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Document 02

CLIENT REQUIREMENTS

Provision of Services for the Maintenance of Pump Equipment on Highway Drainage Assets

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DOCUMENT 02 – **CLIENTS REQUIREMENTS**

West Sussex County Council

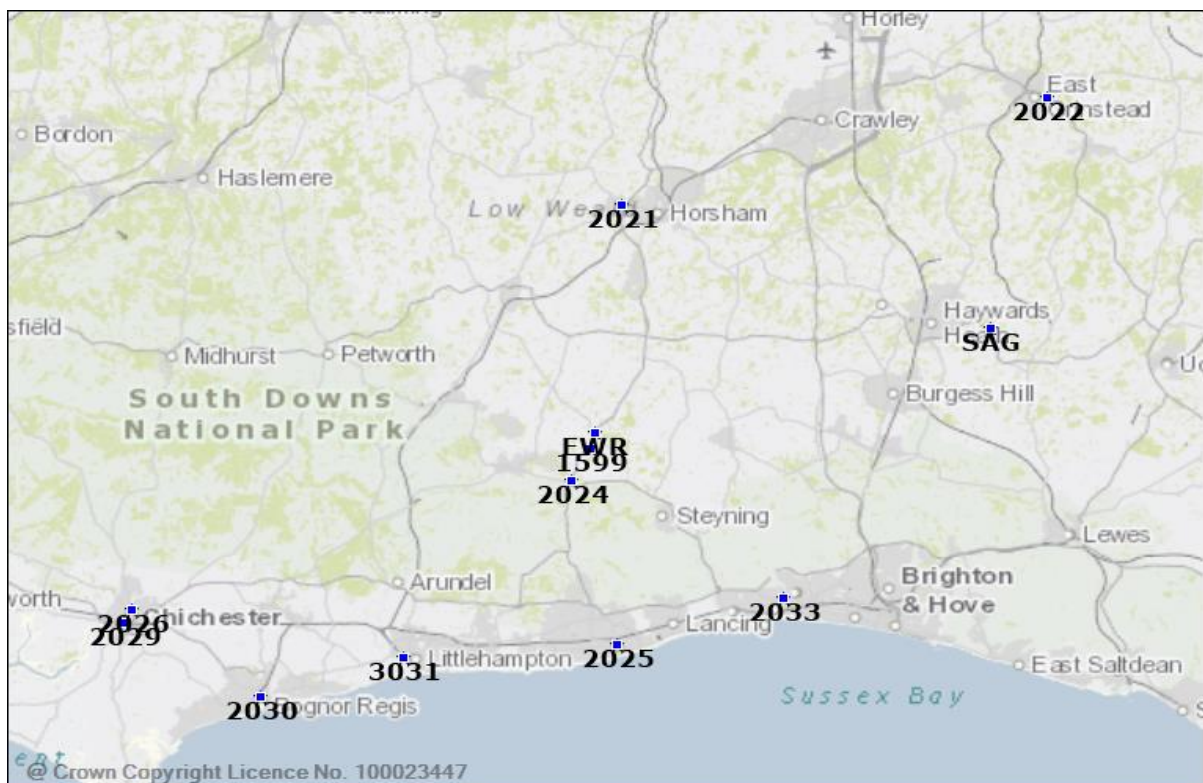
Provision of Services for the Maintenance of
Pump Equipment on Highway Drainage Assets

1. Introduction

- 1.1 West Sussex County Council is seeking a qualified and experienced contractor to undertake planned and reactive maintenance of pumping systems across various sites within the County Council's boundaries. The successful Contractor will provide essential maintenance services, ensuring the ongoing reliability and operational effectiveness of all pumps within the specified locations.
- 1.2 Under the provisions of the Highways Act 1980, the Client has a statutory obligation to ensure the highway is maintained so that it is "Fit for purpose" and "Safe for use".
- 1.3 The Specification referred to in the Tender shall be this Clients Requirements (this Document) supplemented by the 'Specification for Highway Works' (published by National Highways - Volume 1 of the Manual of Contract Documents for Highway Works. There are currently 18 surface water sites (see Figures 1 and 2 below) that utilise pumped drainage assets to manage surface water run-off from the highway. Please also see Appendix 1.
- 1.4 The key liabilities associated with these sites relates to the failure of pumped drainage equipment leading to flooding of the highway and pedestrianised areas.
- 1.5 Each site has a specific maintenance schedule to ensure availability of the equipment which is available in the [Data Room](#)
- 1.6 The initial contract term will be for a period of 3 + 2 years, with a possible of extension subject to performance and agreement by both parties.



Figure 2: Map of pump locations in Crawley



2. Scope of Works

The contractor will be required to perform the following tasks:

A. Planned Maintenance

- Conduct regular, scheduled inspections and servicing of pumps and associated systems, ensuring all equipment is operating efficiently and in compliance with relevant regulations and standards.
- Perform lubrication, cleaning, testing, and any minor adjustments or replacements required during scheduled visits.
- Maintain detailed records (Service Record Report) of all work completed, including inspection logs, parts replaced, and recommendations for future maintenance or upgrades.
- Ensure full compliance with all health and safety protocols, as well as environmental regulations.
- Upon completion of each Planned Maintenance Works, the Contractor will deliver to the Client a detailed Service Record Report and where defects are found, to include as a minimum, the following items;
 1. Lead in times for any special materials/equipment etc.
 2. Temporary Traffic Management arrangements
 3. Proposed Works Start Date (and to allow for any Client Approval times)
 4. Proposals for the Works
 5. Contractors Reference No
 6. Any Additional Information relevant to substantiate the necessary works required.

B. Reactive Maintenance

- Respond to emergency calls for breakdowns or failures of pump systems within agreed response times.
- Diagnose faults and perform necessary repairs or replacements to restore pumps to operational status.
- Provide 24/7 emergency availability for urgent pump failures or system malfunctions.
- Submit detailed reports on faults, causes, and corrective actions taken following any reactive maintenance event.

3. Requirements for Contractor

The selected contractor must demonstrate:

- Experience in pump maintenance, particularly within municipal or council-owned infrastructure.
- The ability to undertake both planned and reactive maintenance within defined timeframes and response protocols.
- A proven track record in delivering high-quality services within agreed budgets and timelines.
- Knowledge of relevant industry standards and health and safety regulations governing the operation and maintenance of pumps.
- Capacity to provide 24/7 emergency support and respond to critical maintenance needs promptly.
- A strong commitment to sustainability and environmental safety, ensuring all work adheres to local environmental protection regulations.
- The Contractor will be required to de-silt the pump chambers at the Sites and dispose of any arisings to a licensed facility.
- The Contractor will be required to maintain and/or replace lifting chains (where applicable) at the Sites.
- The Contractor will be required to provide all pedestrian and vehicular traffic management to undertake the works.
- The Contractor will be required to attend emergency call outs when required at the Sites

4. Contractor's Works Quotations

The Contractor shall submit to the Client a Works Quotation for any works required following a Planned or Reactive Maintenance visit. Each Works Quotation will be referenced against the relevant Service Record Report(s).

The Contractor shall submit each Works Quotation within 24 hours of the completed Planned or Reactive Maintenance visit.

The Client will review and respond to each Works Quotation within 3 days of receiving the Contractors Works Quotation.

5. Service Provision

- 5.1 The Contractor shall provide the Services described at the Sites detailed in Appendix 1.

- 5.2 Where no other specification is laid down in the Contract and where an appropriate Standard Specification or Standard Code of Practice, issued by the British Standards Institution or EEC equivalent, is current at the date of the provision of the relevant Services and is appropriate to all or any part(s) of the Services to be carried out or provided, then, as a minimum, such Services shall be carried out in accordance with that Standard Specification or Standard Code of Practice.
- 5.3 The Contractor is expected to provide the Services in accordance with, and having regard to, all relevant Laws, including but not limited to:
- The Environmental Protection Act 1990.
 - The Dangerous Substances and Explosive Atmosphere Regulations 2002 (DSEAR).
 - The Confined Spaces Regulations 1997.
 - any Environment Agency and Department for Environment, Food and Rural Affairs guidance and recommendations in connection with the Services.
 - 18th Edition BS 7671:2018 - Requirements for Electrical Installations, IET Wiring Regulations.
- 5.4 The Contractor shall have comprehensive Approved Method Statements detailing their operational proposals for providing the Services.
- 5.5 The Contractor shall have an integrated Quality Management System that should include quality, environmental and health and safety management.

6. Variations to the Services

- 6.1 The Client may at some future date implement a Variation to this Contract to include the addition of the pump assets set out in table 1 below. Upon request, the Contractor shall be required to provide the Client with a Change Note.
- 6.2 The Change Note shall contain details of the estimated costs to the Client along with a statement of the Contractor's opinion, on the Specification and Programme for the maintenance of the additional assets:

7. Detailed Service Requirements

- 7.1 For frequencies and other details of the Services see Appendix 1 (Pump Information and Service Schedule).
- 7.2 No later than ten (10) Working Days before the start of each Month, the Contractor shall provide the Client with a detailed Programme of services detailing:
- 7.3 the services to be carried out by the Contractor in the next Month, which shall be in line with the requirements of Appendix 1 (Pump Information and Service Schedule); and
- 7.4 any proposed maintenance services/works identified in the Service Record Sheets or inspections, which the Contractor believes needs to be carried out during the following Month;
- (“Contractors Plan”). The Client will consider the proposed plan of works and confirm to the Contractor within Two Weeks of receipt whether it is acceptable to the Client. The parties will work collaboratively to agree any changes to the Programme of Services required by the Client. The Client will monitor the Contractor’s implementation against the Programme of Services during the regular Contract monitoring and review meetings and by reviewing all the Service Record Sheets and invoices produced by the Contractor, which should accord with the relevant agreed Programme of Services.
- 7.5 For the avoidance of doubt, no element of the Services shall be carried out by the Contractor, unless such Services have been agreed by the Client.
- 7.6 Following the Commencement Date, the Contractor shall be permitted a mobilisation period during which it shall develop, agree, and adopt pro-forma documents for the Programme of Services and attend formal site inductions with the Client (“the Mobilisation Period”). The Mobilisation Period shall be completed no later than three (3) Months following the Commencement Date, however the Mobilisation Period may be much shorter than this. As soon as the pro-forma documents are agreed by the parties they shall be formally adopted by the Contractor, and as soon as the Contractor has attended a site induction, the relevant site inspection shall be formalised by the Contractor. During the Mobilisation Period the Contractor shall carry out the Services in accordance with this Specification and Appendix 1 but, for the avoidance of doubt, the Contractor shall not be required to produce the Programme of Services, until such a time as they have been formally adopted by the Client and the Contractor.
- 7.7 The following information provides details of the minimum tasks required for each element of the Services, which the Contractor shall carry out.

8. Inspections of Pumps

Pumps should be inspected for the minimum of the following items. A Service Record Sheet should be completed showing these items have been checked. A list of current).

- Examine oil housing for water (surface mounted pumps only)
- Examine wear ring (surface mounted pumps only)
- Check volute/strainer
- Check lifting chain, cable & shackles, or guide rail condition
- Check operation of non-return valves
- Check condition of pipework
- Meggar cable - record reading
- Check overload setting
- Check motor resistance
- Check system operation
- Clean control panel
- Check fuses for security
- Check operation of heater
- Check operation of indicators
- Check high level alarm operation/telemetry – test on site
- Check/clean floats
- Check ultrasonic level control (if present)
- Clean kiosk inside and out
- Check installation for damage
- Check installation for security
- Check sump condition
- Check silt level in chamber
- Hours run meter – record reading (if present)
-

Pumps should be serviced as per the manufacturers' instructions, including all items listed above in paragraph 7.0. For surface mounted pumps this includes stripping down and replacing any worn parts where required. Submersible pumps should be lifted, and housing examined for water. For the purposes of pricing, quote a fixed rate for the labour required for this task, with additional parts to be quoted separately and approved by the Client.

Control panels should be visually inspected including bulbs, electrics, fuses, cables and cabinets, and remedial works carried out where required. A Service Record Sheet shall be completed per Service.

8.1. De-Silt pump chambers

Check silt levels in each pump chamber when attending the Site for an inspection/service, and when necessary, arrange for a tanker to pump out the silt. Arisings from desiltation are to be disposed of at a licensed facility.

8.2. Inspect and replace lifting chains

Inspect lifting chains for any wear and corrosion and replace when required.

8.3. Rate for use of Tanker (Variable elements)

The Client may require the use of a tanker for emergency purposes in the event of pump failure, and therefore the Contractor shall provide an hourly rate for this.

8.4. Emergency Call Outs

All pump stations are installed with automatic telemetry links. It is the responsibility of the Contractor to provide SIM cards for each site. A series of mobile phone numbers and email addresses are alerted in the event of a pump/power failure, emergency stop or high-water level. The order of delivery of text messages and emails are:

1. Contractor
2. Client (multiple agents)

The procedure for responding to these telemetric messages is:

1. Text message received by the Contractor and the Client (via the emergency phone)
2. The Contractor to determine the course of action. The Contractor is permitted a £2,000 limit for any materials for immediate repairs without prior authorisation from the Client.
3. The Contractor to contact the Client within two (2) Working Days informing them of the action taken and the actual cost of such action, either via email or phone and followed up in writing.
4. If the action required is to cost more than £2000, the Contractor requires authorisation from the Client and if agreed a task order will be raised.

The Contractor shall supply a twenty-four (24) hour contact number and email address for emergency repairs.

Emergency pump breakdown inspection and repair shall commence within the following time Codes as specified below. In the event of an emergency breakdown the Client will confirm the relevant response code.

Code	Priority	Response Time
1	Urgent	Within Four Hours
2	Medium	Within 48 Hrs
3	Low	Within 10 days

The Contractors Quotations itemising the materials and labour required to bring the pumps and associated equipment back to the manufacturer's specifications, are required within twenty-four (24) hours from completion of pump removal.

In the event the Contractor is unable to repair the pump within forty-eight (48) hours the Contractor shall, if requested, supply a temporary replacement pump for an unspecified period at the rates submitted in Schedule 6 (Pricing Schedule). The installation and removal of the temporary pump must be approved by the Superintendent and charged to the Client as per the rates submitted in the Schedule 6 (Pricing Schedule).

The Contractor should ensure it has personnel available to attend the relevant Site 7 days a week.

The £2,000 limit will be subject to regular review by the Client and the Client shall be entitled to alter this limit at any time on giving written notice to the Contractor.

The rates and fees provided by the Contractor under Schedule 06 (Pricing Schedule) are set fees for any Emergency call outs during the hours of 08:00 and 18:00 Monday to Friday and out of hours (being between 18:00 and 08:00 Monday – Friday and all-day Saturday and Sunday), which includes travel time/mileage costs, and attendance on Site for a maximum of two (2) hours. Any further hours can be charged at the hourly rate stated in the Cost Model at Document 03. Where the client identifies works as "Other call Outs" these are classified as non-urgent faults which may be identified through routine inspections by the Client. Where call outs are classified as "Other call Outs", wherever possible, these should be attended during the hours of 08:00 and 18:00 Monday to Friday.

8.5. Equipment Availability

If temporary pumps are required whilst a pump is out of action, the Contractor shall be responsible for the hiring, operation, and servicing of these pumps, at the day rate set out in the Tender Cost Model.

8.6. Third Party Inspections

The Client reserves the right to engage suitably qualified and experienced pump engineers to ensure works completed by the Contractor have been completed in accordance with the requirements.

8.7. Timeframe for Quotations

The Contractor is required to submit all requested quotations to the Client within a minimum of 24hrs and a maximum of five (5) days from time of request. All

quotations must include an estimated lead time for commencement and completion of all required works.

8.8. Site Specific Risk Assessments

The contractor's representative on site shall undertake a site-specific risk assessment prior to work commencement and shall advise the client of any immediate concerns impacting the health and safety of workers, the environment, or the integrity of the works. Any identified risks or hazards must be mitigated before work begins, and ongoing monitoring will be required throughout the duration of the work to ensure safety standards are maintained."

9. Health and Safety

The contractor will be required to adhere to all relevant Health and Safety Executive (HSE) guidelines, as well as any local authority requirements for working within public facilities or on public land. Risk assessments and method statements should be provided for all work undertaken, and the contractor must ensure their team is adequately trained and equipped to carry out maintenance safely.

10. Performance Monitoring and Reporting

- The contractor will be required to submit regular progress and performance reports, outlining all completed maintenance tasks, including any unplanned repairs or parts replacements.
- Any major issues or failures should be flagged immediately, with comprehensive root-cause analysis and mitigation plans provided.

11. Warranties

The Contractor shall provide a 12-month defect liability period for the installation of new pumps and associated equipment commencing from the date of commissioning or handover, whichever is later. This defect liability period shall be in addition to any manufacturer warranties applicable to the pumps and associated equipment.

During the defect liability period, the Contractor shall promptly rectify at their own cost any defects or malfunctions arising from faulty materials, workmanship, or installation.

The Contractor shall also coordinate with the manufacturers to ensure warranty claims are effectively managed and resolved within this period.

12. Site Inspections

The Contractor shall conduct a site visit to each specified location to assess conditions, gather relevant information, and ensure compliance with the requirements.

13. Key Performance Indicators (KPIs)

The Contractor's performance pursuant to the Contract will be measured against the KPIs detailed below. The purpose of the KPIs is to ensure the Contractor meets the following criteria as a minimum in performing the Contract in accordance with the requirements of the Contract and as detailed in this Specification.

Indicator No.	Performance Indicator	Monitoring Method	Target	Under-Performance Consequence and/ or Deduction
1.	<p>Invoicing</p> <p>The Contractor will submit accurate invoices in a timely manner.</p> <p>Invoices must be detailed and include a full breakdown of costs for labour and parts used.</p>	<p>The Contractor will provide the Client with an electronic invoice monthly for works completed since previous invoice, with summary information to include sites visited, description of works completed and recommendations.</p>	<p>No more than 1 occasions of incorrect or late invoice submitted in any rolling 12 calendar month period.</p>	<p>If the Contractor has submitted 2 incorrect and/or late invoices in any rolling 12 calendar month period, Contractor to review and, as necessary, revise its internal invoicing procedures and provide written explanation of the changes to the Clients designated 'Contract Manager' prior to the next scheduled Contract monitoring and review meeting.</p> <p>At 3 instances of failure in any rolling 12 calendar month period, The Client will issue formal reminder of practice to Contractor.</p> <p>At 4 instances of such failure, the Client may treat the failure as a Default in accordance with the Contract.</p>

2.	<p>Health and Safety</p> <p>The Contractor to always comply in full with the agreed H&S practices</p>	<p>Spot checks to be conducted on ad-hoc basis by the Client's Representatives</p> <p>RIDDOR incidents</p> <p>Joint Annual Review</p>	<p>100%</p> <p>0</p> <p>100%</p>	<p>Where spot checks by the Client's Representatives highlight inappropriate practice or a RIDDOR incident occurs, Contractor to review and revise its systems and practices as appropriate and provide written details of actions (or non-action) taken as a result to the Client's Contract Manager as soon as practicable and, in any case, within 2 weeks of the notification by the Client of the inappropriate practice unless the Client's notification has specified a different time deadline for the Contractor's response.</p> <p>Where, in the Client's reasonable opinion, a practice is or continues to be inappropriate and/or a review and revision proposed by the Contractor is insufficient to remedy the inappropriate practice, the Client may require the Contractor to discuss and agree with the Client's H&S Team an acceptable practice and the Contractor shall implement that practice. If the Contractor fails to agree and/or implement an acceptable practice the Client may invoke the Contract provisions relating to</p>
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Indicator No.	Performance Indicator	Monitoring Method	Target	Under-Performance Consequence and/ or Deduction
				Health and Safety and/or treat the failure as a Default in accordance with the Contract.

3.	Communication i) The Contractor will provide to the Client a detailed monthly programme of site inspections for approval in accordance with the Contractors Plan	10 days prior to the first site visit of the monthly maintenance plan and monthly thereafter the Contractor will provide to the Client the monthly maintenance plan	Monthly	At 2 instances of failure to carry out i), The Client will issue formal reminder of practice to Contractor. At 3 instances of such failure, the Client may treat the failure as a Default in accordance with the Contract.
	ii) The Contractor will notify the Project Manager of all, and any complaints raised by a member of the public or other third party	A written notification passed to the Project Manager setting out the complainants contact details and the substance or nature of the complaint	Within 24-hours of such complaint being made	At 3 instances of failure to carry out ii) in any rolling 12 calendar month period, The Client will issue formal reminder of practice to Contractor. At 6 instances of such failure, the Client may treat the failure as a Default in accordance with the Contract.

Indicator No.	Performance Indicator	Monitoring Method	Target	Under-Performance Consequence and/ or Deduction

4.	<p>Complaints</p> <p>For the Client not to receive any substantive complaints from the public regarding the Contractor's work practices and behaviour</p>	<p>Reports received (whether written or otherwise) from members of the public. Any reports received by the Client to be shared with the Contractor for investigation and remedial action where appropriate</p>	<p>No more than 2 substantiated and substantive complaints in any one year (beginning 01 Apr and ending 31 Mar)</p>	<p>On receipt of any substantive complaint the Contract Managers will together review the circumstances of each complaint, and the Contractor will be required to implement changes to its practice (where necessary) to the reasonable satisfaction of the Client's Contract Manager.</p> <p>At 3 complaints in any one year, and for each subsequent complaint in that year (or within 1 month of the start of the subsequent year), the Contractor's Contract Manager will, in addition to the above process, formally detail (within 5 Working Days of complaint notification to the Client's Contract Manager) all complaints, their circumstances and remedial actions undertaken, and also present this at the next quarterly meeting, where the issues can be discussed and remedial action agreed to the reasonable satisfaction of the Client's Contract Manager.</p> <p>Where more than one complaint arises in any one year (or within 1 month of the start of</p>
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				<p>the subsequent year) in circumstances the Client's Contract Manager deems similar to another complaint, the Client may treat the failure as a Default in accordance with the Contract and a Default Notice and/or Remediation Notice may be served at the discretion of the Client's Contract Manager in accordance with the provisions of the Contract.</p>
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Indicator No.	Performance Indicator	Monitoring Method	Target	Under-Performance Consequence and/ or Deduction
5.	<p>Standards</p> <p>Timely delivery by the Contractor of all works in the programme.</p> <p>Compliant delivery by the Contractor of all works to the specification.</p>	<p>The Contractor will provide to the Client all site visit Record Sheets</p> <p>The Client may request unannounced audits by a qualified 3rd party, of any site within 1-month of a service visit by the Contractor</p>	<p>Supplied within 7 days</p> <p>100%</p>	<p>At 3 instances of failure to deliver the site visit Record Sheets, Contractor to review and revise internal procedures as necessary. The review, proposed actions/changes, and time frame for such actions/changes to be advised in writing to the Client's Contract Manager within 5 Working Days of notification.</p> <p>At 1 instance of audit failure to deliver the Works to specification, Contractor to review and revise internal procedures, as necessary, including (but not limited to) increased supervision and re-training of staff. The review, proposed actions/changes, and time frame for such actions/changes to be advised in writing to the Contract Manager within 5 Working Days of notification of the fourteenth failed/inadequate Works.</p> <p>At 2 instances of audit failure within any rolling 12 calendar month period, The Client</p>

Indicator No.	Performance Indicator	Monitoring Method	Target	Under-Performance Consequence and/ or Deduction
				will issue formal reminder of practice to Contractor. At 3 instances of such failure, the Client may treat the failure as a Default in accordance with the Contract.

Indicator No.	Performance Indicator	Monitoring Method	Target	Under-Performance Consequence and/ or Deduction
6	Service Report detailing <ul style="list-style-type: none"> Lead in times for any special materials/equipment etc. TTM arrangements 	On completion of Servicing, the Contractor provides the Servicing Report within	95%	At failure to meet any of the targets to deliver the site visit Service Reports, Contractor to review and revise internal procedures as necessary. The review, proposed actions/changes, and time frame for such actions/changes to be advised in writing to the Client's Contract Manager within 5 Working Days of notification.

Indicator No.	Performance Indicator	Monitoring Method	Target	Under-Performance Consequence and/ or Deduction
	<ul style="list-style-type: none"> Proposed Works Start Date Proposed of Works Contractors Reference No Any Additional Information 	agreed timescales.	90% 85% 90% 90%	
	<ul style="list-style-type: none"> Task Order quotation received within the required timescale Works commenced and started on time Works completed to the agreed timescales Works costs at or below Quoted Cost 			

14. APPENDIX 1 – PUMP INFORMATION AND SERVICE SCHEDULE

SITE	LOCATION		PUMP SERVICE FREQUENCY (ANNUALLY)				PUMP DETAILS		
	EASTING	NORTHING	1 ST	2 ND	3 RD	4 TH	MANUFACTURE R	MODEL	NO.
1300 Holm Farm	522970	134484	July	November	March	-	KSB	AMA602ND	2
1599 Hole Street	513231	115542	July	November	March	-	ABS	XFP100E- CB1.4PE60	2
							New Haden Pumps Ltd	F2510	2
2006 Crawley Avenue Subway	526490	135105	July	November	March	-	ITT Flygt Ltd	C3151	2
2008 Ifield Road Subway	525732	137185	July	November	March	-	Jung Pumpen	US 62D	2
2009 Bewbush Subway	525333	135079	July	November	March	-	ITT Flygt Ltd	CP3101.181	2
2012 Seymour Road Subways	525875	135052	July	November	March	-	ITT Flygt Ltd	CP3101.181	2
2020 Breezehurst Drive Subways	524450	135240	July	November	March	-	Flygt	3126	2
2021 Wickhurst Lane Subway	515049	131069	July	November	March	-	KSB	502ND	2
2022 Lewes Road Subway	540132	137929	July	September	December	March	Calpeda	GSX	2
2024 Rock Common Subway	512114	113530	July	September	December	March	Jung Pumpen	US 52D	1
2025 Chapel Road Subway	514810	103060	July	November	March	-	Jung Pumpen	US 72D	2
2026 Northgate Subway	486148	105284	July	November	March	-	Jung Pumpen	US 62D	2
2029 Leisure Centre Subway	485705	104440	July	September	December	March	ABS	AS0641143	1

2030 Church Path Subway	493806	99712	July	November	March	-	Jung Pumpen	US 52D	2
2033 Mile Oak Subway	524565	105986	July	September	December	March	Jung Pumpen	US 52D	2
3031 Ferry Footbridge	502240	102180	July	November	March	-	Jung Pumpen	US 62DS	1
EWR East Wolves Roundabout	513516	116536	July	-	-	-	New Haden Pumps Ltd	2K 2515/11/43	3
SAG St. Augustines Close	536817	123242	July	-	-	-	ITT Flygt Ltd	CP 3085	1

** This frequency may change subject to equipment improvements and contingency measures installed on site.*