|  |  |
| --- | --- |
|  |  |
|  | HMCTS: ITT (Expression of Interest)  DATE: 04/12/2023 |
|  |  |

Contents

[Outline of Tender 3](#_Toc141447857)

[1. Introduction 3](#_Toc141447858)

[Scope of Works 4](#_Toc141447859)

[1. Requirement of Works 4](#_Toc141447860)

[2. PPM Tolerance 4](#_Toc141447861)

[3. Reactive Services 5](#_Toc141447862)

[Contract Specific 6](#_Toc141447863)

[4. Site cancellation 6](#_Toc141447864)

[5. Invoicing 7](#_Toc141447865)

[6. Booking In process 7](#_Toc141447866)

[7. Site Opening Time and Closing Times 7](#_Toc141447867)

[8. Addtional reporting requirments 8](#_Toc141447868)

[9. Equans contractors, site rules & attendance 9](#_Toc141447869)

[10. Basis of Award 17](#_Toc141447870)

[11. Contract Length and Pricing 17](#_Toc141447871)

[12. Confidentiality 17](#_Toc141447872)

[13. Legally Binding Quotes 17](#_Toc141447873)

[14. Effective date of pricing 17](#_Toc141447874)

[15. Terms and Conditions 17](#_Toc141447875)

[16. Security clearance 16](#_Toc141447876)

[17. Key Performance Indicator 18](#_Toc141447877)

[18. Contacts for This tender 18](#_Toc141447878)

Outline of Tender

**Company : EQUANS Services Ltd**

**Division : Sustainable Facilities Management**

**Event Description : Insurances**

**Location : Nationwide / Regional, UK**

**ITT Release : 20/12/2023**

**ITT Return: : 31/01/2024**

**RFQ Release Date : 28/02/2024**

**Step 1- RFQ returns : 30/06/2024**

**Step 2- Follow up meetings : September\***

**Step 3- Contract award notice : Q4 2023\***

**Step 4 – Mobilization : Q1 2024\***

**Step 4- Contract start date : April 1st 2024**

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

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

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.

GENERAL

Interested parties must complete and return the below boxes before the deadline, 31/01/2024.

## ITT

|  |  |
| --- | --- |
| **Company** | **Response** |
| Company Legal Name | Please fill in |
| Company House Number |  |
| Company Registered Address |  |
| Completed by - Name | Please fill in |
| Job Title | Please fill in |
| Date | Please fill in |
| Contact Tender documents should be issued to (Email Address): | Please fill in |

## Insurances

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Value of cover (up to the value of)** | **Valid until** | **Attachment(s)** |
| **Employers Liability** | Please fill in (£) | Please fill in | Attachment(s) |
| **Public Liability** | Please fill in (£) | Please fill in | Attachment(s) |
| **Professional Indemnity** | Please fill in (£) | Please fill in | Attachment(s) |
| **Contractor's All Risks** | Please fill in | Please fill in | Attachment(s) |

## Financial Information

|  |  |
| --- | --- |
| **Turnover** | Year: 2020 |
| **Registered Office Address** | Year: 2021 |
| **Turnover**  **Projected Turnover**  **Please note; EQUANS Payment Terms are 30 days FDOI. Please confirm your acceptance to this.** | Year:2022 | Please fill in |
| Current Year - Please fill in | Please fill in |
| Yes/No | Please fill in |

## PQQ Checklist

|  |  |  |
| --- | --- | --- |
| **Accreditation** | **Answer** |  |
| **ISO 9001 or equivalent quality management system** | Please fill in | No Attachments requiired at this stage this will be requested at tender stage |
| **ISO 14001 and ISO 50001 or equivalent** | Please fill in | No Attachments requiired at this stage this will be requested at tender stage |
| **ISO 45001 or equivalent** | Please fill in | No Attachments requiired at this stage this will be requested at tender stage |
| **OHSAS 18001** | Please fill in | No Attachments requiired at this stage this will be requested at tender stage |
| **ISO27001** | Please fill in | No Attachments requiired at this stage this will be requested at tender stage |
| **Cyber Essentials (CE)** | Please fill in | No Attachments requiired at this stage this will be requested at tender stage |
| **BPSS Security Clearance or at this stage, minimum of Enhanced DBS** | Please fill in | No Attachments required at this stage this will be requested at tender stage |

## Overview of Scope – General items

Please note that this is a general overview, specifics of schedules, timings and SFG20 specifics will be shared at the tender stage. This is to give the subcontractor a view of what would be expected of them at a minimum. This may change before the actual tender.

## 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.

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.

***PPM Remedial***

Any remedial action must be quoted and sent in, within 5 working days of completion of the PPM activity. Any extraordinary circumstances, such as delays in quoting must be communicated to the regional inbox.

The maximo worder number must be always used.

*It must be noted that, the Equans Schedule must be adhered to*.

During maintenance the subcontractor will be expected to carry out small repairs during the Planned Maintenance Visit, the subcontractor will submit materials used at the time with a Net cost, this will be submitted at either weekly or monthly intervals (To be agreed at award).

This detail will include:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Work Order Number/PPM PO Number | Region | Site Name | Postcode | Description of Materials used | Net Cost(£) |

The allowance will be £250 per event, everything over and above this will be issued via quote. Anything over and above this value, and actioned, without Equans approval will be at the Suppliers risk.

Approval may be evidenced via email, by the Helpdesk or by the regional team (Engineers, Supervisors, Managers)

1. During the process of carrying out planned maintenance if it is found that there is a need to change a part to retain the functionality of a life safety system the Subcontractor can charge up to a value of £250 maximum. Weekly or monthly on completion of PPM, the subcontractor will supply a spreadsheet of completed maintenance tasks that require a value uplift to the appointed Equans team. The subcontractor will then receive a single PO to the value of the approved uplifts and allow for billing of these costs, evidence of a photo of the date of replacement must be taken to allow the billing process to proceed.
2. Anything over £250 will run the risk of being the subcontractor’s cost. The materials used should only be for ***life critical repairs*** or if a change was not to happen would impede on the operation of the site (Making it unsafe). Any other works identified will be classified as follow-on work and quoted as part of the corrective work regime.

## 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 to the below:

|  |  |
| --- | --- |
| SEHMCTS.UK@service.equans.co.uk | South East Inbox |
| LDNHMCTS.UK@service.equans.co.uk | London Inbox |
| MIDHMCTS.UK@service.equans.co.uk | Midlands Inbox |
| SWHMCTS.UK@service.equans.co.uk | South West Inbox |
| WALHMCTS.UK@service.equans.co.uk | Wales Inbox |
| NEHMCTS.UK@service.equans.co.uk | North East inbox |
| NWHMCTS.UK@service.equans.co.uk | North West Inbox |

We do need to have key words included on the emails going forward.

In the subject line we need the following adding SR number/WO number & full site name. if the email relates to an attendance, please put attendance in the subject line, if the email relates to a quote, please put quote and if the email relates to sending a work report sheet, please put work report sheet on the subject line also

Example below

• SR 562675 Birmingham Civil Justice Centre - Attendance

• SR 562675 Birmingham Civil Justice Centre - Quote

• SR 562675 Birmingham Civil Justice Centre - Work Report Sheet

All reactive calls are raised to include for the first hour on site, this is to investigate / repair / make safe, if on attendance the system has a critical fault, please ensure Equans Helpdesk are aware and that the authorisation is sought to rectify if possible whilst on site advising Equans.

The reactive service primary function is to make the Site/Asset safe before leaving. Under no circumstance does the Subcontractor leave the site making the site unsafe or at risk, if in the unusual circumstance the Help Desk Do not answer the phone, please utilise the Equans escalation process. A purchase order can easily be increased if the works are needed.

Reactive quotes will be detailed as follows:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Work Order Number/PPM PO Number | Region | Site Name | Postcode | Description of Materials used | Labour Cost | Material Cost | Total Cost |

The material cost must be given in list format.

# Contract Specific

## 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.

If the Subcontractor is claiming that they where turned away, evidence must be presented to activate a valid claim.

## 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.

Invoicing: The subcontractor will for Maintenance, Reactive, Corrective Works 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 to [invoicesubmission.uk@Equans.com](mailto:invoicesubmission.uk@Equans.com) or Via Coupa directly.

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 Equans Compliance Team (This may change over time) (HMCTScompliance.uk@equans.com) with date(s) of attendance. Noting the below

* ***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***
* ***Vehicle License number***

EQUANS Compliance Team will work with HMCTS BC/FM to confirm date is suitable for attendance.

Unless the compliance team states otherwise, the contractor is to proceed with attendance.

For OOHs, follow steps above. Do not attend site ***until Equans approves visit***. This is due to night working and booking in Security.

The Supplier must report to security when visiting a site, no matter the time of day – ***\*This is mandatory\****

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

The operating times on HMCTS are 07:00 to 19 :00, generally, this means that for Planned Maintenance, can be carried out between these times.

Sites that have cells, require access before 08 :30 and after 17 :00 this must be communicated that cell work is required at the booking confirmation stage, falling in line with the Booking process.

Cells must follow anti ligature guidelines and safety is a top priority. Where work is to be carried out in Judges chambers or Court rooms themselves, approval must be sought first. Equans will not take the financial risk if access has not been provided or approved.

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. If a signature cannot be provided, their work sheet must state “No Signature”.

## Additional reporting requirements

The subcontractor will be expected to supply various reports to Equans as and when requested, these may include:

## Outstanding Quotes

The subcontractor is to supply a list of outstanding quotes on a monthly basis or as required to ensure the contract is actioning them.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Work Order Number/PPM PO Number | Region | Site Name | Postcode | Date of issue | Value £ (Nett) |

## Condition based Survey review & Updated Asset Register

On an annual basis, on the anniversary of renewal, the contractor will submit a condition-based survey on the assets the contractor is charged with maintaining. This will include at minimum:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Region | EPIMS | Site Name | Asset Type | On Site Location | Manufacturer | Install Year | Is Obsolete? | Unit Condition | Priority for upgrade |

If assets are found to be obsolete or Beyond Economical Repair, either on Maintenance or on a call out. The paperwork must be well documented and a email sent to the regional inbox alerting them to the asset status.

## Hours spent on the estate for the previous month/quarter etc

At a minimum, we request that the subcontractor provides the number of hours spent on the estate for the previous month, this would be total hours per region.

## Variations, additional sites and removal of sites

From time to time Equans may add additional sites or remove sites already under this contract, 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 Contract Price.

***Additional Sites***

* + Equans will formally communicate to the subcontractor that a new site needs to be varied in to 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, this will include EPIMS, SITE NAME, Region, with a nominated date to cease activity.
  + On receipt of this request, the Subcontractor will cease activity on or after the nominated date.
  + Any activity 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 £5m, Public Liability £5m 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.

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

All Supplier Staff shall comply with the security clearance requirements all Supplier Staff are cleared to the Baseline Personnel Security Standard (BPSS) before contract start date.

All Supplier Staff working at Buyer Premises which are classified to be at “moderate” security risk are required to have Counter-Terrorism Check (“CTC”) clearance, this is facilitated by Equans and are required for the below sites:

• Westminster Magistrates

• Woolwich Crown

• Royal Courts of Justice

• Snaresbrook Crown

• The ‘Rolls’ Building

## 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. Quality will be weighted at 60% and Price will be weighted at 40%. The Criteria weight for Quality is laid out below.

1. Commercial Compliance = 10%
2. Technical Compliance = 40%.
3. Human Resources = 10%
4. SHEQ (Health and safety) = 20%
5. Security & Clearance = 10%
6. Sustainability, Energy Efficiency and Carbon Reduction = 10%

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

## Contract Length and Pricing

The contract length will be for 2 years + 1 years, subject to a one-year trial period of the services. The pricing requirements will be as per the asset list. Not exceeding the 31/03/2027.

## Confidentiality

All information contained in this ITT package is confidential and may not be disclosed, published, or advertised in any manner without written authorisation from EQUANS. All ITT 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.

## Key Performance Indicator

## Key Performance Indicators (KPI’s) are managed on a monthly basis. Equans will issue a report on outstanding jobs assigned the subcontractor on the 23rd working day of each month, these will need to be reviewed and fedback within 10 working days of issue, usually working day 3 of the following month (The Evidence Period).

* For companies that use Maximo, this will mean uploading completed documents directly into Maximo.
* For Subcontractors that do not use Maximo, the subcontractor will need to resubmit the paperwork through the nominated route.

After The Evidence Period, any failures still on the Equans CAFM system, will be classed as a failure, subsequently the below KPI’s will be implemented.

For Pre Planned Maintenance (PPM) tasks, regardless of failure status, the PPM will still need to be completed in the month.

For reactive tasks, KPI’s will be tracked on the date and time stamp of the Purchase Order.

If the Subcontractor fails to action during The Evidence Period, any failure after The Evidence Period, will be classed as a failure.

Where KPI deductions are apparent they will be invoiced on a quarterly basis.

The Subcontractor will be given a 3 month “bedding in period” to allow time to familiarize themselves with the contract. This may be extended on special circumstances at the discretion of Equans Services Ltd.

A diagram of a work flow

Description automatically generated

## Maximo Access/Planon Access

The HMCTS contract will provide the ability for the subcontractor to self-deliver “soft closures” of works available to the supplier via our CAFM system Maximo/Planon.

CAFM Access will be provided to suppliers, where the volume mandates it, we would require a list of potential users that include their Name, Email address, and what region(s) they would be responsible for covering. We cannot allow generic email addresses. Full training is provided and Equans provides further calls to facilitate this. This allows the supply chain to control their KPI’s.

Once the Maximo accounts are set up, Equans provides training that will be provided to the supplier, this will cover managing tasks within the CAFM system. This allows the subcontractor to have complete control over their KPI’s and SLA’s. They will be able to complete or reject work, handling Paperwork and review upcoming work.

It will be up to the supplier to manage the workload ensuring all KPI’s are met, with assistance from the correct regional teams only when necessary.

*\*We are exploring API links, but currently this is not available.*

## Contacts for this ITT

***Ivan Osburn – Senior Procurement manager - Ivan.osburn@equans.com***

***Alfred Barton – Procurement Analyst – Alfred.Barton@equans.com***