staff that are providing services at the building, including those employed by subcontractors, are suitably qualified, trained and experienced;
 - Staff based on site that have passed the necessary level of security checks (those who have not had clearance checks or are visiting should be accompanied around the site at all times by one who has) ;
 - All Service delivery staff (including sub-Contractors) shall carry and display clear identification whenever they are on the building premises; and
- The Contractor shall operate a quality assurance system covering the delivery of all services to the requirements of ISO 9001 and ISO 14001 or such similar standards as approved by NML.

4.2.4 Implementation of services

When providing any of the required services or carrying out any works associated with the service obligations the Contractor shall:

- ensure that such works do not disturb the functions of the museum;
- inform the local building representative prior to the start of the day as to any non-compliance of the facility with Availability and Performance Requirements

| General Service Requirements | |
|---|---------------------------------|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>Service Delivery Plan</p> <p>As a minimum, the Management Service Delivery Plan should contain:</p> <ul style="list-style-type: none"> • Scope and Services objectives; • Approach; • Service Delivery Plan for meeting the Output Specification to include: <ul style="list-style-type: none"> ▪ Overall management structure, both for the project overall and the individual building, detailing management roles, responsibilities and reporting structures; ▪ Job Descriptions; ▪ Levels of decision making processes at Contract level and local building level; ▪ Where budget responsibilities lie; ▪ Numbers of staff at each site and generally across the Contract to deliver Services; ▪ Regular working hours and availability of managers and employees; ▪ Training of NML Parties; ▪ Details as to which Services will be carried out in-house and which will be subcontracted with details of sub Contractors; ▪ Contract Monitoring Procedures; ▪ Help Desk and overall management procedures; ▪ Management Information systems and report production; ▪ Self monitoring procedures; ▪ Meeting details including level of attendees; ▪ Customer Satisfaction and Complaints Procedures; ▪ Quality Assurance Procedures; ▪ Inspections including condition surveys and records; | |

| General Service Requirements | |
|---|---|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <ul style="list-style-type: none"> Management and supervision outside building opening hours; | |
| <p>Statement of Service Objectives</p> <p>The aims and objectives of the Management Service are the provision of a system to manage, control, record and report on the delivery of all Services provided as part of the contract. They also include the aim of providing a support Service available 24 hours per day for the NML to request the deployment of the Contractor to rectify any non-provision of accommodation embraced by the scope of the contract within specified response times.</p> | |
| <p>The Contractor will be responsible for the following scope of services:</p> <p>General Management</p> <ul style="list-style-type: none"> The Contractor shall update all Operating Manuals, Method Statements etc to ensure that they document actual Service delivery methods; The Contractor is expected to take a proactive approach to resolving recurring problems by preparing solutions for discussion at relevant meetings; <p>Service Performance Monitoring</p> <ul style="list-style-type: none"> The Contractor should undertake its own compliance checking of | <p>The Contractor shall deliver a Management Service that meets the following requirements:</p> <p>General Management</p> <ul style="list-style-type: none"> Establish a management structure in accordance with the Service Proposals; Maintain all records relating to the delivery of services Establish and operate Service Delivery Plans for all categories of NML's Requirements; and Inform the NML of changes to the management structure or Service Delivery Plans in accordance with the Service Proposals; Compliance with all relevant statutory legislation and Good Industry Practice with respect to all services; <p>Service Performance Monitoring</p> <ul style="list-style-type: none"> The Contractor is to comply with the requirements of the Performance Monitoring and reporting service |

| General Service Requirements | |
|--|---|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>services and shall report on Availability and Performance compliance daily. User complaints shall not be used as the primary means of compliance checking. All Shortfalls in Service Performance requirements identified by the Contractor shall equally be reported to the help desk and recorded and actioned in the same way as NML notifications;</p> <p>Helpdesk Facility</p> <ul style="list-style-type: none"> • Provision of a Helpdesk facility to allow building users to report building faults and support Service delivery Shortfalls and Service requests; • The Helpdesk facility is to facilitate a response to Service requests within specified timescales. Action taken by Contractor in response to Service requests must provide correct deployment of support to resolve issue in accordance with the requirements of the Output Specification; • The Contractor may allow for notifications to the help desk to be achieved via other communication methods, but these shall not remove the requirement to provide a telephone helpdesk facility as a minimum; • A system to comply with notification reporting procedures required by the Payment Mechanism; • The Contractor is to make telephone access to the help desk at local call rate charges; <p>Communications and Reporting</p> <ul style="list-style-type: none"> • The Contractor must develop and operate a mechanism for | <p>Helpdesk Facility</p> <ul style="list-style-type: none"> • The Contractor will be required to make all building users aware of the Helpdesk facility and provide comprehensive instruction as to how service requests are made in terms of level of detail and categorisation of priority; • Calls and notifications to the Helpdesk shall as a minimum be required to record the date, time, callers name and location, detail of call and action taken. Contractor shall undertake monthly random audit of calls to demonstrate that this has been complied with. Audit shall consider a minimum of 5% of calls received; • Contractor to provide NML with remote access "read only" facility to access help desk requests, notifications, actions and task completions; <p>Communications and Reporting</p> <ul style="list-style-type: none"> • Co-ordinate communication and liaison between Contractors and NML and implement a comprehensive system of control in the form of monthly management reports relating to the delivery of the Services |

| General Service Requirements | |
|--|--|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>identifying costs which are extra to the contract, obtaining authorisation to proceed prior to commencing and re-charging the cost to NML;</p> <p>Complaints</p> <ul style="list-style-type: none"> The Contractor shall undertake all response requirements to complaints at its own cost; | <p>and shall make the same available to NML on request;</p> <ul style="list-style-type: none"> Monthly meetings with each building to review Service delivery and recurring faults; Appropriate standards of data maintenance and access shall be complied with in the storing of all data including compliance with the Data Protection Act, such that any documentation or computer records shall be made available for inspection by NML as required. Such information to be provided within agreed timescales; Such other information may include the provision of statistical information to allow NML to undertake its reporting requirements to central government and reports and supporting records reasonably required for NML to undertake its audit requirements. All information, documentation and records to become the property of NML on termination or expiry of the contract; Provision of Customer Satisfaction Surveys in the format required by Clause 39 the Payment Mechanism; Produce quarterly reports on performance against the Continuous Improvement objectives; <p>Complaints</p> <ul style="list-style-type: none"> The Contractor shall deal with all complaints from third parties relating to the operation of the facilities; If more than one substantiated complaint is made against any individual member of the Contractors core staff (including Facilities managers, Caretakers and Help Desk Operators) within each month, the Contractor shall investigate and action the complaint to mitigate future reoccurrence. |

| General Service Requirements | |
|--|---|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>Staff and Development</p> <p>In respect of staff and development issues the Contractor will:</p> <ul style="list-style-type: none"> • Maintaining appropriate records; • Liaising with and reporting to NML; • Carrying out all necessary safety and security checks; and • Instigate up to date and appropriate training courses and development opportunities. | <p>Staff and Development</p> <p>In relation to staff and development issues, the Contractor shall deliver a service that meets the following requirements:</p> <ul style="list-style-type: none"> • All staff having unsupervised access to children must have received satisfactory Criminal Records Bureau clearance. Evidence of this clearance must be made available to the building and NML on written request. A nominated officer of the building and NML will make periodic checks of all clearances for staff with access to children; • All staff positions and roles will be designated as either requiring “enhanced” (s.115) or “standard” categorisation (s.113), in accordance with the Police Act 1997. The Designation of such roles shall be agreed between the Contractor and NML prior to the role becoming operational. The cost of obtaining clearances shall remain with the Contractor; • In the event where the service provider is required to bring personnel to site which do not have Criminal Records Bureau clearance in order to satisfy the requirements of this agreement. Such personnel are to be accompanied and supervised at all times by an individual who has the appropriate level of clearance. • The Contractor shall maintain appropriate personal training records for every Contractor Related Party and for Contractor-trained building employees; • The Contractor shall develop, maintain and operate for the Contractor Related Parties and building employees an appropriate induction programme; • In carrying out the duties described in this Services Specification the Contractor shall ensure all Contractor Related Parties; <ul style="list-style-type: none"> ▪ are properly and presentably dressed in appropriate uniforms and work wear (including protective clothing and footwear where |

| General Service Requirements | |
|---|---|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>Integration with Building Policies and Operations</p> <p>In respect of policy and strategy management, the Contractor will be responsible for the following scope of services:</p> <ul style="list-style-type: none"> • The Contractor shall develop and implement fully integrated service policies concerning the following issues: <ul style="list-style-type: none"> ▪ Health and Safety; ▪ Quality Assurance; ▪ Environmental Management; ▪ Contingency Planning. • Provide all services that comply and conform with all relevant statutory legislation, industry practice, NML requirements current and applicable at the time. | <p>required);</p> <ul style="list-style-type: none"> ▪ maintain an appropriate standard of personal hygiene commensurate with their allocated tasks while working in the Facilities; ▪ comply with all building and site rules and regulations such as non smoking and pupil contact policies; ▪ behave in an appropriate manner at all times when on site. <p>Integration with Building Policies and Operations</p> <ul style="list-style-type: none"> • The Contractor shall consult with the designated NML’s Representative(s) regarding proposals for all new working practices, or working practices that have changed from those already agreed with NML, wherever possible before any such new or revised working practices have been implemented; • In connection with the provision of the services, the Contractor shall consult with the following parties where applicable regarding service delivery timings, building Employee involvement and local working practices; <ul style="list-style-type: none"> ▪ building departments in undertaking or preparing for the delivery of any aspect of the services which may impact upon their delivery or upon the comfort and or well being of NML Related Parties; ▪ Designated NML’s Representatives; ▪ Statutory bodies in respect of any aspect of the Services. |

| General Service Requirements | |
|--|--|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>Health and Safety</p> <ul style="list-style-type: none"> • Hold a duty of care to notify the building user of any matters in relation to the services which the Contractor considers a hazard and should establish systems for the receipt from NML and dissemination to NML Related Parties and Contractor Related Parties of all warnings and safety action bulletin notices published by the DFES and ensure appropriate action is taken and recorded centrally at the Contractor's expense; <p>Quality Assurance</p> <ul style="list-style-type: none"> • The Contractor shall be committed to continuous improvement and shall implement systems to facilitate this objective. | <p>Health and Safety</p> <ul style="list-style-type: none"> • Specific details are provided elsewhere in this Output Specification; <p>Quality Assurance</p> <ul style="list-style-type: none"> ▪ The Contractor shall maintain a Quality Assurance System in accordance with ISO 9001. <p>Environmental Management</p> <ul style="list-style-type: none"> • The Contractor shall maintain an Environmental Management System in accordance with the requirements of ISO 14001. • The Contractor, in designing their service delivery models shall demonstrate an integrated approach to sustainable development with regard to NML's Sustainable Development Policy. This shall take into account, but not be limited to, the following: <ul style="list-style-type: none"> ▪ Conservation – energy, wood, paper, horticulture, water; ▪ Pollution – climate change, Ozone depletion, vehicle emissions, biocides and artificial fertilisers, asbestos, hazardous substances, batteries, solvents and paints, bio-degradables and litter; ▪ Procurement; |

| General Service Requirements | |
|---|---|
| Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| | <ul style="list-style-type: none"> ▪ Waste- recycling; ▪ Estate Management; ▪ Monitoring and auditing; <p>Contingency Planning</p> <ul style="list-style-type: none"> • The Contractor shall work with NML and provide assistance to maintain and up date the contingency plans each year, or as may be needed by changing circumstances, such as changes in building Policies, new technology and changes in Legislation etc to ensure continued compliance with the building’ Controls Assurance procedures with regard to issues such as Fire and evacuation plans, Disaster action plans and service specific risk assessments; <p>Each plan shall be developed in co-operation with the relevant authorities such as the building’ Fire Safety Officer; the Local NML Fire Prevention Officer and the Emergency Services.</p> |

| General Service Requirements | | | | | | | |
|---|----------------------|---|--|--|--------------------------------|-----------------------|---------------------|
| Management Service – Table 2 – Key Performance Indicators | | | | | | | |
| Service Requirement | Specific Requirement | | Monitoring Details ¹ and other Relevant Information | Performance Standard | Service Detail | | |
| | Ref. | Detail | | | Priority Category ² | Area or Service Based | Rectific'n Applies? |
| Helpdesk system. | M1 | Develop, install, operate, manage and maintain a Help Desk System to receive, record, action and monitor calls/notification of faults, incidents, non-compliance, requests for service and additional building use. | | No failure to log and record Service calls/notifications made to Helpdesk at any time of the day. | H | S | N |
| Operation of Helpdesk Facility | M2 | Calls to be answered within 30 seconds. | | No failure to answer 95% of all calls within 30 seconds and in an appropriate manner. | L | S | N |
| | M3 | Contractor to provide NML with remote access "read only" facility to access help desk requests, notifications, actions and task completions. | | No failure to provide access to helpdesk records on request, given 2 hours notice. | M | S | N |
| Management Service Delivery Plan. | M4 | To provide an annual Management Service Delivery Plan for each building and agree programme with the building(s)/NML. | | No failure to provide the draft Plan within 2 weeks prior to the Annual Review Meeting. | L | S | N |
| Performance Monitoring and reporting | M5 | To provide a robust Performance Monitoring Programme and carry out monitoring in accordance with it. | | No failure to provide draft and final monthly performance reports at the in respect of each month in correct format no more than 5 working days after the end of the relevant contract month | M | S | N |
| | M6 | The Contractor has met with NML's Representative at least monthly. | | No failure to attend meetings | M | S | N |

¹ NML shall insert Monitoring details

² NML shall insert Service Priority Category details

| General Service Requirements | | | | | | | |
|---|----------------------|--|---|--|--------------------------------|-----------------------|---------------------|
| Management Service – Table 2 – Key Performance Indicators | | | | | | | |
| Service Requirement | Specific Requirement | | Monitoring Details ¹ and other Relevant Information | Performance Standard | Service Detail | | |
| | Ref. | Detail | | | Priority Category ² | Area or Service Based | Rectific'n Applies? |
| Staff safety and security | M7 | All proposed site-based Contractor Related Parties have been screened before employment in this Service. | Screening means in accordance with the British Security Industry association's code of practice and the Criminal Records Bureau | No failure to carry out the required checks and provided the necessary written confirmation of staff clearance | H | S | N |
| Induction | M8 | The Contractor has a current induction programme agreed by the relevant NML's Representative that has been reviewed within the last 12 months. | | No failure to provide induction programme for new contractor, building or NML employees | M | S | N |
| Staff behaviour and appearance | M9 | The Contractor Related Parties behave appropriately to a building environment and in accordance with building and site rules and regulations and are dressed for the task to be completed and with regard to the building environment and wear valid identification badge at all times | | No failure of service requirement | H | S | N |
| Sustainable Development Policy | M10 | The Contractor has demonstrable QA and Environmental Management Policies. | | No failure to provide policy. | H | S | N |
| Contingency Planning | M11 | The Contractor has worked with NML and assisted in the development and review of contingency plans and actively | | No failure to provide plans. | M | S | N |

| General Service Requirements | | | | | | | |
|---|----------------------|--|--|----------------------|--------------------------------|-----------------------|---------------------|
| Management Service – Table 2 – Key Performance Indicators | | | | | | | |
| Service Requirement | Specific Requirement | | Monitoring Details ¹ and other Relevant Information | Performance Standard | Service Detail | | |
| | Ref. | Detail | | | Priority Category ² | Area or Service Based | Rectific'n Applies? |
| | | disseminated this to all stakeholders and staff. | | | | | |

| Specific Service Requirements | |
|---|---------------------------------|
| Buildings and Asset Maintenance Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>Service Delivery Plan</p> <p>As a minimum, the Buildings Service Maintenance Management Service Delivery Plan should contain:</p> <ul style="list-style-type: none"> • Scope and Services objectives • Approach • Asset Management Service Delivery Plan for meeting the Output Specification,: <ul style="list-style-type: none"> ▪ Variation Procedures and Additional Work Requests; ▪ Operational Structure; ▪ Planned Maintenance and Asset Lifecycle Replacement Details; ▪ Quality Statement; ▪ Procurement of Services; ▪ Scope of Service; ▪ Planned Preventative Maintenance; ▪ Computerised system; ▪ Routine Maintenance; ▪ Formulation of the planned maintenance programme; ▪ Maintenance Records; ▪ Inspections; ▪ Conservation; ▪ Maintenance and renewal; ▪ Management arrangements; ▪ Quality Management; ▪ Operational liaison; | |

| Specific Service Requirements | |
|---|---|
| Buildings and Asset Maintenance Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <ul style="list-style-type: none"> ▪ Reactive Maintenance Service; ▪ Reactive Vandalism Maintenance Service. | |
| <p>Statement of aims and objectives</p> <p>The Contractor shall provide a safe and comfortable environment for all building users through the provision of a complete Building and Asset Maintenance Management Service for all the building services described. It is also to provide preventative, cyclical and reactive maintenance to the facilities to ensure that the assets provide full operational functionality at all times.</p> | |
| <p>The Contractor will be responsible for the following scope of services:</p> <ul style="list-style-type: none"> • The Service covers routine maintenance, day-to-day systems and installations inspections, monitoring and adjustments, service contracts, repairs, replacements & preventative regimes to all facilities. It includes, but is not limited to, works to (the building specific scope of services are detailed in Volume 2 of the Output Specification): <ul style="list-style-type: none"> ▪ Mechanical Services; • The Service will be designed in such a way as to minimise breakdowns and extend asset life and to ensure: <ul style="list-style-type: none"> ▪ The required Availability of the building; ▪ The building elements do not deteriorate over time; ▪ The assets provide full operational functionality at all times; ▪ All facilities, Services and equipment to meet the required Availability and Performance Requirements; • The Contractor will maintain all plant areas and ensure they are clean and tidy at all times <ul style="list-style-type: none"> ▪ to support the efficient delivery of the museum service in line with | <p>The Contractor shall deliver a Buildings and Asset Maintenance Management Service that meets the following requirements:</p> <p>The Contractor shall deliver a building, installations and asset maintenance Service that meets but is not limited to the following requirements:</p> <ul style="list-style-type: none"> • Produce an annual, five year rolling plan with respect to planned maintenance - The Five Year Maintenance Plan shall be updated on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review shall be undertaken prior to the end of each year and a revised Plan presented to NML 2 months prior to the commencement of the anniversary of the Contract; • Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result; • Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work; • Be required to submit an annual report of all works and testing |

| Specific Service Requirements | |
|---|--|
| Buildings and Asset Maintenance Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| <p>NML objectives;</p> <ul style="list-style-type: none"> ▪ in full compliance with statutory provisions relating to any building element; ▪ to assist in meeting the operational requirements of NML and any other users of or visitors to the buildings; ▪ to maintain a safe environment for occupation by NML, and any other users of or visitors to the buildings; ▪ to achieve specified environmental conditions as set out in Appendix 1 ▪ to maintain the required standards of energy efficiency ; ▪ to maintain quality aesthetic standards; ▪ to prevent deterioration of the facilities beyond the levels anticipated within the lifecycle replacement programme; <ul style="list-style-type: none"> • Works will be carried out by appropriately qualified and/or skilled staff and in accordance with any relevant codes of practice or statutory provisions using proper materials of suitable and sufficient quality (of relevant British Standard or equivalent) and not using any deleterious materials. | <p>undertaken, whether these be planned or reactive in nature, at the same time as the Annual Maintenance Plan;</p> <ul style="list-style-type: none"> • State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Contract; • Specify minimum redecoration cycles for internal and external elements, which shall be implemented regardless of the condition of the decorations except with the express consent of NML. The minimum cycles may be split into various areas around the buildings with front of house and public areas taking precedence. The aim is to ensure that the facilities are maintained in a reasonable decorative standard through the whole building during the operation of the Contract; <p>When carrying out work the Contractor shall:</p> <ul style="list-style-type: none"> • Discuss the proposed works with the building’s or NML’s Representative and seek agreement in timing; • Ensure that any reasonable requirements of the building or NML are taken into account in the proposed works; • Ensure that the operations of the building can continue but the extent of maintenance is at the discretion of the Contractor unless governed by statutory requirements; • Confirm the start and completion dates and hours of working; • Protect all building users and their belongings during such works; • Provide advice and instructions on the use of any new equipment and/or installations; • Liaise with the building or NML’s Representative on access issues, such as restrictions to, areas that may be out of use etc; • Maintain and make good any incidental damage caused; |

| Specific Service Requirements | |
|---|--|
| Buildings and Asset Maintenance Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| | <ul style="list-style-type: none"> • Remove all rubbish and clean up after completing tasks at the end of each day; • Carry out all works in accordance with statutory requirements, insurance requirements, health and safety requirements, British Standards, manufacturers instructions and otherwise in compliance with Good Industry Practice. • Test and service all plant and equipment within the responsibility of the Contractor, as required by legislation; • Provide competent staff on an ad hoc basis to undertake minor works (not associated with building maintenance) as requested by NML; • Survey the building premises at least annually to establish condition, hazards, remaining elemental life etc. of the fabric and building Services and record the information which should be provided to NML on request or by pre agreed programme. Findings to be incorporated in next Annual Maintenance Plan; and • Record and periodically update all building development, replacement works and maintenance work undertaken in each building in the form of a shared electronic database or any other format agreed with NML; <p>Schedule of Programmed Maintenance</p> <p>The Contractor will adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The provider must agree an annual plan of works with NML that complies with the following requirements;</p> |

| Specific Service Requirements | |
|---|---|
| Buildings and Asset Maintenance Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| | <ul style="list-style-type: none"> • The Schedule of Programmed Maintenance will be developed and submitted for agreement to NML on an annual basis as part of the Service Delivery Plan at least two months prior to the start of each year. Any such agreement will not constitute a limitation on the extent of the maintenance requirement; • Modifications to the Schedule shall also be submitted to NML for approval, providing at least four weeks term time notice; • The Contractor must comply with the Schedule which must be designed to ensure compliance with the performance requirements; <p>Access for performing maintenance functions and all other works will be restricted in accordance with the performance requirements of NML (see Security). The Contractor must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of NML.</p> <p>Replacement materials</p> <p>Replacement materials used must be of the same quality as the specification as those being replaced taking into account advancements in materials development and Good Industry Practice at the time of replacement, unless NML agrees otherwise. External materials shall maintain the vernacular of the building. The Contractor shall not seek to replace elements, plant and equipment with replacements that have a reduced life cycle (from that specified in Section 3) or are reused or reconditioned in nature, with the aim or result of the building meeting Availability and Performance Requirements until the expiration of the contract period alone.</p> <p>Reused or reconditioned parts or replacements shall only be used where the Contractor can clearly show that the life cycle and performance of the item is at least equivalent to a new replacement item.</p> |

| Specific Service Requirements | |
|---|--|
| Buildings and Asset Maintenance Management Service – Table 1 – Service related information | |
| Scope | Operational Requirements |
| | <p>Maintenance and replacement should be affected in accordance with Good Industry Practice, such that at the end of the Contract period, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement.</p> <p>Hand-back Requirement</p> <p>At the end of the contract period NML anticipates that the building will be in a state of repair and with elemental residual/service lives of at least 3 years unless notified to the NML as part of the annual condition survey.</p> <p>NML will undertake a condition survey (Final Survey) prior to the end of the Contract, which will identify any rectification work to be undertaken. The rectification work shall be such that the plant, and equipment, at the end of the Contract Period meet the residual life requirements specified above</p> |

| Specific Service Requirements | | | | | | | |
|---|----------------------|---|--|---|--------------------------------|-----------------------|-----------------|
| Buildings and Asset Maintenance Management Service – Table 2 – Key Performance Indicators | | | | | | | |
| Service Requirement | Specific Requirement | | Monitoring Details ³ and other Relevant Information | Performance Standard | Service Detail | | |
| | Ref. | Detail | | | Priority Category ⁴ | Area or Service Based | Rect'n Applies? |
| To provide a planned maintenance service | B1 | <p>The Contractor must provide an annual Asset Maintenance Management Service Delivery Plan for the services and comply with annual preventative maintenance and life cycle replacement programmes and schedules designed to;</p> <ul style="list-style-type: none"> ensure compliance with the performance requirements or carry out other works as necessary to comply with the other or higher level requirements of the Output Specification and other contractual obligations; and minimise breakdown and extend asset life and thus ensure all requirements are provided at the proper time and to the correct standards. | <p>The maintenance schedule and programme will be submitted for agreement to NML annually and at least 3 months before becoming active. Any agreement will not constitute a limitation on the extent or detail of the requirement and does not imply that NML approves the planned works.</p> | <p>No failure to provide the agreed Plan within 2 weeks prior to the Annual Review Meeting.</p> <p>No failure to comply with agreed SDP, programmes and schedules and other such works as may be necessary to maintain all buildings and assets in accordance with the requirements of the Output Specification and other contractual obligations.</p> | M | S | N |
| | B2 | <p>Modifications to the programme which may be required from time to time must be agreed with NML.</p> | <p>Modifications shall also be submitted to NML for approval, providing at least four weeks</p> | <p>No failure to submit modifications to NML with four weeks notice and to obtain NML's agreement to such modifications.</p> | M | S | N |

³ NML shall insert Monitoring details

⁴ NML shall insert Service Priority Category details

| Specific Service Requirements | | | | | | | |
|---|----------------------|--|---|---|--------------------------------|-----------------------|-----------------|
| Buildings and Asset Maintenance Management Service – Table 2 – Key Performance Indicators | | | | | | | |
| Service Requirement | Specific Requirement | | Monitoring Details ³ and other Relevant Information | Performance Standard | Service Detail | | |
| | Ref. | Detail | | | Priority Category ⁴ | Area or Service Based | Rect'n Applies? |
| | | | term time notice. | | | | |
| To provide a reactive maintenance Service. | B3 | Respond to breakdowns and ad hoc repairs in order to maintain the required standards of accommodation. | Reactive maintenance can be required to any element which has suffered from damage, deterioration or premature failure. | No occasion of failure to respond to breakdown in a prioritised and effective manner and within the prescribed response times. | H | S | N |
| Undertake Annual Portable Appliance Testing. | B4 | The Contractor shall undertake all Portable Appliance Testing for the Contractor's own portable appliances in accordance with the Electrical Regulations Standards, HSE and Statutory NML guidance and all legislative requirements. | | No failure to test items in accordance with the required frequency and attach label confirming date of test. No failure to check additional electrical equipment for safety as requested at the time of annual test date or additional test dates as stated in the service delivery plans. No incidence of the Portable Appliance Register not being available for inspection. All items listed in the PAR that cannot be found will be reported to the building/NML. | M | S | N |