Statement of Requirements – fire fighting equipment maintenance and servicing

South London and Maudsley NHS Foundation Trust

[Date]

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# Background to the Trust

South London and Maudsley NHS Foundation Trust provides the widest range of NHS mental health services in the UK. We also provide substance misuse services for people who are addicted to drugs and alcohol. Our staff serve a local population of nearly two million people. We have more than 230 services including inpatient wards, outpatient and community services. We provide inpatient care for over 5,000 people each year and we treat more than 45,000 patients in the community in Lambeth, Southwark, Lewisham and Croydon. As well as serving the communities of South London, we provide more than 50 specialist services for children and adults across the UK and beyond.

We are part of an academic health sciences centre called King’s Health Partners with King’s College London (KCL) and Guys and St Thomas’ and King’s College Hospital NHS Foundation Trusts. Our aim is to be a leader in improving health and wellbeing – locally, nationally and globally. We are the only mental health trust in the UK to have our own biomedical centre (BRC) – hosted jointly with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN) at KCL with the aim of translating scientific developments into new ways of screening, detecting, treating and preventing mental illness. Internationally we work with Macani Medical Centre, an Abu Dhabi based organisation set up to bring the highest quality health care to the Middle East and North Africa (MENA) region.

# Background to requirement

The Trust currently has a requirement for the Maintenance and Servicing of the Fire Fighting Equipment. This includes fire extinguishers and fire blankets. The Trust is responsible for maintaining and servicing the equipment across the following 19 sites, which includes 3 main hospital sites and 16 community properties (below). The Trust is undergoing a period of expansion, consolidation and disposal of properties and such the building involved in the contract will alter.

* 35 Black Prince Road
* Lee Centre
* 332 Brixton Road
* Lorraine Hewitt House
* Beresford Project
* Christopher Wren House
* 78 Lewisham Park
* Bethlem Royal Hospital, Monks Orchard Road, Beckenham BR3 3BX
* Jeanette Wallace House, 1 Edridge Road, Croydon, CR0 1FE
* Lambeth Hospital, 108 Landor Road, SW9 9NU
* 190 Kennington Lane
* 1 Southbrook Mews
* Lee Health Centre
* Greenvale Nursing Home
* Queens Resource Centre
* 8 Southbrook Mews
* Maudsley Hospital, Denmark Hill, SE5 8AZ
* Marina House, 63 Denmark Hill, SE
* St Giles

The Contact is managed by the Trust Estates Department under advice from Procurement Department. The Trust’s buildings, are provided with fire-fighting equipment as required to comply with current legislation and to ensure staff and visitors and those receiving treatment can safely escape from a fire to a place of safety. Legislation requires employers to necessary fire safety measures that are identified as part of a Fire Risk Assessment.

The Fire Safety Regulations

In order to comply with the above statutory duty, the Trust requires a comprehensive service in respect of all aspects of provision, installation, maintenance, recharging, testing and environmental disposal of portable fire-fighting equipment and associated fire safety signs to be provided. The contractor must follow the code of practice for the inspection and maintenance of portable fire extinguishers as outlined in British Standard BS 5306, European Standard EN3, HTM/HBM or other standards deemed to be equivalent. Currently all First Aid Fire Fighting Equipment (FAFFE) throughout the Trust is owned (not leased) and is BS Kite Marked. The first aid fire-fighting equipment currently in use throughout the business is as follows:

* Water (Stored Pressure) Type Extinguishers
* Foam (Stored Pressure) Extinguishers
* Dry Powder (Stored Pressure) Extinguishers
* Carbon Dioxide Extinguishers
* Fire Buckets with Sand
* Fire Blankets

Work Order Process

Initial issue of work order issued electronically based on the service due date. This will include the number and types of equipment in each building. The Contractor will then arrange the visit and carry out the required work. A certificate of completion will be issued on satisfactory checking of the documents below from the contractor:

* Fire Mechanic’s Site Work sheet
* Certificate of Inspection
* Initial Work Order specification
* Contractors Invoice

# Objectives of the Contract

* To deliver a consistent quality service within the required service times
* Ensure compliance with all relevant regulations and legislation including Health and Safety.

# Scope of the Contract

The properties to be serviced under the contract consist of 3 major sites and approximately x community sites. The annual inspections will identify any additional or remedial works which need to be undertaken. Owing to the nature of the premises involved a quotation for these works will need to be provided within the minimum possible time from their being identified and the works being undertaken immediately on receipt of an order being placed. For works under £10k

Provision of new equipment is generally when premises are being fitted out or when existing equipment becomes defective or fails annual tests. Backboards are usually supplied and fixed by builders in advance of the installation of new fire-fighting equipment but on occasion the Contractor may be asked to provide this service. Some premises use fire extinguisher stands, which will need to provided under this contract.

# Implementation and Business Continuity

As part of the contract, the Contractor will be required to provide a robust and tailored implementation plan to ensure the service commencement from x. The Contractor will be required to manage all operational activities. In addition to this, the Contractor will required to ensure that there are robust contingency measures in place in the event of unforeseen circumstances. Services to the Trust must be maintained and uninterrupted. This means the Contractor must have contingency measures in place to ensure that the deliverables are met. This includes having sufficient resources in place to ensure that the services are delivered to the required standard. The Contractor shall ensure that a Business Continuity Plan is implemented following the Contract Implementation to ensure that the Services can continue to be delivered in situations such as failure of the Contractor’s IT systems, temporary closure of the Contractor’s own premises, difficulty in obtaining supplies, industrial action by Contractor Staff or other parties, loss of utilities, supplies failure, severe weather, staff sickness etc. Any replacement or temporary staff used for business continituy must be qualified and possess the required level of experience and clearance.

# Communication

When carrying out works on or within existing buildings, the Contractor ensures that there is full communication between all interested parties, to ensure that adequate fire safety systems and procedures are maintained within the building. Interested parties may include the Premises Manager, Fire Officer, Estates Manager and Estates Officers responsible for the maintenance of the building and its mechanical and electrical systems (such as fire alarm system, fire detection system, hose reels, wet or dry risers, hydrant system, sprinkler system etc.) Contact details of these will be given in a Communication plan at the start of the contract. When the work is being carried out which may affect the fire safety systems or procedures (such as evacuation arrangements, fire brigade access, salvage plans for valuables), the Contractor must obtain the prior acceptance of the Contract Lead and Trust Officers responsible for the Contract. Such changes must be fully tested and maintained.

# Personnel

On award of this Contract, the Contractor shall appoint a named Key Account Manager for the duration period of the Contract. This person shall be the point of contact for all contractual issues and will be regarded as “Key Personnel”. The will also oversee aspects such as:

* Service Fulfiment
* Delivery/Invoices queries
* Operational Issues
* Review meeting attendance

Due to the nature of the hospital sites, all contractors’ personnel visiting the Trusts sites must have a current Enhanced DBS. This is the responsibility of the Contractor to provide. The staff involved in the installation, servicing and testing and commissioning of the fire-fighting equipment on site, shall have obtained, where required, accredited training. An example of a satisfactory fire protection industry scheme is BAFE SP101. However, similar approved alternative schemes will be considered. The Client reserves the right to request verification in the form of a valid certificate from the Contractor for any of the service engineer personnel working on the contract.

# Requirements – Servicing

Contractors shall comply with all relevant and applicable standards and legislation (including any amendments and updates) in the performance of the Services and supply of Portable Fire Equipment under this Contract including but not limited to:

**Fire Extinguishers**

Maintenance, Refilling, Supply, Installation & Disposal of Portable Fire Extinguishers shall comply with:

BS 5306-3:2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of Portable Fire Extinguishers code of practice

BS 5306-9:2015 Fire Extinguishing Installations and equipment on premises. Recharging of portable fire extinguishers code of practice

BS 5306-8:2012 Fire Extinguishing Installations and equipment on premises. Selection and positioning of portable fire extinguishers code of practice

BS EN 3-7:2004+A1:2007 Portable Fire Extinguishers – Characteristics, performance and test methods & further supplemented by BS EN 310:2009 Portable Fire Extinguishers Provision for evaluating the conformity of a portable fire extinguisher to EN 3-7

ISO 7165:2017 Firefighting Portable Fire Extinguishers, Performance and Construction

Portable Fire Extinguishers to be carried on vehicles transporting dangerous goods as per ADR 2013

The Waste Regulations

**Fire Safety Signage**

The supply and installation of Fire Safety Signage shall comply with:

BS 5499-10:2014 Guidance for the selection and use of safety signs and fire safety notices

ISO 16069:2017 Graphical Symbol – Safety signs – Safety Way Guidance Systems

ISO 7010:2012 + A7:2017 Graphical Symbols – Safety Signs used in the Workplace & Public Areas

ISO 3864-1:2011 Graphical Symbols – Safety Colours and Safety Signs

# Quality of Portable Fire Equipment Products

All Portable Fire Equipment to be supplied (including fire extinguishers, stands, cabinets, blankets, signage & replacement parts) must be new and unused. They must be supplied within a period of less than six (6) months following the date of manufacture, be fit for purpose and be of a quality acceptable to the Estates Department. The use of fully refurbished and tested to an as “new” state is encouraged under sustainability. All Portable Fire equipment products must confirm to the relevant technical standards. Where requested by the Contracting Authority, the Contractor shall provide certificates of conformity with respect to compliance of specific product(s). The Contractor shall be responsible for ensuring that the Portable Fire Equipment products, whether manufactured directly by themselves or a third party, fully comply with relevant technical standards as applicable for the duration of any Contract. All replacement parts must be compatible with the original extinguisher/portable fire equipment. The Types of equipment and services required are listed in the Pricing Schedule document. Contractors are encouraged to consider the environmental impact and sustainability of their work activities.

# New Portable Fire Extinguishers

The supply of new Portable Fire Extinguishers shall include:

* Portable Fire Extinguisher complete, commissioned and with Wall Bracket
* Delivery to point of use
* Labour in securely fixing extinguisher(s) and associated brackets & fixings to walls
* Supply of brackets and fixings used to fix portable fire extinguisher(s) to walls
* Removal of waste packaging and any pallets

The Contractor shall ensure compliance with BS5306-8:2012 for the supply and installation. The year and month of the manufacture shall be permanently stamped on each portable fire extinguisher. Unless other agreed by the Estates Department, portable fire extinguishers shall be no older than six (6) months from the date of manufacture in order to maximise the extinguisher lifespan. Any proposal to use refurbished equipment should be agreed with the Contract Manager. When supplying new fire extinguishers and where requested by the Trust, the Contractor shall dispose of all redundant extinguishers so that they cannot be re-used as extinguishers unless they are to undergo a full test and factory refurbishment to reinstate the extinguisher to and as new state for re-use. Disposal of the extinguishers shall be in accordance with all applicable environmental and waste standards and legislation. The Contractor shall ensure compliance with BS5306-3:2017 for the Annual Maintenance of portable fire extinguishers, BS5306-9:2015 for recharging of Fire Extinguishers, Bs5306-3:2017 & BS5306-9:2015 for the Service, Recharge and Overhaul services.

The Discharge & Refill of Portable Fire Extinguishers also includes extinguishers requiring “Test Dischage” will be removed from the Trust’s building by the Contractor. The Contractor will make available suitable temporary replacement extinguishers. These temporary replacement extinguishers will be returned on receipt of refilled units. All original extinguishers subject to Discharge and Refill are to be returned to their orginial location on the Trust site. An option when CO² type extinguishers are due overhaul service as defined in BS5306-3:2017 is to consider replacement with fully refurbished and reinstated equipment with a further 10 year life. This should be agreed with the Contract Manager.

# Standards

All specified equipment is required to be serviced/installed in accordance with the listed standards below and contained in the previous text:

|  |  |
| --- | --- |
| Comissioning and Maintenance of Portable Fire Extinguishers | BS 5306-3:2017 |
| Recharging of Portable Fire Extinguishers |  |
| Fire Hose Reels |  |
| Fire Hydrants |  |
| New or Replacement Portable Fire Extinguishers |  |
| Fire Safety Signs |  |

# Operational Requirements

The Trust anticipates servicing shall be carried out during normal working hours. Working hours are defined as Monday to Friday 08:00 to 16:30 excluding public and bank holidays. The Trust does not anticipate any demand for servicing to be carried out outside of these hours. The existing equipment throughout the estate is owned by the Trust. The Contractor must ensure that only OEM (Original Equipment Manufacturer) approved parts are supplied and a contingency plan should be in place to deal with any supply chain difficulties. Contractors will contact the relevant Estates Officer and arrange suitable dates and times to carry out the service activity minimising disruption to the ongoing work activities and ensuring that the work is carried out by the due date of service for the equipment.

# Invoice requirements

The Contractors invoice shall contain the following information –

* The Invoice number
* The Purchase Order number
* The name of the property/site
* The name of the building where the work has been actioned
* The building address where installation or work has occurred
* The Work Order number
* The date of the servicing/supply on site to Trust
* The signature of the responsible person who clarified that the said work was completed
* The individual types per individual quantities of fire equipment servicing in the building/ward in question and rate per each i.e
  + Quantities
  + Charge Description each type
  + Value Added Tax per type
  + Sub totals
  + Net Value
* Account Number
* Customer Number
* Invoice Number
* Invoice Date
* Supporting Certificates/Work Sheets

Invoices and associated supporting certificates should be provided to the client within 30 days of completion of the work. This should include:

* Fire Mechanics Site Work Sheet
* Certificate of Inspection
* Initial Work Order

# Contract Management

For the purpose of Contract Management and to meet the objectives, the Trust will require regular review meeting with the Contractor. An initial review meeting will be held one month after Contract commencement. The Contractor shall continuously monitor throughout the contract period monitor and measure its own performance against the levels of performance in the service level table (below). The Contractor shall provide a self-assessment report of its own performance in the delivery of this Contract. This shall include the Performance of any consultant or Contractor employed by it or working to its instruction as a consequence of this Contract. The performance report shall be submitted to the Contract Manager and must cover the following areas:

* Security
* Health and Safety
* Financial Management and Controls
* Contract Management

The Contractor shall keep for audit all records, schedules and logs required to verify the Performance Report.

# Key Performance Indicators (KPIs)

|  |  |  |  |
| --- | --- | --- | --- |
| KPI | Indicator | KPI Score | Measurement Criteria |
| 1 | Service of equipment by due date | Pass – Equipment serviced by due date and signed off by Estates Office  Fail – Service not completed by due date or not signed off | Per Incident |
| 2 | Reporting of any Health and Safety incident within 1 working day to the Estates Team and a draft report of the incident to the employer within three working days | Pass – Any accident or incident involving a Health and Safety issue reporting to the Estates Team within 1 working day and draft report submitted within 3 working days  Fail – Failure to report an incident within the time period | Per Incident |
| 3 | All contractor service problems to be reported to Estates Department within 1 working day | Pass – Any contractor service problems reported to Estates Department within 1 working day  Fail – Failure to report an incident within the time period | Per Incident |
| 4 | Only staff in compliance with relevant security clearance levels to be used | Pass – Staff check and all in compliance  Fail – Use of non-security cleared persons | Per Incident |
| 5 | Provision of technicians’ work sheet, certificate of inspection and invoice with copy of original work order within the agreed timescales (30 days) | Pass – All required documents provided within 30 days  Fail – Late provision of invoices and back up evidence within the time period | Per Incident |
| 6 | Technician’s worksheet to be signed and dated by premises contact on site | Pass – Work sheet signed as required  Fail – Work sheet with no legible signature of contact | Per Incident |
| 7 | All premises or contact person provided to be contacted before visiting. All sites being contacted prior to call out by Contractor with sufficient notice being given to client before visit to prep | Pass – Site contract person contacted in advance of visit  Fail – Failure to contact and resultant abortive visit | Per Incident |
| 8 | Monthly spreadsheet of all completed and outstanding work to be provided. Spreadsheet to be cumulative for financial year | Pass – Monthly spreadsheet provided  Fail – Failure to provide monthly spreadsheet | Per Month |
| 9 | All complaints shall be resolved to the satisfaction of the Client within 10 working days | Pass – Complaint resolved  Fail – Complaint unresolved or no agreed action taken | Per Incident |
| 10 | The Purchase Order number to be quoted on all financial correspondence | Pass – PO number quoted on all financial correspondence  Fail – Failure to provide PO number on all financial correspondence | Per Incident |