

Section 3

Service Information

Schedule 3 Specifications of Services

Specification Name

Permit to Work System

Specification Reference Number

1002

1002. Permit to Work System

1002.1 The Contractor shall be responsible for issuing and managing all Permits to Work, including Hot Works Permits for each Affected Property identified as requiring this Service in Section 4, Schedule 3 – Price List. All Permits to Work shall be supported by full risk assessments and method statements for undertaking the work.

1002.2 The Contractor shall provide formal notification and obtain a formal confirmation that the notification has been received where any work may affect Employer operations and ensure that any such Notifications are adhered to. The Contractor shall only be responsible for the provision of Permits to Work both where required by the Affected Property and where the Contractor is providing Services.

1002.3 The Contractor shall be responsible for the setting-up and operation of a safe system of work, including risk assessments and method statements, with regard to all aspects of its operation. As part of this process the Contractor shall include ensure that any personnel undertaking any work at the Affected Properties consult the asbestos register and sign to indicate that this has been carried out. The Contractor shall be responsible for the setting-up and operation of a safe system of work, including risk assessments and method statements, with regard to all aspects of the prisons operations. The Contractor shall refer to PSO 5900; this sets out the Employer's specific requirements over a number of sections. The Contractor, its

Sub-contractors, suppliers and consultants shall comply with these systems at all times.

1002.4 The Contractor shall operate the Permit to Work System through the CAFM System. The Contractor shall ensure that the permit is approved by the Contractor's competent (authorised) person and that the timing for when it can occur is agreed with the relevant person acting as the Employer's Representative.

1002.5 The Contractor shall take cognisance of the fact that certain employees of the Employer shall have access via a web portal to the CAFM System and to details of planned visits to site, including the status of Permits to Work. The Contractor shall not be allowed on an Affected Property should the Permit to Work not be indicated as authorised within the CAFM System. The Contractor shall also contact the local representative of the Employer to show that the Permit to Work has received the necessary authorisation and all of the relevant parties are aware of the programmed work or Service and the timescales for delivery of the work or Services.

1002.6 The Contractor shall issue all method statements and risk assessments for information/consultation purposes related to the proposed Works to the Employer prior to implementation.

1002.7 There may be occasions when the work that is being undertaken by the Contractor is hindering the Employers operation and the Contractor may be asked by the Employer to cease that operation or leave site until the visit can be rearranged.

Specification Name

Accessibility Services – Ad Hoc

Specification Reference Number

1003

1003. Accessibility Services - Ad Hoc

1003.1 The Contractor shall provide a professionally managed service for the provision of advice relating to the Equalities Act 2010 (EA 2010) issues. The Contractor shall liaise with the Employer in respect of requests for ergonomic and accessibility equipment and shall provide a liaison and advice service for all works surrounding accessibility needs. When requested to do so by the Employer, the Contractor shall manage the procurement of specialist furniture and equipment (but not IT equipment). The Contractor shall ensure continuous interactions with the relevant Employer staff, stakeholders and judiciary including any Equalities Manager, Disability Advisor and the Occupational Health and Safety representatives. The Contractor shall also provide advice as necessary on further special needs issues, including technical problem-solving regarding access, signage and any other related work items that affect the ability of personnel/individuals to function.

1003.2 The Contractor shall provide advice on Health & Safety matters as they relate to those with accessibility needs, including the EA 2010. The Contractor shall also take a pro-active approach and advise the Employer of any investment that should be made to improve the premises (for example, access and egress) for use of those with disabilities, and to comply with the EA 2010, and as outlined further below. The Contractor shall consult with the Employer's disability occupational health experts with regard to the optimum route for

satisfaction of the act. The Contractor shall liaise with relevant groups such as the Disabled Persons Transport Advisory Committee (DPTAC) and the Mobility Inclusion Unit (MIU) when dealing with disability issues.

1003.3 When requested by the Employer, the Contractor shall manage the supply of furniture for those with accessibility needs, including orthopaedic chairs. The Contractor shall procure furniture only with the sanction of the Employer and shall use pan-government contracts approved by the Employer. The Contractor shall be invited to review the use of such contracts for furniture procurement and to make proposals for alternative procurement routes if these can be demonstrated to provide Value for Money.

1003.4 The Contractor shall be expected to liaise with the Employer's designated Health and Safety Advisor and with other Contractors outside the scope of this Contract as required in order to provide this Service.

1003.5 The Contractor shall be required to provide technical advice on further works that may be necessary to improve services and the Affected Property for those with special needs. This is likely to include the provision of advice on access and egress to the Affected Property, access to work assessments and other related issues. Any decisions made by the Employer to proceed with any improvement projects shall be treated by the Contractor as an element of forward planning.

1003.6 The Employer may request a report from the Contractor with an update on the ability of the Employer to provide for those with accessibility needs.

1003.7 The Contractor shall keep an inventory of equipment available and provide this information to the Employer's Health and Safety Advisor and to the Employer management. The Contractor shall ensure that all specialist furniture is capable of being delivered in a time agreed with the Employer

Specification Name

Environmental Systems Management

Specification Reference Number

1005

1005. Building Environment Management

1005.1 The Contractor shall maintain a comprehensive up-to-date inventory of Building Energy Management implements, including: sensors, digital and analogue actuators, details of the controller(s) and details of the software to deliver the strategy.

1005.2 The Contractor shall monitor and manage the environment conditions within each Affected Property. All records from the control systems and measuring instruments shall be logged and be instantly retrievable to respond to requests for information from the Employer within two working days.

1005.3 All proactive and quality management duties and activities shall be co-ordinated by the Contractor to enable these to be collated into facilities management reports that shall be produced by the Contractor and presented to the Employer at the agreed times and at the requested intervals.

1005.4 The Contractor shall be required to provide advice on, and react to, unacceptable air quality and temperature comfort levels through the introduction of controls synonymous with ISO 16484. The Contractor shall note all Health and Safety matters in this respect.

1005.5 The Contractor shall be required to provide this Service within the limitations of the installed controls, metering and other equipment available, or those provided under the Contract as authorised by the Employer.

1005.6 The Contractor shall closely observe the operating characteristics of the Services and all areas of the buildings and maintain a register of temperature set-points (including the dead-bands). From these observations, and if necessary in consultation with the Employer, the Contractor shall take action to adjust and correct environment systems, operating times and space conditions in order to at all times ensure the whole building operates with the least possible waste of energy and resources and optimises the comfort of all building users wherever possible. The Contractor shall also report on trends in energy usage to enable the production of period reports by the Employer.

1005.7 The Contractor shall regularly maintain the BEMS, checking that the settings match building use at least once a quarter. In particular, the Contractor should: check the integrity of cabling; test accuracy and review suitability of sensor locations; calibrate or adjust switching digital input devices if necessary; verify that controllers automatically restart following interruption to power supplies; keep records of key changes such as changes to the set points, software upgrades and maintenance performed.

1005.8 The Contractor shall comply in all respects with all UK and EC legislative and regulative requirements. The Contractor shall also comply with the relevant energy policies set out at each Affected Property.

Specification Name

Environmental Management

Specification Reference Number

1006.1

1006.2 Environmental Management

1006.2.1 The Employer is committed to responsible environmental management and the efficient use and management of resources throughout its operations. It recognises that good housekeeping and best practice reduces the environmental impact of its operations, protecting the environment, conserving resources and maintaining the ecological quality. .

1006.2.2 The Contractor shall take account of and comply with the Employer's Sustainable Development policy, strategy and action plan which sets out the Employer's aims and objectives for embedding sustainability across its operations in line with the Government's "Greening Government Commitments" targets and mandates. The Contractor shall take account of and comply with any future environmental policies, strategies and Codes of Practice put in place by the Employer and any relevant government body (in particular Defra, Decc, Government Property Unit and the Environment Agency). These Services shall generally be provided in accordance with the Employer's requirements as described in Section 3, Schedule 11 - Sustainable Development.

1006.2.3 Given the Employer's sustainability needs and aspirations, the Employer has developed the framework for an Environmental

Management System (EMS) which is based on ISO 14001. The Contractor shall be required to assist the Employer in the development and delivery of its EMS by continually improving its environmental performance. The Contractor will either:

- fully manage and deliver the Employer's EMS on behalf of the Employer on specified Affected Properties
- support, deliver where applicable and provide information to the Employer for upkeep of its EMS on specified Affected Properties (Required for HMPS Affected Property and Shared Service Centre. The Contractor shall include for the requirements set out in PSO 5900 section "Energy and Environment").

1006.2.4 The key elements of the Employer's SD action plan are: Energy, Water, Materials, Transport, Ecology and Waste. The areas of Energy, Water and Waste have dedicated specifications. Additional information is provided below on Materials, Transport and Ecology. However this is not a conclusive list and the Contractor should refer to the current SD action plan and subsequent evolutions.

1006.2.5 The Employer expects the availability if required of a professional BREEAM Assessor Service provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Affected Property. This Service will be requested on an ad hoc basis by mutual agreement between the Employer and the Contractor as and when required. The scope of any advice provided shall include but shall not be limited to:

- Reduction in running costs;
- Measure and improve the performance of the Affected Property;
- Empower staff;
- Develop action plans; and
- Report performance.

The Contractor shall notify the Employer in writing of the potential implications of not implementing the recommendations of any advice given.

Materials

Packaging Waste

1006.2.6 Given the amount of packaging entering the UK waste streams there is a focus on reducing the impact of packaging and packaging waste on the environment. The Contractor shall work to reduce the amount of packaging waste associated with its operations at the Affected Property by positively influencing the minimisation of packaging used through its supply chain.

1006.2.7 Of the unavoidable packaging waste, the Contractor will apply the waste hierarchy, ensuring that as much as possible is reused or processed for recycling. The disposal of packaging waste to landfill is to be avoided.

Timber

1006.2.8 All timber and timber products shall be procured from responsible sources in accordance with the UK Government Timber Procurement Strategy or be reclaimed timber. In addition, no timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) or if its composition or origin are not known.

1006.2.9 The Contractor shall establish procedures to monitor and verify the procurement of all timber products and so ensure government policies are adhered to. The information collected by the Contractor must include: the species and country of origin; the name of the plantation that provided the timber; a copy of the forestry policy held by the plantation; shipping documents confirming the timber supplier obtained the timber from that source; and volume Data. This shall be held by the Contractor until requested by the Employer.

1006.2.10 Timber preservatives will be required on some occasions. The Contractor shall ensure all timber is treated in accordance with the relevant British Standard.

Paper

1006.2.11 Paper usage shall be reduced to a minimum. The Contractor and any sub-contractors utilising IT systems at the Affected Property will set up to default to double-sided printing.

Recycled Materials

1006.2.12 The use of recycled products or those manufactured with a high recycled content should be procured and utilised wherever practical.

Hazardous Materials

1006.2.13 Hazardous materials and substances are considered to be, or could be, radioactive, flammable, explosive, toxic, corrosive, biohazardous, an oxidizer, an asphyxiant, a pathogen or an allergen. The Contractor shall avoid the use of hazardous materials and substances. On the occasions there are no alternatives, the hazardous materials and substances must be stored, used and disposed of in accordance with the instructions of the supplier, COSHH regulations and all relevant legislation. The Contractor shall also record all hazardous materials and substances and their use on the Employer's hazardous waste register.

1006.2.14 All internal finishes, including solvents and paints, must be inert and meet Best Practice standards for containing low levels of Volatile Organic Compounds (VOC). Preference shall be given to using products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and glues where these are fit-for-purpose.

1006.2.15 The Contractor shall prohibit the use of lead-based paints and primers.

- 1006.2.16 All materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential (ODP) or Global Warming Potential (GWP) compounds.
- 1006.2.17 All refrigerants used within the building services shall have a GWP of less than five (5).
- 1006.2.18 All equipment containing refrigerants shall be monitored and maintained with this process detailed within a dedicated maintenance strategy. Records and output reports shall be stored securely.
- 1006.2.19 Following the United Nations Montreal Protocol on Substances that Deplete the Ozone Layer, the use of Chlorofluorocarbons (CFCs) or Hydrochlorofluorocarbons (HCFCs) has been phased out however there may be legacy items upon the Employer's Estate containing these compounds. The Contractor shall prohibit the use of CFCs and HCFCs. If equipment containing these materials is detected upon the estate, the Contractor shall maintain and/or phase out this equipment in line with the relevant legislation.

Batteries

- 1006.2.20 The Contractor shall avoid the use of batteries, in particular those with high levels of lead, mercury and cadmium. If their direct use cannot be avoided, consideration shall be given to the use of rechargeable batteries. All used batteries shall be directed to recycling as the preferred disposal option. Where this is not possible, the batteries will be disposed in accordance with current legislation.

Transport

- 1006.2.21 The Contractor shall work to reduce the amount of travel undertaken by its Contractor Staff and Sub-contractors, for example, through using public transport, car-sharing schemes and by combining deliveries of goods to each Affected Property.

1006.2.22 The Employer requires sufficient monitoring to report on its overall transport usage against requirements and targets. The Contractor shall collect and provide the appropriate data to the Employer as required.

1006.2.23 The Contractor shall maintain records of actions taken to reduce the impact of transport. This will allow the Employer to share effective strategies across its regions.

Ecology

1006.2.24 The Natural Environment and Rural Communities Act 2006 (the NERC Act) places a statutory obligation on public bodies and local authorities to conserve and enhance biodiversity to ensure greater consideration and due regard to the conservation of biodiversity within everyday decision making. Section 40(1) of NERC Act places a duty on every public authority and also private contractors providing services to and on behalf of the public sector, in exercising its functions with the objective of integrating biodiversity into policy and throughout all decision making processes , whilst looking at actions to ensure compliance and raise the profile of biodiversity. The Contractor shall, therefore, ensure the statutory obligations are met in full and that the conservation of biodiversity is transparent within decision making processes.

1006.2.25 Protected priority species either receive full or partial protection under legislation; and as such the Contractor is required to fulfil statutory and mandatory obligations prior to any new development, construction or maintenance projects are commenced where priority species have been identified.

1006.2.26 Japanese Knotweed (JK) is one of the most invasive plants known , severely damaging property and the countryside and it is a criminal offence under the *Wildlife and Countryside Act 1981(as amended)* and the *Countryside and Rights of Way Act 2000* to plant, encourage or spread the growth of JK. The Contractor is required to survey the Affected Property to assess for Japanese Knotweed contamination. Incidence of JK invasion is to be

reported to the Employer and the Contractor is required to action the MoJ Environmental Code of Practice, reference BIO 1.

1006.2.27 Contractor shall protect and enhance the existing flora around the Employer's Estate.

1006.2.28 Where replacement flora is to be planted, the Contractor shall specify native species that will be suited to future climatic changes, i.e. can survive an increase in temperature and extended periods of drought.

Specification Name

Water Management

Specification Reference Number

1006.2

1006.2 Water Management

Overview

- 1006.2.1 The Employer is committed to responsible water management and the efficient use of water throughout its operations. It also recognises that good water management helps to protect the environment by conserving natural resources.
- 1006.2.2 The Contractor shall take account of and comply with the Employer's Water Management Policy and Action Plan and its targets and commitments under the "Greening Government Commitments".
- 1006.2.3 The Contractor shall be aware of and comply with existing and future water-related statutory requirements and legislation put in place by any relevant government body (in particular Ofwat, Defra, OGC and the Environment Agency). The Contractor shall ensure that its actions do not contravene such requirements.
- 1006.2.4 The Contractor shall alert the Employer as soon as possible to any identified risks from measures to manage water which may adversely affect the local community and/or natural environment (i.e. water extraction affecting the local water table). Special consideration should be given to where protected species and habitats may be detrimentally impacted. In such identified instances, the Contractor should act collaboratively with the Employer to

negotiate solutions with agencies such as Natural England and relevant NGOs.

1006.2.5 The Contractor shall take responsibility for building water consumption and efficiency and to work with the Employer to strive to meet external and internal targets for reducing water consumption.

1006.2.6 These Services shall be provided in accordance with the Employer's requirements as described in Section 3, Schedule 11 - Sustainable Development.

Monitoring and Reporting

1006.2.7 The Contractor shall be responsible for ensuring main and sub-metering is established at agreed locations and for taking readings where required. The Contractor shall utilise the Employer's water management software in order to provide all reports and volumetric Data relating to water consumption as required in Section 3, Schedule 5 - Management Information and ICT Requirements and agreed with the Employer in the relevant format and to the agreed intervals.

1006.2.8 The Contractor shall analyse and report building water consumption on a monthly basis. The Contractor shall make recommendations to the Employer on how to improve the efficiency and performance of buildings on a quarterly basis and until the Contractor and Employer agree no further improvements can be made. This shall include all aspects of performance, including installing water efficient technologies, enacting behavioural change and establishing soft engineering measures such as the planting of trees to prevent excessive run-off and flooding.

1006.2.9 The Contractor shall keep a schedule (in an excel spreadsheet matrix format) of potential and recommended water efficiency projects which could be implemented given the required funding. This schedule shall be comprehensive, kept up-to-date (in order that the Employer can quickly match new funds to a number of projects, should such funding become available) and must contain a unique

identification number for configuration and so that progress against each project can be tracked.

Operations and Major Works

1006.2.10 The Contractor shall be cognisant of any Government initiatives in the management of water in order to best advise the Employer on any new initiatives that may beneficially impact the Employer's current strategy. The Employer will expect innovation in the supply of all water management and purchasing within the remit of the Contractor as new approaches to the problems of water management become available and as Government policy changes.

1006.2.11 The Contractor shall ensure that all new or replacement parts, components and equipment exceed minimum industry efficiency standards where applicable. When providing a review to the Employer of potential products for purchase, the Contractor must include an appraisal of their respective water efficiencies. When purchasing or recommending to the Employer the purchase of parts, components and equipment, the Contractor must make explicit the comparative associated level of water efficiency, energy consumption and maintenance costs over the working life. The Employer shall prioritise based on these values.

1006.2.12 The Contractor shall create, maintain and make easily available to the Employer a spreadsheet of major water consuming equipment for each Affected Property, containing information on key indicators including cost (or cost to replace), make, model, serial number, age, condition, consumption and efficiency rating.

Statutory Compliance

1006.2.13 The Contractor shall advise the Employer on how to meet existing and forthcoming statutory requirements under environmental legislation.

Specification Name

Energy Management

Specification Reference Number

1006.3

1006.3 Energy Management

Overview

- 1006.3.1 The Employer is committed to energy efficiency and the continual reduction of energy use throughout its operations. It also recognises that utilising low carbon energy helps to protect the environment by keeping to a minimum level of pollutants as well as green house gas (GHG) emissions.
- 1006.3.2 The Contractor shall take account of and comply with the Employer's Energy Policy and Carbon Management Plan and its targets and commitments under the "Greening Government Commitments" and targets following on from these in 2020, 2030 and 2050.
- 1006.3.3 The Contractor shall be aware of and comply with existing and future energy-related statutory requirements put in place by any relevant government body (in particular Ofgem, Defra, DECC, OGCthe Environment Agency and any relevant European legislation). The Contractor shall ensure that its actions do not contravene such requirements.
- 1006.3.4 The Contractor shall take responsibility for efficient building energy performance and to work with the Employer to establish, and continually exceed, challenging targets for reducing energy consumption.

These Services shall generally be provided in accordance with the Employer's requirements as described in Section 3, Schedule 11 - Sustainable Development.

Utilities Management

1006.3.5 The Contractor shall ensure contingency plans are in place to address the loss of or disruption to all energy supplies and shall ensure that these have been reviewed and tested to a programme agreed with the Employer. The Contractor shall ensure its contingency plans are executed as planned with due expediency following the loss of one or more energy supplies. The Contractor shall, as soon as it is aware, inform the Employer of all scheduled interruptions to any energy supply, whether or not it may affect the Employer's operations.

1006.3.6

- (a) The Contractor shall assist the Employer to comply with legislation (including, but not restricted to, the Energy Performance of Buildings Directive and the Carbon Reduction Commitment Energy Efficiency Scheme) by immediately reporting gas or electricity faults to the Employer.
- (b) If a gas or electricity meter fault occurs, reporting the last known date that the meter was operational and the date the fault was rectified and providing meter reads for both dates.
- (c) If a meter is upgraded or exchanged, reporting the closing read and date and the opening read and date to the Employer.
- (d) Notifying the Employer when scheduled works are likely to cause a significant change in energy consumption at an Affected Property for a period of one (1) month or longer.
- (e) Assisting with any other utilities management related requirements under respective relevant legislation.

1006.3.7 The Contractor shall assist in ensuring the Employer is compliant and eligible, where the opportunity does or could exist, to claim subsidies, tariffs and fiscal incentives, for instance in respect of the

Renewable Heat Incentive (RHI) for biomass heat generation or other eligible technologies, the Contractor shall assist the Employer in installing Ofgem compliant heat meters.

Monitoring and Reporting

1006.3.8 The Contractor shall assist the Employer in ensuring main and sub-meter reading technology is in place where required.

1006.3.9 The Contractor shall be responsible for taking main and sub-meter readings where required and shall utilise the Employer's energy management software in order to provide all reports and volumetric Data relating to energy consumption as required in Section 3, Schedule 5, Management Information and ICT Requirements, agreed with the Employer in the relevant format and at the agreed intervals.

Monthly Energy Report

1006.3.10 The Contractor shall report energy consumption for each Affected Property on a Monthly basis where such data is not, or reports are not already available. The Contractor shall report on regional and area trends, produce exception reports and report on poor-performing Affected Property. The Contractor shall report consumption in kWhs, tCO₂ and £s.

1006.3.11 For each Affected Property the Monthly energy report shall include the following information, set out for the relevant Month and for the Year to Date:

- (a) Electricity consumption.
- (b) Gas consumption.
- (c) Water Consumption
- (d) Other fuel use (for instance solid woodfuel biomass, generation from Ground Source Heat Pump (GSHP) and solar thermal technologies)
- (e) Total energy consumption.

1006.3.12 The Monthly energy report shall set out the energy consumption compared with a benchmark consumption, as agreed by the Contractor and the Employer. This should be provided both for residential and industry or workshop-related occupation (for instance laundry areas). This should also include comparators to be collected by the Contractor such as number of occupants (ideally broken down between inmates and staff), individual building age, floor space (total area of all enclosed spaces measured to the internal face of the external walls, including areas such as staircases and galleries). The Contractor and the Employer shall meet on a quarterly basis to discuss and agree the Monthly energy reports.

1006.3.13 The Contractor shall analyse building energy consumption and make recommendations to the Employer on how to improve the efficiency and performance of buildings. This shall include all aspects of performance, from low carbon technologies to enacting behavioural change.

1006.3.14 The Contractor shall help the Employer maintain a schedule of potential, recommended low carbon / energy efficiency projects which could be implemented given the required funding. This schedule shall be comprehensive and kept up-to-date in order that the Employer can quickly match new funds to projects, should such funding become available.

Energy Profile Audit

1006.3.15 The Contractor shall undertake an Energy Audit for each Affected Property on a rolling twelve (12) - Month basis. The Contractor will submit an energy profile audit report in a format agreed between the Employer and Contractor.

1006.3.16 The Contractor shall provide the Employer with a schedule of planned energy audits [within one (1) month of Service Commencement Date, which sets out when each Affected Property will be subject to an audit.

1006.3.17 For each Affected Property, the energy profile audit report shall include the following:

- (a) For the 1st week of each financial year (1st April up to and including 7th April), a graph showing the energy consumption, on a half hourly basis if available.
- (b) Identification of excess energy consumption at night,.
- (c) Any other excess energy consumption.
- (d) Identification of year on year increasing energy consumption (taking in to account degree day data), giving reasons for the increase.
- (e) Actions to be taken by the Contractor and Employer to reduce energy consumption.

1006.3.18 The Contractor and the Employer shall meet on a Monthly basis to discuss and agree outcomes from the energy profile audits.

Operations and Major Works

1006.3.19 The Contractor shall monitor and control the performance of buildings, plant and equipment to minimise energy consumption whilst achieving the optimum environmental conditions required by the Employer.

1006.3.20 The Contractor shall be cognisant of any Government initiatives in the management of energy in order to advise the Employer on any new initiatives that may beneficially impact the Employer's current strategy. The Employer will expect individual site suitability, sustainability, and whole life cycle cost-effectiveness in the supply of all energy management and purchasing within the remit of the Contractor as new approaches to the problems of energy management become available and as Government policy changes.

1006.3.21 The Contractor shall ensure that all new or replacement parts, components and equipment exceed minimum, and target the best, industry efficiency standards where applicable. When providing a

review to the Employer of potential products for purchase, the Contractor shall include an appraisal of their respective energy efficiencies and the carbon emissions compared with the existing equipment so that tCO₂ savings can be quantified. When purchasing or recommending to the Employer the purchase of such parts, components and equipment, the Contractor must make explicit the comparative associated level of energy consumption (annual kWh), maintenance costs over the working life and tCO₂. The Employer shall prioritise based on these values.

1006.3.22 In accordance with the requirements of Part L 2B of the Building Regulations, the Contractor shall create and maintain a Building Log Book for each Affected Property, that provides sufficient information about the Affected Property, the fixed services at the Affected Property and their maintenance requirements so that the Affected Property can be operated in such a manner as to use no more fuel and power than is reasonable in the circumstances.

1006.3.23 The Contractor shall create and maintain a database of major electrical and plant equipment for each Affected Property, containing information on key indicators including make, model, serial number, age, condition, consumption in kWh and efficiency rating.

Statutory Compliance

1006.3.24 The Contractor shall ascertain whether a DEC is required for the relevant area in each Affected Property by contacting the Trading Standards Department (DTS) at the relevant Local Authority and have this confirmed in writing (email, pdf or Word format). The contractor shall provide this confirmation to the Employer. If the DTS confirms the relevant area requires a DEC, then the Contractor shall implement, renew, and be responsible for the casing (in A3 size) of Display Energy Certificates (DECs) in the relevant area of each Affected Property. The Contractor shall ensure all DEC's are correctly displayed by the required date. The Contractor shall advise the Employer on the cost, potential savings and feasibility of recommendations in its supplementary advisory

reports for which it is responsible for creating and refreshing each year.

1006.3.25 The Contractor shall ensure DEC's are provided where required.

1006.3.26 The Contractor shall advise the Employer on how to meet existing and forthcoming statutory requirements under environmental legislation.

Specification Name

Helpdesk

Specification Reference Number

1011.1

1011.1 Helpdesk

1011.1.1 The Contractor shall:

1011.1.1.1 Perform a professionally managed, high-quality Helpdesk Service, which shall provide the following key requirements:

- (a) the capture, monitoring and escalation of active requests;
- (b) customer satisfaction monitoring;
- (c) complaints handling; and
- (d) Helpdesk promotional activities.

1011.1.1.2 Provide a comprehensive Helpdesk Service at each establishment to facilitate the smooth running of Employer operations and the capability of reporting requests on a twenty-four (24) hours a Day, seven (7) Days a week, fifty-two (52) weeks a Year basis. The Helpdesk Service shall be fully integrated with existing Employer's Policies and act as a communication hub for all facilities management matters that fall within the scope of this Contract. The Helpdesk shall have a dedicated telephone number operational throughout the core day. It shall

not be a freephone number i.e the Contractor shall not bear the cost of calls made by the Employer; the Contractor shall only be responsible for the cost of its own calls.

1011.1.1.3 Be effective, flexible and efficient in coping with varying demands.

1011.1.1.4 Provide a high level of customer care to all Helpdesk Users, creating confidence that a timely response will be achieved.

1011.1.1.5 Marshal resources to the maximum benefit to the Employer.

1011.1.1.6 Co-ordinate emergency responses in a proficient and professional manner.

1011.1.1.7 Provide monitoring of specific systems twenty-four (24) hours a Day, seven (7) Days a week, fifty-two (52) weeks a Year.

1011.1.2 The Helpdesk Service shall form the day-to-day notification interface between the Employer and the Contractor. The extent of activities that may occur within the scope of the Services is principally expected to include, but not limited to, the following:

1011.1.2.1 The reporting of all queries and Ad Hoc Service requests relating to the Services.

1011.1.2.2 The notification of faults and complaints from any of the Helpdesk users relating to the Services.

1011.1.2.3 Requests for temporary changes to the delivery and scope of Services.

1011.1.2.4 Monitoring of BMS, alarms and security systems (if appropriate).

1011.1.2.5 Notification of Emergencies / reactive maintenance / repairs.

- 1011.1.2.6 Requests for Emergency contact information.
 - 1011.1.2.7 The issue of instructions and notices by the Employer in relation to this Contract.
 - 1011.1.2.8 Request for information relating to the operation of the Helpdesk Service.
 - 1011.1.2.9 Update of progress regarding any Service Request or Service Failure notified to the Helpdesk.
- 1011.1.3 It is largely encouraged that an electronically automated reporting procedure is in use for reporting of reactive maintenance via CAFM system on the intranet (Planet FMe). However, where non-property related calls are received by the help desk end user, the Contractor shall not provide a call-forwarding service. However the Contractor shall instruct the caller to make direct contact with the appropriate personnel. If the Contractor does not have the information available to assist, then the Contractor shall refer the caller to the Employer.
- 1011.1.4 The Contractor shall comprise a manned facility receiving, logging and responding appropriately to direct all requests received electronically (automated through the CAFM system), verbal, telephone, letter, facsimile, email and other communications and liaising with all Helpdesk Users on the progress of work. For the avoidance of doubt, no form of electronic answer service shall be considered as meeting the requirements of receiving an inbound telephone call.
- 1011.1.5 It is recognised that the Helpdesk Service may co-ordinate responses through secondary specific Service personnel. However at all times the central Helpdesk Service shall be fully responsible for managing and co-ordinating the responses and shall be the single point of contact for the Employer. The Helpdesk Service will maintain responsibility for each Service Request, ensuring closed-loop feedback with the Employer.
- 1011.1.6 The Contractor shall ensure that:

- 1011.1.6.1 Clear user instructions on the agreed use of the Helpdesk Service will be provided to the Employer in an agreed form at least thirty (30) Days before the Helpdesk Service commences operations (Helpdesk Service shall be operational during one month parallel running phase).
- 1011.1.6.2 Updates to the instructions shall be provided to the Employer from time to time, as necessary.
- 1011.1.6.3 Following the completion of the users' instructions, all Helpdesk Users and the Employer are familiar with these Helpdesk Service instructions.
- 1011.1.7 The Contractor shall ensure that all new staff are familiarised with the use of the Helpdesk as part of their induction training. The Contractor shall provide training as may be required to ensure users are aware of procedural updates.
- 1011.1.8 The Contractor shall agree with the Employer the call category protocol that enables Helpdesk staff to automatically determine the category in accordance with the Performance Standards in accordance with the Specification of Services for each Service Request made or Service Failure reported.
- 1011.1.9 Helpdesk staff shall be trained to assess the likely classification of service requirements resulting from a Service Request made or Service Failure reported in accordance with the agreed Service Failure categories and respond accordingly in accordance with the categories and priorities detailed within the Maintenance Strategy Specification 1020.2.
- 1011.1.10 The Contractor shall ensure that Helpdesk staff are trained to respond to enquiries in an informed manner, in accordance with the Employer's Policies and appropriate codes of conduct.
- 1011.1.11 The Contractor shall log all Service Requests made and Service Failures reported. The Contractor shall record all relevant details, including but not limited to, the following information:

- 1011.1.11.1 Requester's/reporter's name.
 - 1011.1.11.2 Date and time.
 - 1011.1.11.3 Location (Functional Area and Unit).
 - 1011.1.11.4 Nature of the Service Request or Service Failure.
 - 1011.1.11.5 Service required.
 - 1011.1.11.6 Categorisation (priority).
 - 1011.1.11.7 Service Response and Resolution Times.
 - 1011.1.11.8 Unique request reference.
 - 1011.1.11.9 Service provider and contact name to which the request was passed.
 - 1011.1.11.10 Date and time request passed to the Contractor..
 - 1011.1.11.11 Action taken.
 - 1011.1.11.12 Actual resolution time achieved.
- 1011.1.12 The Contractor shall generate an activity request report for each Service Request or Service Failure reported. The activity request report shall be demonstrably communicated to the relevant Contractor operative. Such communication shall be documented.
- 1011.1.13 The Contractor shall inform the Helpdesk User of the proposed course of action and Response and Resolution Time allocated. The Helpdesk Service shall co-ordinate the appropriate response to all requests.
- 1011.1.14 The relevant Contractor operative shall respond to the Service Request or Service Failure reported and on completion of the remedial activity shall inform the Helpdesk Service together with the achieved response, resolution time and the action undertaken. This information shall be logged onto the Helpdesk system.
- 1011.1.15 The Contractor shall provide all such information and or Data as is required to complete the Monthly monitoring report. For the avoidance of doubt, all reports shall clearly identify the Affected

Property functional area, unit and or Service in which the Service Failure has occurred or Service Request posted. This shall include but not be limited to:

- 1011.1.15.1 A summary of all Service Requests and Service Failures reported to the Helpdesk during the Contract Month including allotted target Service Response and Resolution Times where applicable and those achieved.
 - 1011.1.15.2 A summary of all Service Failures and (including quality failures).
 - 1011.1.15.3 The functional part(s) / unit(s) affected.
 - 1011.1.15.4 The duration of any Service Failure not rectified on time in any Affected Property functional part / unit in minutes, with the time and date it commenced and the time and date it ceased.
 - 1011.1.15.5 Any specific areas of concern or interest so identified by the Employer.
 - 1011.1.15.6 The identification of any trends in performance / activity.
 - 1011.1.15.7 The deductions to be made from the Prices in respect of failure to meet Key Performance Indicators.
 - 1011.1.15.8 Any volume-related adjustments to be made to the Prices.
- 1011.1.16 The Contractor shall ensure that information logged with the Helpdesk shall not be amended unless there is a system in place to record:
- 1011.1.16.1 The exact nature and impact of the amendment.
 - 1011.1.16.2 The reason for the amendment.
 - 1011.1.16.3 By whom the amendment was authorised.

- 1011.1.17 The Contractor shall ensure the Employer is given full electronic access to all Helpdesk records at any time and all historical data made available to the Employer at the end of the Contract Term.
- 1011.1.18 In the event of an Emergency, the Helpdesk shall assist in raising the alarm, reporting the incident to internal and external authorities, co-ordinating the response and logging the details. In the event that the emergency is out of normal working hours the employer's duty manager will in the first instance contact the contractor. If the contractor feels it is necessary to attend the site they shall in the first instance contact the Service Manager for approval to proceed. The contractor is to supply each establishment with all emergency contact numbers. The call should then be logged on the CAFM system at the earliest opportunity through the helpdesk.
- 1011.1.19 The Contractor shall answer 70% of all telephone calls within 20 (twenty) seconds.
- 1011.1.20 The Contractor shall keep the Helpdesk user informed should problems occur with executing the Service Response or Service Failure response.
- 1011.1.21 The Contractor shall ensure confidentiality is maintained in line with the Employer's Policies.
- 1011.1.22 The Contractor shall monitor its activities and carry out quarterly customer satisfaction surveys in a format to be agreed with the Employer and follow-up reports and feedback to the Employer on a regular basis through the use of documented surveys. Where satisfaction is found to be below 85%, the Helpdesk Service shall carry out a review and produce an action plan to address the problem.

Specification Name

CAFM

Specification Reference Number

1011.2

1011.2 CAFM

1011.2.1 The Contractor shall perform a professionally managed, high-quality Computer Aided Facilities Management (CAFM) Service, which shall provide the following key requirements:

- (a) management of the Employer's Assets and Work Orders through to completion, planning and recording of maintenance regimes, and management of energy consumption;
- (b) a flexible reporting tool for regular and Ad Hoc presentation and analysis of the property / asset data held in the CAFM as requested by the Employer as part of the Service;
- (c) recording, reporting and analysis of the Contractor's performance, and self-monitoring of the Helpdesk Services; and
- (d) knowledge management expertise to develop and analyse reports for the Employer.

1011.2.2 The Contractor shall operate the CAFM system Planet FMe provided by the Employer for use by the Contractor and the Employer.

1011.2.3 The Contractor shall achieve the following benefits from the CAFM:

- 1011.2.3.1 A common system for all Work Orders to allow the Employer full transparency of activity throughout the supply chain.
 - 1011.2.3.2 Standardised reporting regime.
 - 1011.2.3.3 Development of a comprehensive Asset Register.
- 1011.2.4 The Contractor shall manage the Employer's Assets and Work Orders and plan and record maintenance regimes within the CAFM.
- 1011.2.5 The Contractor shall utilise the CAFM to support the management of Service requests, this shall include but not be limited to the automated identification of:
 - 1011.2.5.1 Maintenance strategies.
 - 1011.2.5.2 Service Levels.
 - 1011.2.5.3 Critical spares/Assets.
 - 1011.2.5.4 Identification of relevant Contractor operative.
- 1011.2.6 The Contractor shall ensure that the Employer is able to capture the maintenance cost for each Asset. The Contractor shall allow the Employer to monitor commitment against individual purchase orders and accounting codes to be provided by the Employer.
- 1011.2.7 The Contractor shall ensure that approval/rejection/place on hold of Work Requests is managed within the system. Therefore the Contractor shall ensure that the authority is notified at any point where action is required.
- 1011.2.8 Planned Preventative Maintenance (PPM) schedules will be kept within the CAFM and maintained by the Contractor. PPM Schedules shall be capable of being linked to the Asset Register to allow for development of Forward Maintenance Programming and optimisation of maintenance over the lifecycle of an Asset.

- 1011.2.9 An up-to-date list of the maintained assets and tasks will be held within the Employer's CAFM Planet FMe and provided for use by the Contractor; the maintained assets are categorised as follows:
- 1011.2.9.1 Red – indicates Statutory, legislative or Prison Service Mandatory requirement, nationally-required essential maintenance applicable to all maintained assets.
 - 1011.2.9.2 Amber – indicates business-critical maintenance.
 - 1011.2.9.3 Green – indicates non essential or discretionary required maintenance.
- 1011.2.10 All Planned Maintenance is to be approved by the Service Manager in accordance with Specification 1015.4.
- 1011.2.11 The Contractor shall ensure that the CAFM automatically schedules and generates PPM work orders / task orders and shall allow the Employer to view all tasks for the next twelve (12) Calendar Months.
- 1011.2.12 The Contractor shall provide the Employer with integrated asset management functionality through the CAFM, including a tracking, reporting and trend analysis.
- 1011.2.13 The Contractor shall ensure that the management of instances of asbestos found throughout the portfolio are recorded within the CAFM. This shall include compliance with Health and Safety legislation, including holding risk assessments.
- 1011.2.14 The Contractor shall record all consumption and expenditure levels for all utilities at each Affected Property, including the input and update of all environmental data. The Contractor shall provide a reporting facility, allowing for trend and other statistical analysis to be undertaken.
- 1011.2.15 The Contractor shall record Estates Management Data to provide a clear understanding of the repair and maintenance obligations for each Affected Property.

- 1011.2.16 The Contractor shall scan and upload record and maintain copies of all statutory compliance certification within the CAFM.
- 1011.2.17 The Contractor shall provide a variety of standard reports as required by the Employer.
- 1011.2.18 Where a failure in performance or operation of any part of the CAFM causes it to not meet the Service Levels, the Contractor shall be responsible for ensuring that required maintenance is undertaken to ensure resolution within the agreed timescales.
- 1011.2.19 The Contractor shall develop and make available to the Employer:
- 1011.2.19.1 A Systems Security Policy.
 - 1011.2.19.2 Secure Operating procedures.
- 1011.2.20 The Employer maintains the right to carry out a security audit on any part of the Contractor's input Data/records/information within the CAFM system.
- 1011.2.21 The burden for procuring user licences for the CAFM software shall be a requirement on the Employer to ensure access to the Contractor Staff for the quantity as specified.
- 1011.2.22 The Contractor shall ensure that:
- 1011.2.22.1 Licences are controlled.
 - 1011.2.22.2 Licences are actively managed, including recycling where staff have left or moved.
- 1011.2.23 A full back-up service for the Current CAFM system (Planet FMe) is provided automatically through the national ITC contract with HP as part of the SDA. In the event this agreement should expire or there is a change in CAFM system the Contractor shall ensure it has comprehensive controls to provide regular back-up of records, and that a regular automated back-up of the Data is carried out as specified by the Employer.
- 1011.2.24 The *Contractor* shall maintain, update and validate the data in the CAIP database by way of annualised condition surveys as part of

its responsibility for the mandatory annual Planned Inspection of Buildings survey to be undertaken in accordance with PSO 5900. The *Contractor* shall also ensure the data in the CAIP database is kept in synch with the assets held in the HM Prison Service CAFM system (currently Planet FMe). The *Contractor* shall note that updating and validations may be by the use of tablet PC's and/or the CAIP system's standalone data entry module.

1011.2.25 The Employer shall provide IT support to assist the Contractor with maintaining its obligations in respect of operating the CAFM.

1011.2.26 The Contractor shall demonstrate BS 15000 Certification and adopt compliant processes in its management of the support services to the Employer where appropriate to this Service.

1011.3 Functional requirements of CAFM System:

Helpdesk	Able to record and report by each Affected Property or region.
	Ability to review work assignment to both maintenance staff and Sub-contractors.
	Easy tracking of maintenance activity, status updates and the provision of on-screen alerts.
	Automated email notifications of work requests.
	Automatic status updates to the Employer's Representatives
	Easy search and visibility of calls.
	Automatic associated hazard warnings, such as asbestos alerts.
	Cost Allocation.
	Clear and proactive management of Service Level Agreements.
	Call logging via intranet/internet.
	Automated prioritisation of work and job escalation when appropriate.
Asset Tracking	Numerous elements of Data storage against Assets including location, warranty, parts and maintenance records.
	Logical grouping of Assets for easy storage, retrieval and viewing.
	Link between facilities Helpdesk and planned maintenance enables full visibility of an Asset's service history.
	Future actions and maintenance requirements will generate alerts at the appropriate time.
	Integration with other facilities Data provides detailed financial and ownership details.

	Movement and tracking of Assets within existing or external systems.
	Association of Assets to personnel departments or locations.
	Asset contract association for automatic issue of related work orders to maintaining contractors.
	Easy export of Asset Data to third party applications or generation of an Asset Register.
	Full Asset reporting available for automatic distribution to interested parties.
	Ability for two-way communication, import Data from third party financial software or export to a Data file.
Cost Control	Costs tracked through multi-level hierarchy of budgets, thresholds, contracts, elective works and projects.
	Transparent views of full facilities spend and generation of single or multi-line purchase orders.
	Ability to discount purchase orders or individual line items.
	Purchase order receipt acknowledgement.
	Easy to navigate, search and view all budget information.
	Projects functionality enables tracking of project spend, key dates and stakeholders.
	Easy distribution of information to stakeholders.
	Financial reports available for Ad Hoc reporting or scheduled generation.
	Easy to navigate Data tree ensures simple management and retrieval of all facilities information.
	Management of Health & Safety equipment and Service Requests.
Property Management	Dynamic link to property related planned maintenance activities.
	Storage and maintenance of hazardous element Data such as asbestos.
	Ability to track condition of building elements including structure, fabric and mechanical.
	Monitoring of building lifecycle costs and energy efficiency.
	Storage of all property related documents such as contracts, lease agreements and Health and Safety documents.
	Easy to navigate storage of all company and building contact information.
	Generation of property management reports.
	Use of familiar AutoCAD tools to detail and manage space allocation.
	Map spaces, Assets and assign attributes.
	Two-way communication between facilities drawings and the Database.
	Easy movement and tracking of Assets.
Report	Helpdesk performance management.

	Automatic generation of reports.
	Direct email distribution to stakeholders.
	Specific corporate reporting requirements easily created.
	Analyse the Data using reporting functionality.
	Extensive reports provided as standard.
	Measured performance benchmarking.
	Cost Control and monitoring.
System Configuration	The system shall have the ability to set varying group or user rights, which shall be determined by the systems administrators. User and or group rights will be commensurate with roles and responsibilities of operatives within each user group.

Specification Name

Planned Preventative Maintenance

Specification Reference Number

1015

1015 Planned Preventative Maintenance

1015.1 In respect of all of the Services, the Contractor shall provide a comprehensive Planned Preventative Maintenance (PPM) system in accordance with industry Best Practice.

1015.2 Planned Preventative Maintenance tasks shall be generated through the CAFM System (Planet FMe) monthly, in advance. The Task Sheet shall clearly identify the Asset type, location and work required. The Contractor shall on all occasions agree access arrangements for restricted areas in advance with the Helpdesk in order to avoid being denied entry and delaying the execution of the works. In addition, in multi-occupancy buildings, the Contractor shall be required to liaise with Landlords, Landlord's representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' requirements. For the avoidance of doubt the Contractor shall only liaise with Landlords, Landlords representatives and other relevant parties in respect of providing the Services.

1015.3 The applicable standards used for the generation of Planned Preventative Maintenance tasks are set out in their respective specification.

1015.4 The Contractor shall ensure that an annual planned maintenance programme for the relevant year that fulfils the requirements of this PPM strategy is available on the CAFM in accordance with the following process:

- 1015.4.1 Not less than six (6) weeks prior to the commencement of an annual planned maintenance programme, the Contractor shall provide the Service Delivery Manager with a proposed annual planned maintenance programme.
- 1015.4.2 The Service Delivery Manager will notify the Contractor of any comments.
- 1015.4.3 The Contractor shall revise the proposed annual planned maintenance programme to take account of the Employer's comments, and shall resubmit it to the Employer.
- 1015.4.4 If the Service Delivery Manager has any further comments the process at Clause 1015.4.2 and 1015.4.3 shall be repeated.
- 1015.4.5 If the Service Manager notifies the Contractor that they have no comments, or fails to notify any comments within two (2) weeks of receiving the proposed annual planned maintenance programme (or the revised programme, as the case may be), the Contractor may proceed to implement the programme.
- 1015.4.6 No comment or absence of comment by the Service Manager shall in any way relieve the Contractor of any of its obligations, responsibilities or liabilities under the Contract (including this PPM strategy).
- 1015.4.7 The Contractor will be able to prioritise work on the system based on Service Focused Maintenance and make adjustments to suit availability of resources. Any such adjustments shall be submitted to the Service Delivery Manager for comments in accordance with paragraphs 1015.4.1 to 1015.4.6 above.
- 1015.4.8 The Contractor shall work to the annual planned maintenance programme.
- 1015.4.9 The annual planned maintenance programme shall detail the frequency, schedule of tasks, input requirements,

maintenance standards to be applied and resource requirements for all Services.

1015.4.10 The annual planned maintenance programme shall cover all the maintenance requirements of the Contract ranging from the day-to-day routine maintenance activities through to major asset management activities, including utilities usage.

1015.4.11 The annual planned maintenance programme shall also provide a detailed risk assessment for all scheduled maintenance tasks. The risk assessment must address all issues that are relevant to the respective Business Unit and individual sites.

1015.4.12 In producing the annual planned maintenance programme, the Contractor shall take due account of:

- (a) any relevant equipment manufacturers' recommendations;
- (b) industry standard specifications; and
- (c) the Contractor's experience of similar equipment and services.
- (d) Employers Mandatory instructions (PSI, PSO) in accordance with Prison service Non standard items
- (e) the risk to and/or impact upon the business that could result from failure of the asset.
- (f) the risk to and/or impact upon the business whilst undertaking service and maintenance of equipment.
- (g) new and innovative maintenance procedures

1015.4.13 The Contractor shall ensure activities where the time between activities is greater than one (1) year are programmed to be undertaken on an appropriate rolling programme. The contractor is to note that Planet FMe

plans work 2 years in advance and is on a rolling programme.

Specification Name

Additional Work Ad-Hoc

Specification Reference Number

1017

1017. Works – Ad Hoc

1017.1 Elective Works

1017.1.1 The Contractor shall note that alterations, additions and projects are all additional Works to the day-to-day maintenance activities within the Contract and shall all be authorised as elective Works in accordance with the Compensation Event process

1017.1.2 Works up to a total value excluding VAT of £500,000 (including labour, materials, profit, overheads and any other relevant costs) may be required by the Employer:

- (a) to be managed and executed by the Contractor (generally up to £50,000 and by exception up to £150,000);
- (b) to be managed by a third party and executed by the Contractor (generally up to £50,000 and by exception up to £150,000); or
- (c) to be managed by the Contractor and executed by another party appointed under a different Framework; (generally over £50,000); or

- (d) to be managed and executed by third parties (generally over £50,000) .

Where the Employer has elected to use the Contractor to manage and / or execute Works the following shall generally apply:

Works estimated below £10,000 managed and executed by the Contractor shall require either:

- (i) A minimum of one written quotation for each element of the requirement which should include a detailed cost breakdown on an 'open book' basis with the applicable Contractors / sub-contractor percentage additions identified separately; or
 - (ii) A National Schedule of Rates (NSR) quotation for any element of the requirement which can be aligned to the rates included within Annex 8 of the Contract Document, Section 4, Schedule 3 – Price List and a minimum of one written quotation for any element of the requirement which cannot be aligned. Again, this should include a detailed cost breakdown on an 'open book' basis with the applicable Contractors / sub-contractor percentage additions identified separately.
- (b) Works estimated above £10,000 but below £50,000 managed and executed by the Contractor shall require either:
- (i) A minimum of three written quotations for each element of the requirement which should include a detailed cost breakdown on an 'open book' basis with the applicable Contractors / sub-contractor percentage additions identified separately; or

- (ii) A National Schedule of Rates (NSR) quotation for any element of the requirement which can be aligned to the rates included within Annex 8 of the Contract Document, Section 4, Schedule 3 – Price List and a minimum of one written quotation for any element of the requirement which cannot be aligned. Again, this should include a detailed cost breakdown on an 'open book' basis with the applicable Contractors / sub-contractor percentage additions identified separately.
- (c) Works estimated above £50,000 but below £150,000 managed and executed by the Contractor shall require either:
 - (i) A minimum of three written quotations for each element of the requirement which should include a detailed cost breakdown on an 'open book' basis with the applicable Contractors / sub-contractor percentage additions identified separately.
- (d) If any element of the quotation is not in NSR format the Contractor must complete a Certificate of Bona Fide Quotation.
- (e) Where the Works are managed by the Contractor it shall be responsible for the provision of all professional services (project managers, building control officers, designers, CDM Coordinators, etc) required to complete the Works.
- (f) Where the Works are to be executed by the Contractor it shall be Principle Contractor for the purposes of the CDM Regulations.
- (g) Where the Employer instructs the Works to be carried out as Project Works either the NEC Engineering and Construction Contract (ECC) or the NEC Engineering and

Construction Short Contract (ECSC) shall apply (as instructed by the Employer). The Contractor is referred to Section 3, Schedule 13 – Project Works for the ECC Contract Data and Z Clauses and ECSC Contract Data and Z Clauses.

- (h) Where the Employer instructs the Works as a Task Order then clause X19 of the Terms Services Contract (TSC) shall apply.
- (i) Where the Employer has identified that elective Works are required the Employer will provide Contract Data specific to the proposed elective Works.

Specification Name

Forward Maintenance Programme

Specification Reference Number

1018

1018. Forward Maintenance Programme

1018.1 The Contractor shall provide for the Assets (and Equipment as listed in the Data Pack) a Maintenance / Lifecycle / Improvement Plan (Forward Maintenance Register) covering the entire Contract Period to the Employer in sufficient detail to enable the Employer to plan to minimise disruption to the Employer's activities. The Contract Period Maintenance Plan is to be approved by the Service Manager and shall be at least to the level of detail of the example incorporated in the Data Pack. The Maintenance Plan is to be submitted within 6 months of commencement of the Contract on all Affected Property under the control and responsibility of the employer including external buildings.

1018.2 The Contractor shall include all Planned Preventative Maintenance tasks within the Maintenance Plan.

1018.3 The Contractor shall provide an annual schedule of Programmed Maintenance detailing the rooms affected (and the extent of such impact) and timescales of each item of work. The schedule of Programmed Maintenance shall be at least to the level of detail of the example incorporated in the Data Pack). The Programmed Maintenance activities shall demonstrate that the Assets, Plant and Equipment are planned to comply with the Service Standards (set out below), the requirements of manufacturers' original and subsequently amended specifications and warranties, and the General

Requirements Specification set out in Section 3, Schedule 2 – General Requirements.

1018.4 The Contractor shall provide a quarterly update to the schedule of Programmed Maintenance.

1018.5 The Contractor may be requested to carry out and complete maintenance work drawn from the schedule of Programmed Maintenance at the agreed scheduled time to meet the requirements of the Minimum Maintenance Standards (set out below), the requirements of manufacturers' original and subsequently amended specifications and warranties, and the General Requirements Specification set out in Section 3, Schedule 2 – General Requirements. For the avoidance of doubt this shall include tests and inspections for insurance purposes, which shall be undertaken by independent qualified engineers.

1018.6 The Contractor shall ensure no Programmed Maintenance is carried out in areas outside the Core Hours without prior written consent from the Service Manager. In the event that a department or area is in use by the Employer during any pre-agreed access times agreed with the Employer for each area within the Affected Property, the Employer may inform the Contractor that the Service shall not be carried out due to the disruption to Employer operations. The Contractor shall liaise with the Employer to agree an alternative time to carry out the Service that in some areas may require one months notice. Where the Contractor carries out the Service at the agreed alternative time, the Contractor shall be deemed to have complied with carrying out the Service.

1018.7 Where the Employer raises comments in respect of any Programmed Maintenance periods and/or hours of work shown in a schedule of Programmed Maintenance, he shall indicate whether, and if so when, the Programmed Maintenance can be re-scheduled and the Contractor shall amend the relevant schedule of Programmed Maintenance accordingly.

1018.8 Each schedule of Programmed Maintenance shall contain the following information (the Programmed Maintenance Information):

1018.8.1 Details of the proposed start and end dates for each period of Programmed Maintenance, the Service to be carried out and the proposed hours of work.

1018.8.2 Details of any effect of the Programmed Maintenance on the delivery of any of the Services and/or the activities of the Employer.

Minimum Maintenance Standards

(NB: The following list is not exhaustive and the Contractor shall fully ascertain all the Employer's requirements)

BUILDING ELEMENTS	REQUIREMENT
SUBSTRUCTURE	Applicable Specification: <ul style="list-style-type: none">1024 – Building Fabric Maintenance Maintenance Standards: <ul style="list-style-type: none">Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current conditionAs a minimum each Affected Property shall be maintained in its current condition.
<ul style="list-style-type: none">Foundations	<ul style="list-style-type: none">Structurally sound and stable
<ul style="list-style-type: none">Lift pits	<ul style="list-style-type: none">Structurally sound and stableFree from standing water
<ul style="list-style-type: none">Cable trenches	<ul style="list-style-type: none">Free from standing water
<ul style="list-style-type: none">Ground floor slabs	<ul style="list-style-type: none">No movement or rocking, cracks sealed
<ul style="list-style-type: none">Expansion joints	<ul style="list-style-type: none">Joints sealed and no leaks or dampness
<ul style="list-style-type: none">Surface treatments	<ul style="list-style-type: none">Intact and suitable for use

FRAME	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. ▪ As a minimum each Affected Property shall be maintained in its current condition.
<ul style="list-style-type: none"> ▪ Structural steelwork and fixings 	<ul style="list-style-type: none"> ▪ Structurally sound and stable
<ul style="list-style-type: none"> • Intumescent coatings 	<ul style="list-style-type: none"> ▪ Fire Protection intact
<ul style="list-style-type: none"> • Paint 	<ul style="list-style-type: none"> ▪ Corrosion protection intact
<ul style="list-style-type: none"> ▪ Reinforced/precast concrete 	<ul style="list-style-type: none"> ▪ Structurally sound and stable
ROOF	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. ▪ As a minimum each Affected Property shall be maintained in its current condition.
<ul style="list-style-type: none"> ▪ Roof Sheeting 	<ul style="list-style-type: none"> ▪ Integrity of lightning protection system maintained ▪ Corrosion protection intact ▪ Weathertight and securely fixed
<ul style="list-style-type: none"> ▪ Flashing 	<ul style="list-style-type: none"> ▪ Weathertight and securely fixed
<ul style="list-style-type: none"> ▪ Rooflights and glazing 	<ul style="list-style-type: none"> ▪ Weathertight and securely fixed, clean and unbroken
<ul style="list-style-type: none"> ▪ Gutters and rainwater systems 	<ul style="list-style-type: none"> ▪ No blockages or leaks

EXTERNAL WALLS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. As a minimum each Affected Property shall be maintained in its current condition.
▪ Wall Sheeting	▪ Weathertight and securely fixed
▪ Precast spandrel panels	▪ Weathertight and securely fixed
▪ Curtain wall	▪ Weathertight, securely fixed, clean and unbroken
▪ Rendering	▪ Weathertight, securely fixed, clean and unbroken
▪ Brickwork/blockwork	▪ Structurally sound and stable and free from visible efflorescence/moss growth/all pointing is sound
▪ Eaves	▪ Structurally sound, weathertight and stable (copings, parapets)
▪ Balconies	▪ Structurally sound and stable and free from visible moss growth
▪ Chimneys; flues	▪ Structurally sound and secure and free from blockage/excess soot
WINDOWS AND EXTERNAL DOORS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance 1087 – Safety Film <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. As a minimum each Affected Property shall be maintained in its current condition.
▪ Windows and glazing	▪ Weathertight, clean and unbroken
▪ Louvres / smoke extract	▪ Weathertight, operational and properly fixed
▪ External doors	▪ Weathertight, fully operational and secure
▪ Roller shutters	▪ Operational and properly fixed

▪ Security locks/latches	▪ Complete and fully operational. All locks and hinges to be checked quarterly to ascertain security and integrity
▪ Door ironmongery	▪ Complete and fully operational
▪ Window ironmongery	▪ Complete and fully operational
INTERNAL PARTITIONS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3 Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. ▪ As a minimum each Affected Property shall be maintained in its current condition.
▪ Fire/smoke joints	▪ Integrity to be maintained
▪ Common/painting quality	▪ Finishes intact
▪ Movement joints	▪ Joints sealed
▪ Stud-plasterboard faced	▪ Clean undamaged and finishes intact
▪ Proprietary water closet partitions	▪ Clean and finishes intact
▪ Screen walls	▪ Clean undamaged and finishes intact
INTERNAL DOORS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. ▪ As a minimum each Affected Property shall be maintained in its current condition.
▪ Internal doors and glazing	▪ Clean and finishes intact
▪ Security locks/latches	▪ Complete and fully operational. All locks (including custody locks) and hinges to be checked quarterly to ascertain security and integrity
▪ Door ironmongery	▪ Complete and fully operational
▪ Window ironmongery	▪ Complete and fully operational

<ul style="list-style-type: none"> Security screens, gates and grilles 	<ul style="list-style-type: none"> Fully operational and finishes intact. All security gates to be checked every 6 months
STAIRS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. As a minimum each Affected Property shall be maintained in its current condition.
<ul style="list-style-type: none"> Stairs; walkways; safety barriers 	<ul style="list-style-type: none"> Safe and finishes intact
<ul style="list-style-type: none"> Balustrades and handrails 	<ul style="list-style-type: none"> Safe and finishes intact
<ul style="list-style-type: none"> Access ladders 	<ul style="list-style-type: none"> Safe and finishes intact
<ul style="list-style-type: none"> Fire escapes 	<ul style="list-style-type: none"> Safe and finishes intact
FINISHES	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition. As a minimum each Affected Property shall be maintained in its current condition.
<ul style="list-style-type: none"> Wall finishes 	<ul style="list-style-type: none"> Clean and intact

<ul style="list-style-type: none"> ▪ Floor finishes 	<ul style="list-style-type: none"> ▪ Safe, clean and intact ▪ Complete, according to their specification ▪ Fully fixed to the floor so as not to cause a Health and Safety hazard ▪ Free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard; ▪ Maintained in such a way as to provide a suitable uniform surface (taking into account the pre-existing sub-surface), with minimal resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in each Affected Property ▪ Provided with allowance for adequate drainage where necessary
<ul style="list-style-type: none"> ▪ Ceiling finishes 	<ul style="list-style-type: none"> ▪ Safe, clean and intact
<ul style="list-style-type: none"> • Suspended ceilings 	<ul style="list-style-type: none"> ▪ Safe, clean and intact
<ul style="list-style-type: none"> ▪ Decorations including paintwork, fabric and special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements 	<ul style="list-style-type: none"> ▪ Clean and intact. ▪ Complete according to their specification ▪ Free from all but minor surface blemishes or undue wear and tear ▪ Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice ▪ On occupation of the Affected Property a programme of redecoration will be approved by the Employer, prioritising areas of greatest need. All other internal and external areas will be decorated in accordance with 1024.1 Decoration and PSO 5900 and the programme shall be agreed with the Employer. ▪ As a minimum each Affected Property shall be maintained in its current condition.
<ul style="list-style-type: none"> ▪ Artwork; Sculptures 	<ul style="list-style-type: none"> ▪ Complete according to their specification ▪ Free from all but minor surface blemishes or undue wear and tear ▪ Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice

<p>FIXTURES AND FITTINGS</p> <p>including:</p> <ul style="list-style-type: none"> ▪ Window boards ▪ Hatches ▪ Vents ▪ Shelving ▪ Cupboards ▪ Railings ▪ Racking ▪ Notice boards ▪ Mirrors ▪ Balustrades ▪ Magnetic door holders ▪ Medical and general equipment and associated specialist services 	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance ▪ 1087 – Safety Film <p>Maintenance Standards - All fixtures and fittings shall:</p> <ul style="list-style-type: none"> ▪ Operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way ▪ Function as intended ▪ Be free from all but minor surface blemishes and wear and tear ▪ Have intact, legible and illuminated luminescent strips, signs, notices, warning signs where appropriate ▪ Be free from corrosion
<p>SANITARY INSTALLATIONS</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Function as intended, without undue noise and vibration ▪ Provide a safe and comfortable environment ▪ Pipework and fittings fastened securely to their intended points of anchorage
<ul style="list-style-type: none"> ▪ Sanitary ware 	<ul style="list-style-type: none"> ▪ Safe, clean and serviceable
<ul style="list-style-type: none"> ▪ Sanitary ware fittings, baths and showers 	<ul style="list-style-type: none"> ▪ No leaks, operational, hygienic, secure and to design standards
<p>MECHANICAL SERVICES INSTALLATIONS - PLUMBING</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical <p>Maintenance Standards:</p>

<ul style="list-style-type: none"> Hot and Cold Water Systems 	<ul style="list-style-type: none"> Water shall be delivered at the correct temperatures, quality and standards and flow rates in compliance with manufactures technical specification/ and/or the intended system design requirements without undue noise or vibration Taps, valves and other related fittings and fixtures shall function as intended Pipework and fittings shall be fastened securely to their intended points of anchorage There shall be no drips or leaks of water from pipework, taps, valves and/or fittings All insulation is in place and un-damaged
<ul style="list-style-type: none"> Cold water storage tanks 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Cold water booster sets 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Gas fired instantaneous hot water 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Boilers - Pipework valves and pumps 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Boilers - Electrical supplies to plumbing services 	<ul style="list-style-type: none"> Operational and to design standards
<ul style="list-style-type: none"> Macerator 	<ul style="list-style-type: none"> Operational and to design standards
<ul style="list-style-type: none"> Hydrant/fire water storage tank 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> Hydrant/fire main booster set 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> Fire main and hydrants 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> External pipework, valves & pumps 	<ul style="list-style-type: none"> No leaks, operational and to design standards

<p>MECHANICAL SERVICES INSTALLATIONS – PUBLIC HEALTH AND OTHER DRAINAGE SYSTEMS (including all sanitaryware and associated fittings)</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical <p>Maintenance standards:</p> <p>Public health and other drainage systems shall:</p> <ul style="list-style-type: none"> Function as intended, without undue noise and vibration Provide a safe and comfortable environment Include for all pipework and fittings fastened securely to their intended points of anchorage Ensure that there shall be no leakage of waste and/or foul water and/or rain water
<p>MECHANICAL SERVICES INSTALLATIONS - MECHANICAL</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical 1035 – Ventilation And Air Conditioning Systems 1063 – Environmental Cleaning <p>Maintenance Standards:</p>
<ul style="list-style-type: none"> Heating, Air Conditioning and Mechanical Ventilation Systems including: <ul style="list-style-type: none"> Boilers, calorifiers and heat exchangers Fume cupboards Humidifiers Heaters Ductwork Mixing boxes and dampers Coolers Inlet/outlet grilles Refrigeration plant Cooling towers Other local ventilation systems 	<ul style="list-style-type: none"> All ventilation systems shall function as intended without undue noise or vibration Air changes and ventilation levels shall be provided as required to achieve the construction requirements Ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage There shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems Ventilation systems shall be secure to authorised access only Ventilation systems shall be free from corrosion, erosion and organic growth All pipework and fittings shall be clearly labelled to identify its service All insulation is in place and un-damaged
<ul style="list-style-type: none"> Boiler modules and flues 	<ul style="list-style-type: none"> No leaks, operational and to design standards

• Pressurisation sets	▪ No leaks, operational and to design standards
• Duty/standby pump sets	▪ No leaks, operational and to design standards
• Gas fired unit heaters	▪ No leaks, operational and to design standards
• Air Compressors	▪ Fully operational and to design standards
• Pipework, valve pumps, radiators	▪ No leaks, operational and to design standards
• Electrical supplies to mechanical service	▪ Operational and to design standards
• Toilet and shower extract ventilation fans	▪ Operational and to design standards
• Heat recovery systems	▪ Operational and to design standards
• Area extract ventilation fans	▪ Operational and to design standards
• Area supply ventilation fans	▪ Operational and to design standards
• Area supply air handling units	▪ No leaks, operational and to design standards
• Air Conditioning Units/DX Units	▪ No leaks, operational and to design standards
• Fume, dust heat extract systems	▪ No leaks, operational and to design standards
• Ductwork dampers, filters, grills, diffusers	▪ No leaks, operational and to design standards
• Electrical supplies to ventilation services	▪ Operational and to design standards
• Fire Dampers	▪ Operational and to design standards
• Heater Batteries	▪ Operational and to design standards

MECHANICAL SERVICES INSTALLATIONS – FIRE PROTECTION EQUIPMENT	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical <p>Maintenance Standards:</p> <p>Fire extinguishers and other fire protection equipment shall be:</p> <ul style="list-style-type: none"> ▪ Maintained in accordance with BS 5306: Part 3 Code of Practice or equivalent ▪ Sound, secure and fixed to their intended points of anchorage ▪ Fully operational within the manufacturer's recommendations ▪ Inclusive of hydrants, sprinklers and hoses which shall be at correct operating pressure and capacity ▪ Inclusive of pipework which shall be free from corrosion, leaks and drips ▪ Of suitable type and quantity for the hazards present within their vicinity ▪ Sprinkler/deluge systems shall be leak free, operational and to design standards ▪ Fire hosereels shall be leak free, operational and to design standards
ELECTRICAL SERVICES INSTALLATIONS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical ▪ 1046 – HV Switchgear Maintenance ▪ 1067.1 – Re-Lamping ad hoc ▪ 1076 – CCTV Maintenance ▪ 1082 – Barrier Control Maintenance ▪ 1083 – General Alarms and Other Communication Systems Maintenance ▪ 1089 – UPS Maintenance ▪ 1091 – Audio Visual Equipment Maintenance ▪ 1092 – Television Cabling <p>Maintenance Standards:</p>

<ul style="list-style-type: none"> Generators and Emergency Power Supply 	<ul style="list-style-type: none"> Standby power source shall be operational, secure and tested regularly Emergency lighting units shall comply with BS 5266, be free from dust, operational and fully charged Batteries and battery rooms shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged Static inverters shall be in working order and not overheat during normal operational loading Fully operational and to design standards. Generator control panels shall be fully operational and to design standards
<p>Medium Voltage Distribution System including distribution equipment and protective devices fuse switches, isolators, distribution boards, fuses, MCBs, ACB, ELCBs and RCDs, exposed distribution cables</p>	<ul style="list-style-type: none"> Ratings shall be clearly marked Fuse elements or circuit breaker mechanisms shall be in working order Contacts and connections shall be clean and mechanically tight There shall be no overheating during normal operating loads System shall be secure to authorised access only Recording instruments shall be operational where necessary Cable joint boxes shall be free from compound leaks Marker and covering notices shall be provided where necessary Wiring and cables shall be operational and to design standards Power factor correction equipment shall be operational and to design standards Main low voltage switch panels shall be operational and to design standards Sub-distribution low voltage switch panels shall be operational and to design standards

High Voltage Distribution

Systems including distribution equipment, protective devices, isolators, distribution units, OCBs, ACBs and ELCBs

- Ratings shall be clearly marked
- Fuse elements or circuit breaker mechanisms shall be in working order
- Contacts and connections shall be clean and mechanically tight
- No overheating shall occur during normal operating loads
- Systems shall be secure to authorised access only
- Recording instruments shall be operational where necessary
- Transformers shall be free from oil leaks
- Protective coatings shall be intact
- There shall be no signs of excessive heating
- The electric strength of oil shall be satisfactory
- Cable joint boxes shall be free from compound leaks
- Marker and covering notices shall be provided where necessary
- Wiring and cables shall be operational and to design standards
- High voltage ring main units shall be operational and to design standards
- Transformers shall be operational and to design standards

<p>Electrical Power and Other Cabled Systems including:</p> <ul style="list-style-type: none"> ▪ IT <ul style="list-style-type: none"> • Telephone and data cabling • Television and radio ▪ Lighting ▪ Communications <ul style="list-style-type: none"> • Public address • Inmate call ▪ Safety systems <ul style="list-style-type: none"> • Fire • Smoke detection ▪ Alarm systems <ul style="list-style-type: none"> • Detection close circuit television and infrared • Tamper • Perimeter wall • Inner perimeter fence 	<p>All electrical installations shall:</p> <ul style="list-style-type: none"> ▪ Comply with BS 7671 or equivalent ▪ Be weatherproof where appropriate ▪ Function as intended without undue noise or vibration ▪ Include for wiring, fittings, fixtures, controls and safety devices which shall be properly housed and fastened securely to their intended point of anchorage and labelled. (Safety devices shall be deemed to include all Un-interruptible Power Supplies (UPS) and power surge devices specified to protect personnel equipment) ▪ Have a complete lightning conductor, isolated and complying with BS EN 62305 or equivalent ▪ Have intact MICC or soft wiring, cable protective coatings ▪ Provide light emittance within design lux levels ▪ Be operational and to design standards
<p>Lift Installations</p>	<p>Applicable Specification: 1027 – Mechanical And Electrical 1074 – Lift Maintenance</p> <p>Maintenance Standards:</p> <p>Lifts shall:</p> <ul style="list-style-type: none"> ▪ Function as intended without undue noise or vibration ▪ Have a fully functioning control panel and phone ▪ Provide that no persons shall be trapped in a lift for more than 2 hours ▪ Be operational and to design standards

Specialist Installations	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical 1060 – Catering Equipment Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> All Specialist Services shall function as intended, at the correct temperatures, quality and standards and flow rates in compliance with manufactures technical specification without undue noise or vibration All pipework and fittings shall be fastened securely to their intended points of anchorage. There shall be no leaks of piped gases and/or liquids and/or solids All pipework and fittings shall be clearly labelled to identify its service
▪ Pneumatic security equipment	▪ Fully operational and to design objectives
▪ Electronic security equipment	▪ Fully operational and to design objectives
▪ Information technology and communications equipment	▪ Fully operational and to design objectives
▪ Laundry equipment	▪ Operational, hygienic and to design standards
▪ Kitchen including trolleys	▪ Operational, hygienic and to design standards
▪ Beverage stations/services	▪ Operational, hygienic and to design standards
▪ Medical equipment	▪ Operational, hygienic and to design standards
▪ Maintenance equipment	▪ Safe and operational
▪ Portable appliances	▪ All to be tested annually
▪ Testing hoists and lifting equipment	▪ All appropriate tests to be carried out by a specialist contractor, and register maintained for inspection
EXTERNAL WORKS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance standards:</p>
▪ Access and perimeter roads	▪ Safe, serviceable and free from weeds
▪ Car parks hardstandings and aprons	▪ Safe, serviceable and free from weeds
▪ Reinforced grass paving	▪ Safe, serviceable and regularly mown

▪ Exercise and hard play areas	▪ Safe, serviceable and free from weeds
▪ Street furniture	▪ Safe and serviceable
▪ Fencing and gates	▪ Safe, fully operational and secure
▪ Walls	▪ Safe and secure
▪ Perimeter Walls	▪ Structurally sound and stable and free from visible efflorescence/moss growth/all pointing is sound. Any wall security topping is as designed and in good condition.
▪ Landscaping and grassed areas	▪ Clean and tidy and acceptable according to recognised horticultural standards
▪ Grass surfaced playing fields	▪ Clean, tidy, free from water, and to guidelines set by Sports Council
▪ Lightning conductors	▪ Tested annually, to BS6651 and BS7430
DRAINAGE	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical <p>Maintenance standards:</p> <p>Public health and other drainage systems shall:</p> <ul style="list-style-type: none"> ▪ Function as intended, without undue noise and vibration ▪ Provide a safe and comfortable environment ▪ Include for all pipework and fittings fastened securely to their intended points of anchorage ▪ Ensure that there shall be no leakage of waste and/or foul water and/or rain water ▪ Soil water and foul water shall be free-flowing with no blockages or leaks, traps full
INCOMING SERVICES	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical <p>Maintenance standards:</p>

<ul style="list-style-type: none"> ▪ Energy / Utilities / Infrastructure Services <p>This includes but is not limited to:</p> <ul style="list-style-type: none"> • Sanitation and drainage systems • Water systems • Fuel storage plant • Electricity distribution system 	<p>Services shall be:</p> <ul style="list-style-type: none"> ▪ Free from leaks ▪ Maintained to deliver their specified capacity in compliance with manufactures technical specification
<p>GENERAL</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance ▪ 1027 – Mechanical And Electrical <p>Maintenance standards:</p> <ul style="list-style-type: none"> ▪ The Contractor shall have a programme for the control of infestation and vermin throughout the Affected Property ▪ The Affected Property is to be kept free of damp and decay ▪ All mobile equipment to be securely controlled and stored ▪ All non-mobile plant and equipment is to be securely fixed ▪ Electrical testing of circuits will be carried out 5-yearly, with 20 per cent being undertaken per year ▪ Statutory notices are to be displayed as required

Specification Name

Maintenance Strategy 2

Specification Reference Number

1020.2

1020.2 Maintenance Strategy 2

1020.2.1 Generally:

1020.2.1.1 The Contractor shall operate and maintain the fixed and installed Assets with the objective of:

- (a) providing a safe working environment for each Affected Property users;
- (b) maximising the useful life span of the building, plant and equipment including the use of innovation and new technology methods;
- (c) enabling each Affected Property users to effectively discharge their business functions;
- (d) ensuring efficient and cost-effective use of those Assets;
- (e) conducting quality assurance checks on planned and reactive maintenance undertaken by directly employed and subcontracted staff. The Employer reserves the right to inspect management checks on all maintenance records held by the Contractor;
- (f) complying fully with Government and Employer policy and guidance on environmental issues.

1020.2.2 It shall be the sole responsibility of the Contractor to ensure that all statutory Health and Safety requirements are met in respect of all maintenance works, testing, servicing and inspections undertaken through the Contract. The Contractor shall be required to comply with all legislation related to its delivery of the Contract for example Health and Safety at Work Act (HSAWA), Management of Health and Safety Regulations 1999, the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR) 1995, Regulatory Reform (Fire Safety) Order 2005 and other Health, Safety and Fire Regulations. The Contractor shall demonstrate that their staff and any sub-contracted staff are competent and able to identify the compliance required by the relevant health, safety and fire legislation related to its delivery of the Contract. The Contractor is to include for a representative to attend regular Health & Safety committee meetings attend relevant boards/meetings and actively contribute as a team member. The Contractor is to be responsible for ensuring litigation claims relevant to their work area have been dealt with in accordance with policy

1020.2.3 The Services delivered to the Affected Properties shall comply with Prison Service Orders (PSO), in particular PSO 5900 and Prison Service Instructions (PSI). In the event that a PSO or PSI does not meet current Best Practice, statutory legislation, etc., the Contractor shall deliver a Service commensurate with the higher / more onerous standard. The Contractor shall include the higher / more onerous standard within the Prices as set out in Section 4, Schedule 3 – Price List, and shall not be entitled to any payment in respect of the Services in the event that a PSO or PSI is updated to meet current (at the time the Contract is executed) Best Practice and statutory legislation.

1020.2.3.1 Where the Contractor considers that an Asset has reached the end of its economic life and in agreement with the Employer, such Assets shall no longer be covered by the Reactive Maintenance Threshold included for within the Prices, provided always that:

- (a) the CIBSE standard shall be used to define the economic end of life of an asset only as an initial guide to determining the economic end of life for an Asset;
- (b) the Contractor shall apply a sensible approach to the definition of systems and Assets, for example, a burner within a boiler being past its economic life shall not necessarily mean the boiler itself to be past its economic life;
- (c) degradation in itself shall not necessarily require Asset/ component replacement unless it results in unacceptable performance and repair is not economically justifiable;
- (d) the Contractor evidences that he is incurring additional costs due to the condition of the Asset, that would not reasonably be expected where the Asset was within its useful economic life;
- (e) the Contractor continues to meet any statutory requirements in relation to the Asset in question;
- (f) pursuant to Clause 1020.2.1.1 a, b, c, d and e above, the Contractor informs the Employer in writing of its request to declare the Asset as past its economic life, providing reasonable evidence to support its declaration; the Employer shall act reasonably in assessing the Contractor's declarations of assets being past their useful economic life, with disagreements subject to the dispute resolution procedure as described in this Contract.

1020.2.3.2 The Contractor shall be required to interact with the Helpdesk using the CAFM System to ensure that completions of all reactive and planned maintenance activities are recorded.

1020.2.3.3 There shall be a composite approach combining Planned Preventative Maintenance, Condition Based Monitoring, Reliability Centred Maintenance, Hours Run Scheduling, Reactive Maintenance and Breakdown Maintenance / Run To Fail as appropriate to the level of Service required, to the criticality of the item of plant and to the Maintenance Service Level allocated to the Affected Property. The Contractor shall undertake a risk / operational assessment of the critical areas, systems, processes and services and agree with the Employer the appropriate level of Service required. The Employer has adopted one (1) distinct Maintenance Service Level in relation to the procurement of hard facilities management services to each Affected Property. At each Affected Property where maintenance is required, the Employer has elected this Maintenance Service Level. This is indicated within Section 4, Schedule 3 – Price List.

1020.2.3.4 It is a fundamental requirement of this Specification that the Contractor take cognisance of the intimate relationship between operational elements and those elements of life cycle management. The Employer requires a demonstration through appropriate methodologies that the Contractor shall implement a holistic Planned Preventative Maintenance schedule to maximise the life of all built and installed Assets.

1020.2.4 Affected Property Classification:

1020.2.4.1 Each Affected Property is categorised under one of the following 2 classification categories:

- (a) **Custodial:** This category shall be used to identify those Affected Property that carry the highest operational risk, either due to the type or volume of work dealt with within the centre or its political or public importance, and where the consequence of a loss of functionality within/across the centre will

lead to significant loss to the Employer's business. As such Custodial would be viewed as critical to the delivery of the Employer's business. Custodial Affected Property would typically include Category A, B, C and D Prisons;

- (b) **Administration:** Affected Property within this category are those which currently deliver the Employer's administrative service provision across its Regional and Area network, and as such would include the Shared Service Centres, Residential Training Centre, Regional Learning Centres. Affected Property included within this category will cover significantly different geographical areas and operational needs and due to such Regional / Area differences it is recognised that the size of each Affected Property within the Administration banding will vary across the national estate due to the local assessment of its operational importance and criticality. However the guiding principle would be that an Administration Affected Property would be critical to the business within a defined Area and where the loss of such would present significant but localised operational risks/difficulties to the throughput of the Employer's business;

1020.2.5 Maintenance Service Level:

- 1020.2.5.1 To ensure a consistent approach to the application of service levels across the Employer's Affected Property one (1) level of maintenance service has been identified as follows:

- (a) **PSM:** The PSM level of service shall predominately be the level of service for those sites identified within the Custodial and Administration building classifications. The level of service is centred on the principle of providing a routine Planned Preventative Maintenance service covering all

building services, equipment and fabric to ensure the continued safe operational viability of that site. As such the M&E service provision would as a minimum be set by industry standards to the HVCA Standard Maintenance Specification for Services in Buildings SFG20 with particularised standards (Prison Service Order 5900) developed for Assets and Equipment specifically for HMPS Affected Property. Additionally the PSM level of service shall provide adequate levels of reactive cover with varying response times based on the criticality of assets to operational functionality. All operationally critical assets and Health & Safety requirements shall be covered within the service levels including bespoke security, operational and Affected Property specific assets as identified. A PSM service shall predominantly be provided to each Affected Property classified as Custodial and Administration under the building classification model. Without prejudice to the generality of the foregoing, the Contractor shall comply with the requirements and provide the Services set out in Table 1 below and Prison Service Order 5900.

1020.2.6 Critical Assets and Critical Areas:

1020.2.6.1 In considering particular types of Affected Property and the Employer's Business Units, the Contractor shall apply the following criteria:

- (a) Whether the site itself is critical to the core business requirements;
- (b) Whether there are Critical Assets at the Affected Property that need to be available at all times;
- (c) Whether there are Critical Areas within the building that need to be available at all times in order to maintain Core Business operations.

1020.2.6.2 Tables 1 and 2 below summarises the current assessment of criteria defining the maintenance requirements and critical aspects of the Employer's property portfolio.

Table 1 – PSM Level Affected Property

Maintenance Standards

Table 1 sets out the baseline Maintenance Standards to be delivered to each Affected Property requiring a PSM Level Maintenance Service identified in the Service Information within Section 4, Schedule 3 – Price List. The Contractor shall ensure that assets within each Affected Property are maintained where applicable during the Contract Period to the following standards, subject to acceptable fair wear and tear relevant to the Core Business carried out at the Affected Property.

BUILDING ELEMENTS	REQUIREMENT
SUBSTRUCTURE	Applicable Specification: <ul style="list-style-type: none">1024 – Building Fabric Maintenance Maintenance Standards: <ul style="list-style-type: none">Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition
<ul style="list-style-type: none">Foundations	<ul style="list-style-type: none">Structurally sound and stable
<ul style="list-style-type: none">Lift pits	<ul style="list-style-type: none">Structurally sound and stableFree from standing water
<ul style="list-style-type: none">Cable trenches	<ul style="list-style-type: none">Free from standing water
<ul style="list-style-type: none">Ground floor slabs	<ul style="list-style-type: none">No movement or rocking, cracks sealed
<ul style="list-style-type: none">Expansion joints	<ul style="list-style-type: none">Joints sealed and no leaks or dampness
<ul style="list-style-type: none">Surface treatments	<ul style="list-style-type: none">Intact and suitable for use

FRAME	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition)
<ul style="list-style-type: none"> Structural steelwork and fixings 	<ul style="list-style-type: none"> Structurally sound and stable
<ul style="list-style-type: none"> Intumescent coatings 	<ul style="list-style-type: none"> Fire Protection intact
<ul style="list-style-type: none"> Paint 	<ul style="list-style-type: none"> Corrosion protection intact
<ul style="list-style-type: none"> Reinforced/precast concrete 	<ul style="list-style-type: none"> Structurally sound and stable
ROOF	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition)
<ul style="list-style-type: none"> Roof Sheeting 	<ul style="list-style-type: none"> Integrity of lightning protection system maintained Corrosion protection intact Weathertight and securely fixed
<ul style="list-style-type: none"> Flashing 	<ul style="list-style-type: none"> Weathertight and securely fixed
<ul style="list-style-type: none"> Rooflights and glazing 	<ul style="list-style-type: none"> Weathertight and securely fixed, clean and unbroken
<ul style="list-style-type: none"> Gutters and rainwater systems 	<ul style="list-style-type: none"> No blockages or leaks
EXTERNAL WALLS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition)
<ul style="list-style-type: none"> Wall Sheeting 	<ul style="list-style-type: none"> Weathertight and securely fixed
<ul style="list-style-type: none"> Precast spandrel panels 	<ul style="list-style-type: none"> Weathertight and securely fixed

▪ Curtain wall	▪ Weathertight, securely fixed, clean and unbroken
▪ Rendering	▪ Weathertight, securely fixed, clean and unbroken
▪ Brickwork/blockwork	▪ Structurally sound and stable and free from visible efflorescence
▪ Eaves	▪ Structurally sound, weathertight and stable (copings, parapets)
▪ Balconies	▪ Structurally sound and stable
▪ Chimneys; flues	▪ Structurally sound and secure and free from blockage/excess soot
WINDOWS AND EXTERNAL DOORS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance ▪ 1087 – Safety Film <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition)
▪ Windows and glazing	▪ Weathertight, clean and unbroken
▪ Louvres / smoke extract	▪ Weathertight, operational and properly fixed
▪ External doors	▪ Weathertight, fully operational and secure
▪ Roller shutters	▪ Operational and properly fixed
▪ Security locks/latches	▪ Complete and fully operational. All cell locks and hinges to be checked quarterly to ascertain security and integrity
▪ Door ironmongery	▪ Complete and fully operational
▪ Window ironmongery	▪ Complete and fully operational
INTERNAL PARTITIONS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition)
▪ Fire/smoke joints	▪ Integrity to be maintained
▪ Common/painting quality	▪ Finishes intact
▪ Movement joints	▪ Joints sealed
▪ Stud-plasterboard faced	▪ Clean undamaged and finishes intact

▪ Proprietary water closet partitions	▪ Clean and finishes intact
▪ Screen walls	▪ Clean undamaged and finishes intact
INTERNAL DOORS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition ▪ Fire doors and screens- complete and fully operational, finishes intact, all smoke seals, intumescent strips intact" ▪ Fire resisting glazing intact/in situ as required
▪ Internal doors and glazing	▪ Clean and finishes intact
▪ Security locks/latches	▪ Complete and fully operational. All cell locks and hinges to be checked quarterly to ascertain security and integrity
▪ Door ironmongery	▪ Complete and fully operational
▪ Window ironmongery	▪ Complete and fully operational
▪ Security screens, gates and grilles	<ul style="list-style-type: none"> ▪ Fully operational and finishes intact. ▪ All security gates to be checked every 6 months and maintained in accordance with Prison Service Instructions
STAIRS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition
▪ Stairs; walkways; safety barriers	▪ Safe and finishes intact
▪ Balustrades and handrails	▪ Safe and finishes intact
▪ Access ladders	▪ Safe and finishes intact
▪ Fire escapes	▪ Safe and finishes intact

FINISHES	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Functional and operational (and satisfy the performance requirements where specified in this Section 3, Schedule 3 – Specification of Services to maintain the Affected Property at its current condition)
<ul style="list-style-type: none"> Wall finishes 	<ul style="list-style-type: none"> Clean and intact
<ul style="list-style-type: none"> Floor finishes 	<ul style="list-style-type: none"> Safe, clean and intact
<ul style="list-style-type: none"> Ceiling finishes 	<ul style="list-style-type: none"> Safe, clean and intact
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Suspended ceilings 	<ul style="list-style-type: none"> Safe, clean and intact
<ul style="list-style-type: none"> Decorations including paintwork, fabric and special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements 	<ul style="list-style-type: none"> Clean and intact On occupation of the Affected Property a programme of redecoration will be approved by the Employer, prioritising areas of greatest need. All other internal areas will be decorated in accordance with specification 1024.1. The external areas will be completed as part of an ongoing programme in accordance with specification 1024.1.
<ul style="list-style-type: none"> Artwork; Sculptures 	<ul style="list-style-type: none"> Clean and intact
<p>FIXTURES AND FITTINGS</p> <p>including:</p> <ul style="list-style-type: none"> Window boards Hatches Vents Shelving Cupboards Railings Racking Notice boards Mirrors Balustrades Magnetic door holders Medical and general equipment and associated specialist services 	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance 1087 – Safety Film <p>Maintenance Standards - All fixtures and fittings shall:</p> <ul style="list-style-type: none"> Operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way Function as intended Be free from all but minor surface blemishes and wear and tear Have intact, legible and illuminated luminescent strips, signs, notices, warning signs where appropriate Be free from corrosion

SANITARY INSTALLATIONS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical <p>Maintenance Standards:</p> <ul style="list-style-type: none"> Function as intended, without undue noise and vibration Provide a safe and comfortable environment Pipework and fittings fastened securely to their intended points of anchorage
<ul style="list-style-type: none"> Sanitary ware 	<ul style="list-style-type: none"> Safe, clean and serviceable
<ul style="list-style-type: none"> Sanitary ware fittings, bath, showers and cell showers 	<p>No leaks, operational, hygienic and to design standards</p>
MECHANICAL SERVICES INSTALLATIONS - PLUMBING	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical <p>Maintenance Standards:</p>
<ul style="list-style-type: none"> Hot and Cold Water Systems 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Cold water storage tanks 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Cold water booster sets 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Gas fired instantaneous hot water 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Boilers - Pipework valves and pumps 	<ul style="list-style-type: none"> No leaks, operational, hygienic and to design standards
<ul style="list-style-type: none"> Boilers - Electrical supplies to plumbing services 	<ul style="list-style-type: none"> Operational and to design standards
<ul style="list-style-type: none"> Macerator 	<ul style="list-style-type: none"> Operational and to design standards
<ul style="list-style-type: none"> Hydrant/fire water storage tank 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> Hydrant/fire main booster set 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> Fire main and hydrants 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> External pipework, valves & pumps 	<ul style="list-style-type: none"> No leaks, operational and to design standards

<p>MECHANICAL SERVICES INSTALLATIONS – PUBLIC HEALTH AND OTHER DRAINAGE SYSTEMS (including all sanitaryware and associated fittings)</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical <p>Maintenance standards:</p> <ul style="list-style-type: none"> No leaks, blockages, fully operational and to design standards
<p>MECHANICAL SERVICES INSTALLATIONS - MECHANICAL</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical 1035 – Ventilation And Air Conditioning Systems 1063 – Environmental Cleaning <p>Maintenance Standards:</p>
<ul style="list-style-type: none"> Heating, Air Conditioning and Mechanical Ventilation Systems including: <ul style="list-style-type: none"> Boilers, calorifiers and heat exchangers Fume cupboards Humidifiers Heaters Ductwork Mixing boxes and dampers Coolers Inlet/outlet grilles Refrigeration plant Cooling towers Other local ventilation systems 	<ul style="list-style-type: none"> All ventilation systems shall function as intended without undue noise or vibration Air changes and ventilation levels shall be provided as required to achieve the construction requirements There shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems
<ul style="list-style-type: none"> Boiler modules and flues 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> Pressurisation sets 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> Duty/standby pump sets 	<ul style="list-style-type: none"> No leaks, operational and to design standards
<ul style="list-style-type: none"> Gas fired unit heaters 	<ul style="list-style-type: none"> No leaks, operational and to design standards

• Air Compressors	▪ Fully operational and to design standards
• Pipework, valve pumps, radiators	▪ No leaks, operational and to design standards
• Electrical supplies to mechanical service	▪ Operational and to design standards
• Toilet and shower extract ventilation fans	▪ Operational and to design standards
• Heat recovery systems	▪ Operational and to design standards
• Area extract ventilation fans	▪ Operational and to design standards
• Area supply ventilation fans	▪ Operational and to design standards
• Area supply air handling units	▪ No leaks, operational and to design standards
• Air Conditioning Units/DX Units	▪ No leaks, operational and to design standards
• Fume, dust heat extract systems	▪ No leaks, operational and to design standards
• Ductwork dampers, filters, grills, diffusers	▪ No leaks, operational and to design standards
• Electrical supplies to ventilation services	▪ Operational and to design standards
• Heater Batteries	▪ Operational and to design standards
MECHANICAL SERVICES INSTALLATIONS – FIRE PROTECTION EQUIPMENT	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Sprinkler/deluge systems shall be leak free, operational and to design standards ▪ Fire hoses reels shall be leak free, operational and to design standards

ELECTRICAL SERVICES INSTALLATIONS	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical ▪ 1046 – HV Switchgear Maintenance ▪ 1067 – Re-Lamping ▪ 1076 – CCTV Maintenance ▪ 1082 – Barrier Control Maintenance ▪ 1083 – Cell Alarm Call Maintenance ▪ 1089 – UPS Maintenance ▪ 1091 – Audio Visual Equipment Maintenance ▪ 1092 – Television Cabling <p>Maintenance Standards:</p>
<ul style="list-style-type: none"> ▪ Generators and Emergency Power Supply 	<ul style="list-style-type: none"> ▪ Fully operational and to design standards. There will be a monthly load test of the standby generators in accordance with Prison Service Instructions ▪ Generator control panels shall be fully operational and to design standards
<p>Medium Voltage Distribution System including distribution equipment and protective devices fuse switches, isolators, distribution boards, fuses, MCBs, ACB, ELCBs and RCDs, exposed distribution cables</p>	<ul style="list-style-type: none"> ▪ Wiring and cables shall be operational and to design standards ▪ Power factor correction equipment shall be operational and to design standards ▪ Main low voltage switch panels shall be operational and to design standards ▪ Sub-distribution low voltage switch panels shall be operational and to design standards
<p>High Voltage Distribution Systems including distribution equipment, protective devices, isolators, distribution units, OCBs, ACBs and ELCBs</p>	<ul style="list-style-type: none"> ▪ Wiring and cables shall be operational and to design standards ▪ High voltage ring main units shall be operational and to design standards ▪ Transformers shall be operational and to design standards

<p>Electrical Power and Other Cabled Systems including:</p> <ul style="list-style-type: none"> ▪ IT <ul style="list-style-type: none"> • Telephone and data cabling • Television and radio ▪ Lighting ▪ Communications <ul style="list-style-type: none"> • Public address • Inmate call ▪ Safety systems <ul style="list-style-type: none"> • Fire • Smoke detection ▪ Alarm systems <ul style="list-style-type: none"> • Detection close circuit television and infrared • Tamper • Perimeter wall • Inner perimeter fence 	<p>All electrical installations shall:</p> <ul style="list-style-type: none"> ▪ Be operational and to design standards
<p>Lift Installations</p>	<p>Applicable Specification:</p> <p>1027 – Mechanical And Electrical</p> <p>1074 – Lift Maintenance</p> <p>Maintenance Standards:</p> <p>Lifts shall:</p> <ul style="list-style-type: none"> ▪ Be operational and to design standards
<p>Specialist Installations</p>	<p>Applicable Specification:</p> <ul style="list-style-type: none"> ▪ 1027 – Mechanical And Electrical ▪ 1060 – Catering Equipment Maintenance <p>Maintenance Standards:</p> <ul style="list-style-type: none"> ▪ Operational, hygienic and to design standards
<ul style="list-style-type: none"> ▪ Pneumatic security equipment 	<ul style="list-style-type: none"> ▪ Fully operational and to design objectives
<ul style="list-style-type: none"> ▪ Electronic security equipment 	<ul style="list-style-type: none"> ▪ Fully operational and to design objectives

▪ Information technology and communications equipment	▪ Fully operational and to design objectives
▪ Laundry equipment	▪ Operational, hygienic and to design standards
▪ Kitchen including trolleys	▪ Operational, hygienic and to design standards
▪ Beverage stations/services	▪ Operational, hygienic and to design standards
▪ Medical equipment	▪ Operational, hygienic and to design standards
▪ Maintenance equipment	▪ Safe and operational
▪ Portable appliances	▪ All to be tested annually
▪ Testing hoists and lifting equipment	▪ All appropriate tests to be carried out by a specialist contractor, and register maintained for inspection, conforming with Prison Service Instructions
EXTERNAL WORKS	Applicable Specification: ▪ 1024 – Building Fabric Maintenance Maintenance standards:
▪ Access and perimeter roads	▪ Safe, serviceable and free from weeds
▪ Car parks hardstandings and aprons	▪ Safe, serviceable and free from weeds
▪ Reinforced grass paving	▪ Safe, serviceable and regularly mown
▪ Exercise and hard play areas	▪ Safe, serviceable and free from weeds
▪ Street furniture	▪ Safe and serviceable
▪ Fencing and gates	▪ Safe, fully operational and secure
▪ Walls	▪ Safe and secure
▪ Landscaping and grassed areas	▪ Clean and tidy and acceptable according to recognised horticultural standards
▪ Grass surfaced playing fields	▪ Clean, tidy, free from water, and to guidelines set by Sports Council
▪ Lightning conductors	▪ Tested annually, to BS6651 and BS7430 and in accordance with Prison Service Instructions

DRAINAGE	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical <p>Maintenance standards:</p> <ul style="list-style-type: none"> Soil water and foul water shall be free-flowing with no blockages or leaks, traps full
INCOMING SERVICES	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1027 – Mechanical And Electrical <p>Maintenance standards:</p>
<ul style="list-style-type: none"> Energy / Utilities / Infrastructure Services <p>This includes but is not limited to:</p> <ul style="list-style-type: none"> Sanitation and drainage systems Water systems Fuel storage plant Electricity distribution system 	<p><i>Services shall be:</i></p> <ul style="list-style-type: none"> Free from leaks, operational, hygienic and to design standards
GENERAL	<p>Applicable Specification:</p> <ul style="list-style-type: none"> 1024 – Building Fabric Maintenance 1027 – Mechanical And Electrical <p>Maintenance standards:</p> <ul style="list-style-type: none"> The Contractor shall have a programme for the control of infestation and vermin throughout the Affected Property The Affected Property is to be kept free of damp and decay All mobile equipment to be securely controlled and stored All non-mobile plant and equipment is to be securely fixed Electrical testing of circuits will be carried out 5-yearly, with 20 per cent being undertaken per year, in accordance with current Prison Service instructions The Contractor shall deep clean the kitchen, living unit serveries, staff mess and allied areas twice each year Statutory notices are to be displayed as required

Table 2 – Critical Asset Criteria

Business Unit	Critical Element	Critical Status Criteria	Suggested Examples
HMPS	Property	The loss of the building would have a serious impact on the delivery of Core Business on a regional or national basis.	HMP Property
HMPS	Assets in Offices	The loss of such Assets would result in loss of or serious disruption to Core Business services on a regional or national level.	Govenor's Offices and main server rooms, interview suites in public access offices.
HMPS	Assets in Cells	The loss of such Assets would result in loss of or serious disruption to Core Business services on a regional or national level.	Prisoner cells.

1020.2.6.3 The Contractor shall be required to carry out an exercise utilising the above criteria and the available Data to identify potential Critical Assets and Critical Areas for the Maintenance Service Level standard.

1020.2.6.4 During the Verification Period the Contractor shall confirm with the Employer the Critical Assets and/or Critical Areas applicable to each Affected Property. Any adjustments to the Maintenance Service Level or Response and Resolution Times resulting from this validation exercise shall be incorporated into the Contract Price in accordance with Section 3, Schedule 6 - Setting Up and Mobilisation via the Compensation Event process.

1020.2.6.5 The Contractor shall ensure that sufficient levels of critical and consumable spares will be managed though

an estates stores system and made available to ensure the safe operation of the establishment in line with the arrangements required under this Contract.

The Contractor should indicate an appreciation of what the critical spares are, the management of these items and the commitment to provide replacement in the event of a major failure threatening the operational status of the Affected Property.

The Contractor will provide clarity around critical and consumable spares management and will demonstrate that, based upon the information currently made available to it, that it has a good appreciation of what is required / necessary to deliver a comprehensive maintenance/FM service at each Affected Property.

The Contractor will have the experience of identifying, procuring and retaining sufficient levels of critical and consumable spares in order to effectively respond to emergencies as well as business as usual.

1020.2.7 Maintenance Service Response Times (Specialist/Sub Contractor):

1020.2.7.1 The Contractor's general obligations shall include:

(a) carrying out emergency maintenance and repair services within the response times indicated by the A – D categorisation of the relevant asset as described in Table 3. The response times shall be calculated as the time between the repair being first reported and the time the repair was given an initial assessment;

(b) providing an emergency call-out service for incidents and operational emergencies. An

“operational emergency” is an emergency where the circumstances place the lives, security or safety of the Affected Property, Employers staff, prisoners or members of the public at risk. The following is a non-exhaustive list of examples of incidents that fall within this category:

- (i) attendance as directed by the Affected Property contingency plans.
- (ii) any major leak that lead to severe damage to the fabric or render accommodation unusable.
- (iii) failure of a cell call system when relocation is not possible.
- (iv) major electrical fault or mains failure.
- (v) gas leaks.
- (vi) failure of a critical security system and safety systems

Table 3 - Maintenance Service Level Response and Resolution Times

Priority Rating	Works Request Types	Attend and Make Safe	Temporary Fix	Permanent Resolution
A	Matters giving rise to an immediate risk to Health & Safety, Security or Business Critical systems / issues.	2 hours	4 hours	Resolution Plan

B	Matters that prevent or restrict the Employer from conducting normal operations.	4 hours	24 hours	Resolution Plan
C	Matters of less imperative nature that prevent or restrict the Employer from conducting normal operations.	24 hours	48 hours	Resolution Plan
D	Matters of routine nature that do not impinge upon the proper working of each Affected Property in relation to all users.	2 days	7 days	Resolution Plan
Final	Permanent Resolution of a Reactive Maintenance Task within a time period agreed within the Resolution Plan.	N/A	N/A	To be completed within in an agreed date.

“Attend and Make Safe” shall mean respond to the place of the incident fault or failure with an appropriately qualified/trained member of staff and diagnose the problem, take action to stop any Health and Safety risk.

“Temporary Fix” shall mean undertake appropriate action to allow normal operations to continue but still requires Permanent Resolution.

“Permanent Resolution” means revisit the place of the incident, fault or failure and undertake appropriate action to allow normal operations to continue.

“Resolution plan” shall mean an agreement between the Contractor and Employer on an action plan to resolve any incident, fault or failure with a permanent repair. This may include undertaking investigatory work, obtaining quotations, and agreeing bespoke timescale.

“Same Day” shall mean that the Contractor is obliged to complete the “Temporary Fix” repair on the day the Reactive Maintenance Task was reported.

“Next Day” shall mean that the Contractor is obliged to complete the “Temporary Fix” repair on the day following the reported Reactive Maintenance Task.

For avoidance of doubt, Attend and Make Safe Times and Temporary Fix Times and Permanent Resolution Times will run concurrently. The Contractor is obliged to meet the “Attend and Make Safe” and “Temporary Fix” within the Response and Resolution Times regardless of whether the request is logged during Core Hours or outside Core Hours.

1020.2.7.2 The KPI clock will start as soon as the Service Request has been assigned to the Contractor through the CAFM System.

(a) the KPI clock shall only stop once the Contractor acknowledges attendance / Temporary Fix / closure through the CAFM System. For avoidance of doubt, the Contractor shall not be able to retrospectively close the KPI clock down for any of the required roles, i.e. Attend and Make Safe, Temporary Fix or Permanent Resolution.

1020.2.7.3 In relation to reactive activities that result in a repair which cannot be affected due to lead times of specialist parts or the need for Employer sanction of costs, the Contractor shall ensure that any agreed suspension of activity is recorded within the CAFM System. The Contractor shall agree in advance with the Employer the exact criteria for suspension.

1020.2.8 Reactive Maintenance Threshold:

- 1020.2.8.1 The Employer is keen to operate a Reactive Maintenance Threshold to all reactive activities.
- 1020.2.8.2 The Employer is seeking to apply Reactive Maintenance Thresholds to the Maintenance Service Level standards (as described above in this Specification); these in turn shall apply to each Affected Property, as detailed within Section 4, Schedule 3 – Price List.
- 1020.2.8.3 Table 4 indicates the Reactive Maintenance Threshold to be applied to the PSM Maintenance Service Level.

Table 4 – Reactive Maintenance Threshold

1002.1.1 1002.1.2 Maintenance Service Level	1002.1.3 1002.1.4 Reactive Maintenance Threshold
1002.1.5 1002.1.6 HMPS Property	1002.1.7 1002.1.8 £750.00

- 1020.2.8.4 The Contractor shall be required to develop and implement a Best Practice maintenance regime for Maintenance Service Level against the built and installed Assets within each Affected Property but excluding any Out of Scope Assets.
- 1020.2.8.5 All reactive repairs and maintenance up to a value of the Reactive Maintenance Threshold excluding VAT (including labour, materials, profit, overheads and any other relevant costs) in respect of each Maintenance

Service Level shall be carried out within the Prices. The Contractor shall note that this excludes any associated travel cost which shall be at the Contractor's expense. The Contractor shall be required to record the cost of all jobs within the CAFM System, whether these are above or below the threshold selected.

1020.2.8.6 Where the value of the repair exceeds the Reactive Maintenance Threshold excluding VAT, for each Maintenance Service Level, the Contractor shall be deemed to have included for the first sum of applicable Reactive Maintenance Threshold (i.e. the first £750.00) and the Employer shall pay for the excess. In the event that the repair is likely to exceed the applicable Reactive Maintenance Threshold, this shall be subject to Red Route Approval from the Service Manager via the Helpdesk. The Contractor shall note that this excludes any associated travel cost which shall be at the Contractor's expense. Where multiple repairs originate from a single proximate cause this will be considered to be a single event.

1020.2.8.7 In the event of the repair being related to Health and Safety, which is likely to exceed the applicable Reactive Maintenance Threshold, the Employer will pre-authorise the expenditure for the Contractor to make safe any situation. The temporary fix will be therefore subject to Green Route Approval. For avoidance of doubt, although all temporary fixes for Health and Safety related calls shall be subject to the Green Route Approval, all permanent rectification for Health and Safety related requests over the applicable Reactive Maintenance Threshold shall be subject to Red Route Approval from the Service Manager via the Helpdesk.

1020.2.8.8 The Employer may elect at regular intervals to audit the Contractor's Open Book Accounts. The Contractor shall co-operate fully with the appointed auditors. Any

discrepancies found with aggregated repairs shall be deducted from the invoice following on directly from the auditor's final report. In addition, the Employer may choose not to accept any quoted rates that are not in accordance with those specified in the Schedule of Rates or, where there is no provision made within the Schedule of Rates, those published by the National Schedule of Rates, and may require adjustments to invoices accordingly.

Specification Name

Reactive Maintenance

Specification Reference Number

1021

1021. Reactive Maintenance

1021.1 The Contractor shall provide a professionally managed and comprehensive Service for reactive repairs and maintenance during the agreed core working hours stated in the Prices and as a minimum the Contractor is expected to cover these hours of work at the response times identified in Table 3 of 1020.2 Maintenance Strategy 2. Included for in the Prices, shall be an emergency service outside the agreed working day seven (7) Days a week, fifty-two (52) weeks a Year. This specification for Reactive Maintenance shall be read in conjunction with the Forward Maintenance Programme (1018) and the Maintenance Strategy 2 Specifications (1020.2). It is required that this Service shall be managed on a real time basis through the CAFM System (Planet FMe) wherever possible. The Contractor shall ensure

that all requests for Reactive Maintenance received from the Helpdesk are acted upon in accordance with the Response and Resolution Times as described within the Forward Maintenance Programme (1018) and Maintenance Strategy 2 Specifications (1020.2).

1021.2 The Contractor shall ensure that in carrying out the requirements of the Employer in relation to Reactive Maintenance, cognisance is taken of the requirement to interface with the Helpdesk at all times.

1021.3 The Helpdesk shall be the sole conduit of Reactive Maintenance activities. The Helpdesk shall accept calls from all of the Employer's staff and Contractors working for the Employer reporting a fault to or the need for service to any item of built or installed Assets. The Helpdesk shall contact the Employer in the event of any repair being identified as a Landlord's responsibility.

1021.4 The Contractor shall be able to keep the Helpdesk fully informed of Service Request developments through the CAFM System and shall be advised by the Helpdesk or the Employer as to the degree to which they wish to be updated. An update must be produced when requested by the Helpdesk, or by the Employer.

1021.5 The Contractor shall inform the Employer (in line with the Employer's Policies e.g. Fire Safety Order 2005) at an Affected Property where the Contractor is proposing to undertake maintenance work to the fire safety systems.

1021.6 It is essential that all maintenance staff working on behalf of the Contractor involve themselves fully in the identification of faults. The inherent skills of the Contractor Staff shall ensure the timely identification and rectification of faults. Faults identified by the Employer and the Contractor must be logged on the CAFM System for quality analysis.

1021.7 The Contractor shall implement real time monitoring, an associated history, including completion date and time, provided for the use of the Employer and logged onto the mandated CAFM System.

1021.8 The Contractor shall operate a priority system that:

- 1021.8.1 ensures that any health and safety issues are immediately addressed and resolved as a paramount priority (prior to any other rectification) where there is a risk to the health or safety of any person; and
 - 1021.8.2 provides immediate attention to reactive maintenance actions required for security or critical to ongoing operational capability.
- 1021.9 The Contractor shall be responsible for meeting minimum Response Times contained within the Maintenance Strategy 2 Specifications (1020.2) to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the Employer. Service Requests may fall into two main categories:
- 1021.9.1 Those requests of an emergency nature where the Health and Safety of any person is threatened or the Service Request relates to a Business Critical Asset, incident or requirement.
 - 1021.9.2 Those repair activities required on a daily basis to ensure the functionality of each Affected Property, which have not been catered for by the programmed element.
- 1021.10 The Contractor shall at all times ensure that sufficient competent, appropriately trained and skilled staff are deployed to cater for the spectrum of planned and unplanned demands on the maintenance Services. The Contractor shall ensure that only appropriately trained personnel are dispatched to reactive activities. Documented training schemes must be in evidence.
- 1021.11 The Contractor shall inform the Helpdesk through the CAFM System, in the first instance, of any and all breaches of these regulations together with a programme for rectification and measures to safeguard against a repeat.
- 1021.12 It is the Employer's requirement that the Contractor maximise the number of first fix call outs achieved. All operatives attending each Affected Property (including Sub-contractors) shall be required to

have the ability to obtain parts / spares / materials locally if appropriate to maximise the percentage of 1st fix times. No delay shall be accepted in the completion of 1st fixes as a result of the operatives having to use certain suppliers or accounts.

- 1021.13 Contractor Staff attending calls, particularly in relation to an emergency call, shall attend with suitable and sufficient equipment and suitable training to permit the Contractor's Staff to deal with the reactive maintenance repair in a competent, safe, expert and efficient manner.
- 1021.14 Where reactive maintenance requires replacement of any plant, equipment or consumable it shall be carried out, so far as is practicable, on a like-for-like or equal-and-approved basis, taking into consideration energy efficiency, aesthetics and reliability; and where not practicable, on an at least equivalent or better standard and specification basis and shall take into account the Employer's requirements in respect its sustainability and environmental policies. The Contractor shall also ensure that replacements of any type meet current legislative requirements and standards i.e. EA requirements.
- 1021.15 The Contractor shall have in place arrangements to access all necessary replacement parts, components and the like as necessary to enable it to react promptly and so as to minimise to the extent possible any effect on the availability of prisoner places in the event of failure, damage or breakdown of critical components.
- 1021.16 The Contractor shall keep accurate records of all such Services it provides, which shall be available to the Employer at all times. Once a month the Contractor shall provide the Employer with a report summarising the Services provided during the previous Month.
- 1021.17 Any maintenance undertaken in a safer custody cell will be carried out in accordance Technical Standards safer cellular accommodation guide. On completion the Contractor is to

complete the safer custody check list and a record is to be retained in the safer cell log book.

Specification Name

Handyman Service

Specification Reference Number

1022

1022. Handyman Service

1022.1 The Contractor shall provide an adaptable and responsive Handyman Service that is integral to the overall maintenance Service to each Affected Property during Core Hours, as part of the Prices. Any personnel who execute tasks of this nature shall be adequately trained and experienced for the work to be carried out. The Contractor shall ensure that all personnel have appropriate training and the necessary competences to carry out the tasks that they are allocated in a professional and safe manner. Documented training schemes must be in evidence.

- 1022.2 The amount of Handyman Service will be specified for each individual site and based on eight (8) hour working days (Five working day week Monday to Friday)
- 1022.3 The Contractor shall provide all necessary tools and equipment for carrying out the Handyman Service, including access equipment to enable the Contractor to perform tasks safely.
- 1022.4 The Handyman Service shall have general expertise in the wide range of maintenance and repair requests that are likely to be demanded of this Service and the Contractor shall be satisfied of the ability of its personnel to carry out duties professionally.
- 1022.4.1 With sole contact being made through and monitored by the Helpdesk, the Handyman Service shall be available to deal with general small repairs and decoration on a planned or reactive basis. Tasks likely to fall within the remit of the Handyman Service include but are not limited to picture hanging, shelf hanging, pin board installation, light bulb changing, toilet seat replacement, clearing pipe / drain blockages, escorting visitors (HMPS Affected Property), building fabric inspections, carpet issues, movement of boxes and small-scale furniture movement. All additional works carried out under the Contract shall be subject to Employer approval prior to proceeding.
- 1022.4.2 The Contractor may be required to demonstrate the validity and maximum usage of the Service and shall continuously seek to drive down costs associated with the Service through multi-tasking and re-deployment on a daily basis.
- 1022.4.3 The Contractor may explore the synergies between all other Services when considering resourcing this Service at each Affected Property i.e. Decorating
- 1022.4.4 The Contractor shall include for up to the value of £24 in consumables and small components within their cost for each full day, 8 hours (£3 per hour) of Handyman Services within Affected Properties.

1022.4.5 Handyman Services and consumables shall be reconciled monthly and any unused time and consumables is to be rolled into the next month's provision. The Contractor shall record the nature of the tasks carried out within the CAFM.

Specification Name

Building Fabric Maintenance

Specification Reference Number

1024

1024. Building Fabric Maintenance

1024.1 The Contractor shall provide a professionally managed, high quality Planned Preventative Maintenance Service in accordance with a system and programme of building fabric maintenance on all Affected Property under the control and responsibility of the Employer including external buildings. This programme shall take cognisance of the Asset Registers and all relevant Lease obligations, where applicable. In common with the Mechanical and Electrical Maintenance Service, the strategy may be periodic, condition based, reliability centred or

reactive depending on the required Service Level and maintenance strategy allocated to the Affected Property.

1024.2 The Contractor shall take cognisance of the Employer's Planned Preventative Maintenance schedules, etc contained within the Data Pack and Planet FMe. The Contractor shall include all building fabric maintenance tasks currently indicated within these documents in addition to any further requirements set out within this Specification 1024. The Service shall include but shall not be limited to an annual planned inspection of buildings (now the CAIP Inspection) fabric and integrity inspection and report of all building fabric components such as hearing loops, wheelchairs, fire curtains, mobile racking systems, high density storage systems (i.e. Lektriever, Times 2 storage etc). All manual roller shutter doors are to be checked and re-greased on a monthly basis. On completion of all building inspections all CAFM systems (including Planet FMe and CAIP) are to be up-dated.

1024.3 CAIP the Employers Capital Asset Investment Programme database is to be periodically updated by way of annual surveys utilising Atrium SDE (Single Data Entry) tool or by any other agreed means. Costings should come from Spon's Mechanical & Electrical Services Price Book, Spon's Building Price Book (<http://www.sponpress.com/pricebooks/>), or manufacturers quotations where specialised equipment is not included in the Spon's Price Books. See also spec 1194 Condition Surveys.

1024.4 The Contractor shall be required to undertake redecoration works on a cyclical / periodic basis to comply with Prison Service Orders and the Employer's obligations to any lease agreements. The Contractor shall liaise with the Service Manager to establish these obligations and provide quotations for any Ad-Hoc redecoration works. Redecoration works on an Ad-Hoc basis shall be carried out on an elective Works basis upon receipt of an instruction from the Employer's designated representative and is excluded from the Prices. The applicable rates for painting and decorating shall be the National Schedule of Rates in Section 4, Schedule 3 - Price List. For the avoidance of doubt any redecoration work required as a result of Reactive Maintenance tasks shall be include with the Reactive Maintenance work.

1024.5 The Contractor shall be required to undertake redecoration works at all Affected Properties and further details of the requirements are included in Section 3 Schedule 3 Specification 1024.1 Decoration.

1024.6 Day-to-day repairs to the internal fabric shall be carried out in accordance with the terms and conditions of the Contract. Notification of the day-to-day repairs must be transmitted to the Helpdesk in accordance with standard procedures and allocated to the appropriate tradesmen.

1024.7 Planned Preventative Maintenance tasks shall be scheduled through the CAFM System Monthly, in advance. The Task Sheet shall clearly identify the Asset type, location and work required. The Contractor shall on all occasions agree access arrangements for restricted areas in advance with the Helpdesk in order to avoid being denied entry and delaying the execution of the works. In addition, in multi-occupancy buildings the Contractor shall be required to liaise with the Employer and other relevant parties to ensure that any necessary method statements are aligned with all of the building users' requirements.

1024.8 The Contractor shall provide a gutter clearance and cleaning Service which shall ensure drainage systems (e.g. pipes, gutters, parapet gutters, etc.) are kept functional at all times and remain free from debris, leaves and other blockages at all times.

1024.9 The Contractor shall also be required to provide a securing and making safe service in the event of break-ins or damage to the external building envelope on a reactive basis on all Affected Property under the control and responsibility of the Employer. This shall include boarding up windows on a temporary basis and re-glazing of broken windows as a minimum requirement. This shall be subject to a Green Route Approval and shall be an additional cost not within the Prices. This Service shall be paid for as additional works under the National Schedule of Rates in Section 4, Schedule 3 - Price List.

1024.10 Generally the Service shall be executed during Core Hours wherever possible. The Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise.

1024.11 In order to verify that fire doors are maintained and in efficient working order, the periodic physical inspection of the fire doors and their fittings the Contractor shall carry out an examination to ensure that the fire door:

1024.11.1 Closes fully into its frame; the intumescent and smoke seals are fitted and not damaged; the gap between the door and its frame is no wider than 3-5mm; the door has no sign of physical damage; the door has appropriate signage in line with Employer's policies' and statutory requirements.

1024.11.2 The Contractor shall submit a suggested report format for the reporting of the condition of the planned preventative items which shall be agreed with the Employer prior to the commencement of the first round of inspections.

1024.11.3 The report shall be submitted electronically to the Employer within five (5) Working Days of undertaking the inspection.

1024.11.4 The Contractor shall report via email within twenty-four (24) hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection.

1024.12 The Services delivered to the Employers Affected Property shall comply with Prison Service Orders (PSO), in particular PSO 5900 contained in the Data Pack, and Prison Service Instructions (PSI). The following table sets out PSO 5900 requirements generally; the Contractor shall read the table in conjunction with PSO 5900 and the asset registers and other documentation contained within the Data Pack to determine the extent of the full Service requirement. The Contractor shall note that a number of the requirements will be undertaken by the Employer (these are identified within the table).

Table 1: PSO 5900 General Requirements

<p>1002.1.9 Building Construction Engineering:</p>	<p>1002.1.10 System/Asset</p>	
<p>1002.1.13 Anti-Barricade Cell Door Jacks</p> <p><i>1002.1.14</i></p>	<p>1002.1.15 Cell Door Jacks (examination)</p> <p>1002.1.16</p> <p>1002.1.17 Cell door jack</p> <p>1002.1.18</p> <p>1002.1.19 Cell door jacks (overhaul)</p> <p>1002.1.20</p> <p>1002.1.21 Documentation</p>	
<p>1002.1.40 Anti-Barricade Cell Doors Maintenance</p> <p><i>1002.1.41</i></p>	<p>1002.1.42 Anti-Barricade Cell Doors comprising:</p> <p>1002.1.43 Top pivot, anti-ligature strips, inundation point; removable lock keep, bottom pivot.</p> <p>1002.1.44</p> <p>1002.1.45 Documentation</p>	
<p>1002.1.64 Flagpoles and Masts</p> <p><i>1002.1.65</i></p>	<p>1002.1.66 Flagpoles, etc</p> <p>1002.1.67</p> <p>1002.1.68</p>	

	1002.1.69 1002.1.70 Documentation	
1002.1.79 Security & Safety of Stores Racking	1002.1.80 Racking (condition/ compliance) 1002.1.81 1002.1.82 Documentation	

1024.13 HMPS Affected Property require additional (over and above the requirements stated in PSO 5900) building fabric maintenance services to anti-barricade cell doors and fire doors comprising:

1024.13.1 Standard anti-barricade cell door fitted with the approved anti- ligature nylon strip as specified (see standard Dwgs. STD/X/082, 083, 1086 & 1087).

(a) Requirement:

(i) Inspection and Maintenance: Where the anti ligature strips are fitted, the following must be checked, verified, if necessary adjusted and recorded to ensure compliance with PSI 42/2011. The gap between the anti ligature strip at the head of the door and the Door frame should be set with a working tolerance of between 0.2mm and 0.5mm. Doors must open and close freely.

(b) Frequency: 6 Monthly

1024.13.2 Cell Door Inundation point

(a) Requirement:

(i) Inspection and Maintenance: Inundation point - Remove bung with the inundation point key.

Inspect inundation point and housing for wear, corrosion or damage and operation. Degrease and clean contact faces and remove any paint or other debris from the point and its housing. Apply a light coat of dry film lubricant to the point only and reassemble. Report any damage of the inundation point.

(b) Frequency: 13 weekly

1024.13.3 Anti barricade cell door maintenance in accordance with PSO 5900.

(a) Requirement:

(i) Inspection and Maintenance: Top pivot - The cover plate should be secured by means of tack-welding or anti-tamper screws and should be checked for signs of tampering. If the cover plate is not attached by the above means then it should be modified as set out below at the next routine inspection. Remove the cover plate to give access to the pivot block. Check the Allen cap screws retaining the split pivot block for tightness. To prevent inmate tampering they should be tightened to a torque of 108 nM. (80lb.ft.) Inspect and check operation. Apply medium duty grease to the top of the pivot. On refitting, secure the cover plate with anti-tamper screws or spot welding.

(ii) Inspection and Maintenance: Inundation point – Partially rotate the inundation point to free without removing insert and then return to starting position again. Report any damage of the inundation point.

(iii) Inspection and Maintenance: Removable lock keep (swivel stop) - Remove the Allen cap head

screws. Inspect and check operation. Any paint or other debris should be cleaned from the mating surfaces to allow smooth action. Lightly oil threads of cap head screws with a copper based anti-seize compound (non-toxic) and refit.

(iv) Inspection and Maintenance: Bottom pivot - With the door open to an angle of 90° into the cell the grease nipple for the bottom pivot, located at the back of the pivot tube, is accessible from the corridor side. Inspect and check operation. Apply medium duty grease.

(v) Guidance note: Anti-tamper screws for the top pivot cover plates are available from the Security Locking Section store at Lindholme. They must be procured via a Lock Spares Requisition Form. Examples of medium duty grease are Castrol LMX, Rocol Sapphire 1 or similar.

(b) Frequency: 6 monthly

1024.13.4 Priority 1 Fire Doors

(a) Requirement:

(i) Inspection and Maintenance: Check door for warps, splits, cracks, other damage; check door edges or lippings; check doors meet at the edge gap on double doorset; carry out repairs to minor door leaf surface damage; replace components where major defects are evident to door leaves or frame; check doorframe is well fixed and sealed to surrounding structure (The door and frame must remain square and there should be no distortion between the vertical structural members of the door, the door top and the frame); check edge seals and

intumescent strips for completeness (damaged seals shall be replaced); check seals are fully fitted inside the groove in the frame or door leaf; check smoke seals are in good condition and free from paint; check vision panels for damage and are clear and unobstructed; check the glass retaining system is in good condition; check operation of fire doors (all fire doors should close effectively from any angle of opening using only the door closer) - With a self closing device, open the door fully and check it closes without binding on the floor. Open the door to approx. 5 degrees and again check that it closes fully, overcoming the resistance of any latch or seal. Check door closing speed to be approx. 10 seconds from 90 degrees and ensure that the door does not slam, check double doors close in the correct order, check doors release correctly, check operation of self-contained release device (SCRD) following power outage, check latches work correctly, check levers fully return to the horizontal after use and latchbolt engages smoothly and completely into the strike; check correct fire signage on both sides of door; check fire doors are unobstructed and not wedged open.

(b) Frequency: 1 monthly

1024.13.5 Priority 1 and 2 Fire Doors

(a) Requirement:

(i) Inspection and Maintenance: As 1024.14.6 (a) (i).

(ii) Inspection and Maintenance: Check modifications since last inspection; check seals and provide protection where necessary at door

hardware; check hardware is correctly fixed, works, lubricate if necessary; check closers and selectors are correctly fixed, work, lubricate if necessary, override latch mechanism / smoke seals; check locks / latches are correctly fixed, work, lubricate if necessary; check hold open devices are correctly fixed, release correctly; check bolts align with socket, are correctly fixed, work, are undamaged.

(iii) Specification note: Replacement items - For complete effectiveness, replacement items such as smoke seals etc should be replaced by identical products as originally supplied or as specified in the technical information supplied by the manufacturer of the door set.

(iv) Specification note: Door leaves and door frames - Door leaves and door frames are examined at six-monthly intervals for superficial damage, structural damage and excessive bowing or deformation. It is not easy to repair doors and maintain the interactive behaviour of the various component parts, except for minor repairs, which should only be undertaken by a competent specialist tradesperson. When any other damage is detected, the complete door leaf or door frame should be replaced. It is important to ensure that the replacement door is able to provide the same level of fire resistance as the damaged door and, if intumescent seals are fitted in the frame, that the new door is compatible with the fitted seals.

(v) Specification note: Double leaf doors - In the event of damage that necessitates the replacement of one leaf of a double door, both leaves should be replaced with a new matching

pair, since it would be virtually impossible to ensure that a replacement single leaf would be of identical construction to that being removed. Any difference in construction is likely to cause different movement when exposed to fire, severely reducing the likelihood of the doors maintaining their integrity.

- (vi) Specification note: Doors leaves with 60 min fire resistance - Doors leaves designed to provide fire resistance periods greater than 60 min should be replaced, not repaired.

(b) Frequency: 6 monthly

1024.13.6 Priority 3 Fire Doors

(a) Requirement:

- (i) Inspection and Maintenance: check hinges are correctly fixed, work, lubricate if necessary; check closers and selectors are correctly fixed, work, lubricate if necessary, override latch mechanism / smoke seals; check locks / latches are correctly fixed, work, lubricate if necessary; check locks / latches are correctly fixed, work, lubricate if necessary; check hold open devices are correctly fixed, release correctly; check bolts align with socket, are correctly fixed, work; check seals are complete and free from damage; check fire doors are unobstructed and not wedged open; complete entry in door check log book.
- (ii) Specification note: Examine door leaves and door frames for superficial damage, structural damage and excessive bowing or deformation. Minor repairs should only be undertaken by a competent specialist tradesperson. When any

other damage is detected, the complete door leaf or door frame should be replaced. (ensure that any replacement door is able to provide the same level of fire resistance as the damaged door In the event of damage that necessitates the replacement of one leaf of a double door, both leaves should be replaced with a new matching pair).

(b) Frequency: 12 monthly

Specification Name

Boiler House Chimney Inspections

Specification Reference Number

1025

1025. Boiler House Chimney Inspections

1025.1 The Contractor shall provide a professional and comprehensive inspection and maintenance service covering all chimney and flues at each Affected Property.

1025.2 Scope; This specification is for the maintenance of the following systems;

- Flues
- Chimneys

1025.3 The Contractor shall maintain this equipment by using relevant specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1025.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- Health and safety executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1025.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1025.4 to determine the full extent of service and maintenance requirements.

1025.6 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the Contract period; this shall

include but not be limited to the production of site visit reports and the updating of service schedules, system log books, Asset Registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.

- 1025.7 The Contractor shall provide/review/update the Planned Preventative Maintenance schedule during the period of Setting-Up Operations. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer.
- 1025.8 The Contractor shall provide maintenance in accordance with SFG20 within all section "Boilers/heat generators and Flues", British Standards and the manufacturers' recommendations.

Specification Name

External Fabric Maintenance Ad-Hoc

Specification Reference Number

1026

1026. External Fabric Maintenance – Ad Hoc

1026.1 The Contractor shall provide a professionally managed, high quality Reactive Maintenance Fabric Service for all Affected Property under the control and responsibility of the Employer including external buildings.

1026.2 In addition to reactive repairs and maintenance included for in the overall maintenance Service and Prices, and in accordance with the Forward Maintenance programme and the Maintenance Strategy, the Contractor shall be required to undertake external fabric works on an Ad Hoc basis. These may include any agreement to comply with Employer's Lease obligations. The Contractor shall liaise with the Employer to establish these obligations and provide quotations for all external fabric works. External fabric Ad Hoc works shall be carried

out on an elective basis upon receipt of an instruction from the Service Manager and shall be excluded from the Prices.

1026.3 Ad Hoc repairs to the external fabric shall be carried out in accordance with the terms and conditions of the Contract. Notification of these repairs must be transmitted to the Helpdesk in accordance with standard procedures and allocated to the appropriate tradesmen.

1026.4 External fabric maintenance tasks shall be generated through the CAFM System Monthly, in advance. The elective Works request shall clearly identify the Asset type, location and work required. The Contractor shall on all occasions agree access arrangements for restricted areas in advance with an employers representative in order to avoid being denied access and delaying the execution of the Works. In addition, in multi-occupancy buildings the Contractor shall be required to liaise with Landlords, Landlord's representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' requirements.

Specification Name

Mechanical and Electrical Maintenance

Specification Reference Number

1027

1027. Mechanical and Electrical Maintenance

1027.1 The Contractor shall provide an innovative management solution to the maintenance of the Mechanical and Electrical Equipment Assets. This shall be a composite approach combining Planned Preventative Maintenance, Condition Based Monitoring, Reliability Centred Maintenance, Hours Run Scheduling, Reactive Maintenance and Breakdown Maintenance / Run to Fail as appropriate to the level of Service required, the criticality of the item of plant and the stipulated maintenance strategy for the particular Affected Property and category of the Affected Property.

1027.2 The Employer requires a professionally managed, high quality mechanical and electrical maintenance service which, through a regular and organised scheme ensures the maintenance and

operation of all items of plant and equipment within each Affected Property under the control and responsibility of the employer including external buildings in accordance with the Employer's required maintenance strategy for the Affected Property and in compliance with the Employer's obligations under the terms of the Lease, where this is applicable.

1027.3 The Contractor shall ensure the successful operation and the best achievable condition of all of the Employer's mechanical, electrical, plumbing and drainage systems within the constraints imposed by affordability.

1027.4 The Contractor shall ensure the above systems are maintained in accordance with manufacturers' and installers' recommendations and statutory obligations. The plant and systems to be maintained are listed within the Asset Registers.

1027.5 The maintenance regime shall be implemented in such a way as to fully meet the maintenance requirements specified by the manufacturers, CIBSE (Chartered Institute of Building Services Engineers) / B&ES (Building and Engineering Services Association); the British Standards Institute and other professional bodies, where applicable. The overriding responsibility of the Contractor shall be to ensure that the maintenance services to the built and installed Assets within each Affected Property are delivered as required for the duration of the Contract.

1027.6 The Contractor shall provide/review the current Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer.

1027.7 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the Contract period; this shall

include but not be limited to the production of site visit reports and the updating of service schedules, system log books, Asset Registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be retained on site for inspection by the Service Manager.

1027.8 The Services delivered to the Affected Properties shall comply with Prison Service Orders (PSO), in particular PSO 5900 contained in the Data Pack, and Prison Service Instructions (PSI). In the event that a PSO or PSI does not meet current Best Practice, statutory legislation, etc., the Contractor shall deliver a Service commensurate with the higher / more onerous standard. The Contractor shall include the higher / more onerous standard within the Prices as set out in Section 4, Schedule 3 – Price List, and shall not be entitled to any payment in respect of the Services in the event that a PSO or PSI is updated to meet current (at the time the Contract is executed) Best Practice, statutory legislation, etc.

1027.9 This specification details the maintenance requirements of the following Mechanical & Electrical systems;

- General Plumbing
- Boiler Chemical Treatment
- Boiler House Controls / Heating Systems
- Heating Plant
- Boiler Servicing
- Pressurisation Units
- CHP Maintenance
- Steam Generator Plant and Controls Maintenance
- Gas Detection / Distribution (Gas Alarms and Maintenance)
- Water Distribution Installation

- Water Detection Installation
- Water Softeners Testing and Maintenance Planned
- Laundry Equipment (Wing/Standalone only)
- Water Quality
- Water Tank Cleaning
- Swimming Pool Maintenance Planned
- Monomunchers
- Sewage Pumps
- Chiller Maintenance
- Rain Water Harvesting
- Electrical Maintenance
- Fixed Installation / Distribution Testing
- RCD Testing
- Low Voltage Breakers Maintenance
- Emergency Lighting
- Internal Lighting Systems
- Street Lighting (External Lighting)
- Lightning Protection (Conductors)
- Earthing
- Frequency Convertors
- Air Compressors
- Security, Access and Intruder Systems
- Access Control Systems Maintenance
- Intruder Detection Systems Maintenance

- Secondary Alarms Maintenance
- Public Address Systems
- Carpenters Machine Shop Maintenance Planned
- Roller Shutters Maintenance
- Motorised Access Control System
- Auto Electric Doors Maintenance
- High Mast Lights Testing and Maintenance
- Security Lights (Perimeter)
- Voltage Optimisation Equipment.
- Wind Turbines
- Ground Source Heat Pumps

1027.10 The Contractor shall maintain this equipment by using appropriately qualified staff or specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment and systems of this type.

1027.11 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.

- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1027.12 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1027.11 to determine the full extent of service and maintenance requirements.

1027.13 The Contractor shall be responsible for putting and keeping all plant rooms, services voids, cupboards, storerooms and dedicated office space in a clean, tidy and safe condition. The Contractor shall ensure that no tools, equipment, materials, consumables, etc. are stored in plant rooms, service voids, risers, etc. unless they are immediately necessary for the maintenance and operation of the plant and equipment and approved with the Service Manager.

Table 1: PSO 5900 General Requirements

General Management:	System/Asset	Requirement	Frequency
Heating Systems	Low temperature hot-water, Medium temperature hot-water, High temperature hot-water	Maintenance	As B&ES Association Standards
	Boiler house (supervision)	Monitoring	Based on risk assessment
	Documentation	Record updating	As necessary
Cleanliness of Water Systems	Hot water systems, cold water systems	Maintenance	Statutory Legislation, Technical Instructions “Management Principles for the Control of Legionella in Prisons”, “Operation and Maintenance of Hot water Systems in Prisons”, and “Operation and Maintenance of Cold Water Systems in Prisons”
	Documentation	Record updating	As necessary
Coal	Automatic delivery	Maintenance	As manufacturer’s

	systems		recommendations
Cold Water Systems	Salt regenerative water softeners	Maintenance	As manufacturer's recommendations
	Cold water systems and storage tanks	Inspection	12 Monthly
	Pipe ducts, crawl-ways and subways	Inspection	6 Monthly
	Incoming water temperature	Monitoring	Twice a year
	Water temperature at the nearest and furthest outlets from storage tanks	Monitoring	Monthly
	Vessels storing cold water under pressure and expansion vessels	Inspection	As 'scheme of examination' for that equipment
	RPZ valves	Test and Maintenance	WRAS IGN no.9-03-02
	Industrial processes	Maintenance	Best practice and HMPS standard
	Fire sprinkler systems and fire hoses	Maintenance	Best practice and HMPS standard
	Irrigation equipment	Maintenance	Best practice and MoJ standard

	Documentation	Record updating	As necessary
Control of Legionella	Hot and cold water services	Inspection / Analysis	Periodic in compliance with Statutory Legislation and type of system
	System temperature	Monitoring	Based on risk assessment
	Documentation	Record updating	As necessary
Emergency Lighting	Fault log	Inspection	Monthly
	Luminaires and lit signs	Inspection and Test	Monthly
	Indicator lamps	Inspection and Test	Monthly
	Central battery systems	Inspection and Test	Monthly
	Fault log	Inspection	6 Monthly
	Luminaires and lit signs	Inspection and Test	6 Monthly
	Indicator lamps	Inspection and Test	6 Monthly
	Central battery systems	Inspection and Test	6 Monthly
	Emergency lighting system (in its entirety)	Inspection and Test	Three yearly

	Documentation	Certification/ Record updating	As necessary
Fuel Oils Storage & Handling	Oil separators (inc. filters)	Inspection and Maintenance	6 Monthly
	Bunds (accumulated matter)	Maintenance	As necessary
	Steel tanks (corrosion)	Inspection	12 Monthly
	Tank supports (integrity)	Inspection	12 Monthly
	Bund (integrity)	Inspection	12 Monthly
	Fire safety valves	Test	12 Monthly
	Storage tank (condensation)	Maintenance	12 Monthly
	Tanks generally	Inspection	12 Monthly
	Insulation on oil lines	Maintenance	As necessary
	Oil temperature/ thermostat settings	Inspection and maintenance	As necessary
	In-line oil filters Underground oil pipelines (pressure test)	Maintenance Test	As necessary Once every ten years

	Documentation	Record updating	As necessary
Hot Water Systems	Calorifiers	Inspection and Maintenance	12 Monthly
	Thermal disinfection	Maintenance	Same basis as chemical disinfection
	Water temperature at the nearest and furthest outlets from the storage calorifier.	Monitor	Monthly
	Hot water system (in its entirety)	Maintenance	12 Monthly
	Vessels and associated systems storing hot water under pressure	Inspection	As "written scheme of examination"
	Documentation	Record updating	As necessary
Lightning Protection	Earth termination network and each earth electrode (resistance)	Test	11 Monthly
	Conductors, bonds and points (electrical continuity)	Test	11 Monthly

	Lightning protection system (in its entirety)	Maintenance	BS 62305
	Documentation	Record updating	As necessary
Liquid Petroleum Gas	Signs and signals	Inspection	12 Monthly
	Storage facility	Inspection	12 Monthly
	LPG appliances	Maintenance	As manufacturer's recommendations
	Documentation	Record updating	As necessary
Natural Gas	Gas installations and appliances	Inspection and Maintenance	12 Monthly or As manufacturer's recommendations
	Documentation	Record updating	As necessary
Steam Systems	Boiler (supervision)	Monitoring	Constant
	Water treatment	Maintenance	As manufacturer's recommendations
	Blowdown (water chambers, main boiler, sight glasses)	Maintenance	Regularly
	Steam system (in its entirety)	Maintenance	As manufacturer's recommendations
	Documentation	Record Updating	As necessary
Swimming Pools	Microbiological, samples	Tests	Monthly

	Pumps, filters, treatment plant	Maintenance	Annually
	Filtration system	Maintenance	As manufacturer's recommendations
	Water treatment	Maintenance	As necessary
	Documentation	Record updating	As necessary
Health & Safety:			
Asbestos Management	Management of asbestos	Management activities	Continual
	Asbestos material	Inspection	12 Monthly
	Documentation	Record updating	As necessary
Use of Hand Tools	Provision of hand tools	Management activities	Continual
	Fitness of hand tools	Maintenance	As manufacturer's instructions
	Documentation	Record updating	As necessary
Pressure Systems	Written scheme for the periodic examination	Management activities	Continual
	Pressure systems	Maintenance	As "written scheme of examination"
	Documentation	Record updating	As necessary
The Provision and Use of Work Equipment	Cutting and grinding machines incorporating	Maintenance	As manufacturer's recommendations

Regulations 1998 (PUWER)	abrasive wheels		
	Documentation	Record updating	As necessary

1027.14 General Plumbing

Systems included within 'General Plumbing' shall include, but not be limited to, the following;

- Hot and cold water distribution systems
- Booster sets / pumps
- Water storage tanks
- Pressure and expansion vessels
- Valves
- Waste systems

The Contractor shall provide maintenance in accordance with Table 1: PSO 5900 General Requirements, SFG20, British Standards and the manufacturers' recommendations.

1027.14.1 Hot Water Systems

The water temperature at the nearest and furthest outlets from a storage calorifier (and any other outlet considered to be a high Legionella risk) shall be monitored on a monthly basis. The measured water temperature must be at least 50°C within one minute of running the water. Where Thermostatic Mixing Valves (TVM's) are installed, the water supply temperature to the TVM must be at least 50°C within one minute of the water running, measured using a surface temperature probe.

On a monthly basis the temperature of water at the outlet and return to all storage calorifiers shall be recorded. This shall be done during a period of low demand and the outlet should be at least 60°C and the return at least 50°C. Ideally, where manually recorded, these readings

should be taken from permanent temperature gauges mounted in thermometer pockets at the top of calorifiers and on the return leg. Alternatively, where a BMS exists, logged values may be used.

In addition to any works as required by PSO5900, British Standards or manufacturers' recommendations, the following work must be undertaken annually:

- Check that all pipes open to atmosphere are protected against the entry of insects.
- That the hot water temperature at a representative number of outlets (on a rotational basis) is at least 50°C within one minute of the water running.
- That, where installed, electric trace heating is operating correctly.
- Self-closing taps and valves are not leaking and provide the correct timed flow before shutting-off.
- Shower heads and spray tap outlets have been cleaned and are free from scale.
- Stop valves move freely.
- Any part of the installation that has become unused or little used is noted and considered for removal.
- Fixings and supports allow for expansion and contraction.
- Loose or missing fixings and supports are recorded for repair.
- Leaks from pipework, joints and fittings are recorded for repair.
- Thermal insulation is in place and undamaged on pipework, fittings and tanks (and that any removed for the inspection is replaced).
- Fire stopping is in place.
- Calorifiers are drained, inspected and, where necessary, cleaned.

- Record drawings and schematics are up to date.
- All building risk assessments are current and up-dated.

Any vessels and associated systems storing hot water under pressure shall be inspected at the intervals specified in the 'written scheme of examination'.

1027.14.2 Cold Water Systems

Cold water systems and storage tanks must be inspected at least annually and, in addition to any works as required by PSO5900, British Standards or manufacturers' recommendations, inspections shall include the following:

- Appropriate backflow and back-siphonage prevention devices are in place and operating correctly.
- Fixings and supports allow for expansion and contraction.
- Loose or missing fixings and supports are recorded for repair.
- Leaks from pipe work, joints and fittings are recorded for repair.
- Thermal insulation is in place and undamaged on pipe work, fittings and tanks (and that any removed for the inspection is replaced).
- Fire stopping is in place.
- Float operated valves are working correctly and warning pipes indicate no signs of overfilling of storage tanks.
- Warning and overflow pipes are clear.
- Tanks and cisterns are clear of debris, the water surface appears clear and shiny.
- Tanks and cisterns show no signs of leakage or corrosion.
- Water in tanks and cisterns is not stagnant - by using a temporary flow meter at the outlet ensure that there is

reasonable flow during the course of a typical day and recording the value.

- Tank and cistern covers are adequate and securely fixed.
- Back-wash cycle on salt regenerative water softeners is operating correctly.
- Self-closing taps and valves are not leaking and provide the correct timed flow before shutting-off.
- Shower heads and spray tap outlets have been cleaned and are free from scale.
- Stop valves move freely.
- Any part of the installation that has become unused or little used is noted and considered for removal.
- Cold-water temperature at a representative number of outlets (on a rotational basis) is below 20°C within two minutes of running.

Pipe ducts, crawl-ways and subways shall be inspected at least six-monthly and checked for signs of leaks and to ensure they are clear of debris, flooding and vermin.

The incoming cold-water temperature to each building shall be monitored at least twice a year (once in the winter and once in the summer). This will normally be done at ball valve inlets to storage tanks and measured temperature should be below 20°C at all times.

The water temperature at the nearest and furthest outlets from the storage tank (and any other outlet considered to be a high risk) shall be monitored on a monthly basis. The measured water temperature must be below 20°C within two minutes of running.

Any vessels storing cold water under pressure, and expansion vessels, shall be inspected at the intervals determined by the 'scheme of examination' for that equipment. Refer to the Health and Safety subsection of the Technical Manual for more information on Insurance Inspections for Pressure Vessels.

For information on backflow prevention and Reduced Pressure Zone (RPZ) valves see Water Regulations Advisory Scheme (WRAS) Information Guidance Note (IGN) 9-04-05 August 2004 – ‘Report of the expert group on the risk of contamination of the public water supply by backflow’.

The installation, on-site testing and maintenance of RPZ valves must be conducted in accordance with WRAS IGN no.9-03-02 for Type BA - Verifiable Backflow Prevented with Reduced Pressure Zone (RPZ valve). Non-compliance with this guidance may be material in consideration of whether an offence has been committed. Once installed, RPZ valves must be tested periodically by an accredited tester at intervals specified by the water supplier, but not exceeding 12 months. WRAS IGN no.9-03-02 contains a Test Performance and the WRAS website lists current accredited testers and their contact details.

1027.15 Boiler Chemical Treatment

The Contractor shall provide maintenance in accordance with Table 1: PSO 5900 General Requirements, SFG20 within section ‘Water Treatment’, British Standards (namely BS 2486 – Treatment of water for steam boilers and water heaters) and the manufacturers’ recommendations.

1027.16 Boiler House Controls / Heating Systems

Boiler house controls / heating systems are defined as stand-alone control systems which are used for the operation of heating and/or hot water systems. This shall include, but not be limited to, the following;

- Manual switches
- Time clocks
- Thermostats / temperature sensors
- Frost stats
- Flow switches
- Pressure switches

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20 within section 'Boilers / Heat Generators', British Standards and the manufacturers' recommendations.

1027.17 Heating Plant

Heating Plant is defined as items of plant and equipment which form part of a building's heating system, this covers all elements of the system with the exception of the water heater / boiler which is covered by a separate specification.

The Contractor shall provide maintenance in accordance with PSO 5900 within section 'Heating Systems', SFG20 within section 'Boilers / Heat Generators', British Standards and the manufacturers' recommendations.

1027.18 Boiler Servicing

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20 within section 'Boilers / Heat Generators', British Standards and the manufacturers' recommendations.

The Contractor shall comply in all respects with the Gas Safety (Installation and Use) Regulations.

The Contractor shall ensure that all work carried out on any gas appliance is carried out by a competent person with the relevant Gas Safe registration for the appliance being serviced.

1027.19 Pressurisation Units

The Contractor shall provide maintenance in accordance with current legislation (namely The Pressure Equipment Regulations 1999 and the Pressure Systems Safety Regulations 2000), SFG20 within section 'Pipework Systems', British Standards and the manufacturers' recommendations.

1027.20 CHP Maintenance

The Contractor shall provide maintenance in accordance with SFG20 within sections 'Power Generation' and 'Heat Recovery', British Standards and the manufacturers' recommendations. This shall include, but not be limited to, the monitoring / maintaining of the following elements of the system;

- Oil
- Spark plugs
- Air Filter
- Valve clearances
- Starter battery
- Engineer coolant pressure
- Generator connections

1027.21 Steam Generator Plant and Controls Maintenance

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20, British Standards and the manufacturers' recommendations.

The Contractor is to note that steam boiler systems feeding industrial laundries may need a 24 hour repair service and need to have a system to operate the boilers 7 days per week. Some Affected Properties may require 24 hour a day operation of boilers serving laundry equipment.

1027.22 Gas Detection / Distribution (Gas Alarms and Maintenance)

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20 within section 'Boiler/Heat Generators', British Standards and the manufacturers' recommendations.

The Contractor shall comply in all respects with the Gas Safety (Installation and Use) Regulations.

The Contractor shall ensure that all work carried out on any gas appliance is carried out by a competent person with the relevant Gas Safe registration for the appliance being serviced.

All maintenance and new works will be undertaken in accordance with the current HSE ACOP (L56).

1027.22.1 Gas Detection Systems

Systems are to be maintained in accordance with SFG20 within section 'Boiler/Heat Generators', sub-section '05-24 Boilers – Fire and Safety Circuits'.

1027.22.2 Gas Distribution Systems

As a minimum, the Contractor shall attend site on an annual basis in order to complete the following maintenance activities;

- Carry out a visual inspection along the length of all installed pipework checking for any signs of deterioration, i.e. flaking paint, corrosion or damage.
- Check pipework supports – tighten as necessary.
- Operate all valves and ensure they are free from obstruction – lubricate as necessary.
- Check the consumption meters for correct operation.
- Update all record documentation; this is to include the on-site distribution schematic if required.

1027.23 Water Distribution Installation

Water Distribution Installations are defined as the systems used to distribute the incoming mains cold water service from the site's intake position to the metering point within each of the site's buildings.

Systems included within 'Water Distribution Installation' shall include, but not be limited to, the following elements of water distribution systems and their associated ancillary equipment;

- Mains cold water distribution pipework

- Booster sets / pumps
- Water storage tanks
- Valves
- Consumption meters

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20, British Standards and the manufacturers' recommendations.

The incoming cold water temperature to the site shall be monitored at least twice a year (once in the winter and once in the summer). This will normally be done at the nearest convenient position to the point of supply i.e. the Water Authority Meter. Water temperature should normally be around 10°C, but the Water Authority should be notified on any occasion that the temperature reaches 20°C. Note that the Water Authority has a legal duty to supply water at no more than 25°C.

1027.24 Water Detection Installation

The Contractor shall provide maintenance in accordance with SFG20, British Standards and the manufacturers' recommendations.

1027.25 Water Softeners Testing and Maintenance Planned The Contractor shall provide maintenance in accordance with SFG20 within section 'Water Treatment', British Standards and the manufacturers' recommendations.

1027.26 Laundry Equipment (Wing/Standalone only)

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20, British Standards and the manufacturers' recommendations.

1027.27 Water Quality

The Contractor shall be required to monitor and maintain water systems, which shall include but shall not be limited to water sampling, testing programmes, temperature monitoring, cleaning and

disinfection, flushing regimes, logbook administration, to comply with the requirements of the HSE Publication: HSE01 The Control of Legionella Bacteria in Water Systems, Approved Code of Practice and Guidance (L8) at all times.

The Contractor shall also comply with the Water Supply (Water Quality) Regulations and all other water treatment legislation relevant to the Services ensuring that in all circumstances where water treatment is required it is duly carried out. Any Work required to meet the Water Supply (Water Quality) Regulations over the Reactive Maintenance Threshold shall be referred to the Employer for approval.

1027.28 Water Tank Cleaning

The Contractor shall provide maintenance in accordance with Health & Safety Executive's (HSE) L8 – 'Legionnaires' disease: The control of legionella bacteria in water systems' Approved Code of Practice (ACoP) and Guidance.

1027.29 Swimming Pool Maintenance Planned

The pool shall be maintained in accordance with the procedures advised by the Swimming Pool and Allied Trades Association (SPATA) or on the basis of a regime developed by a qualified engineer who is a member of the Institute of Swimming Pool Engineers.

The maintenance and cleaning regime is to include for (but not be limited to) the following inspections and tests:

1027.29.1 Testing of water clarity.

1027.29.2 Water testing for temperature, pH and alkalinity.

1027.29.3 Testing of air temperature.

The Contractor shall ensure that suitable energy conservation measures are put in place to minimise the wastage of energy from the pool and the carbon footprint of the facility.

The Contractor shall provide maintenance in accordance with PSO 5900, the Health & Safety Executive's (HSE) L8 – 'Legionnaires'

disease: The control of legionella bacteria in water systems' Approved Code of Practice and SFG20 within section 'Swimming Pools'.

Maintenance activities shall include, but not be limited to, the following;

Monthly:

- Take samples and conduct microbiological tests.

Annually:

- Service pumps, filter and associated treatment plant.

It shall be noted that complete emptying of pools must be avoided as this can result in structural damage.

1027.30 Mono Munchers and Drain Cleaning

The Contractor shall provide maintenance in accordance with SFG20 within sections 'Macerators' and 'Sanitary, Waste Water Plumbing and Drains', British Standards and the manufacturers' recommendations.

1027.31 Sewage Pumps

Systems included within 'Sewage Pumps' shall include, but not be limited to, the following;

- Submersible and Drywell pumps
- Valves
- Sensors
- Control Systems

The Contractor shall provide maintenance in accordance with SFG20 within section 'Pumps', British Standards and the manufacturers' recommendations.

1027.32 Chiller Maintenance

The Contractor shall provide maintenance in accordance with SFG20 within section 'Chillers Water', British Standards and the manufacturers' recommendations.

1027.33 Rainwater Harvesting

A log of inspections, maintenance and repairs is to be kept and shall include a short description of any issues identified and the cause of any failure.

The frequency of Planned Preventative Maintenance and Inspection shall be reviewed and adjusted in agreement with the Employer's Representative in the light of findings from actual inspection and maintenance, or where the system manufacturer's recommendations differ from the requirements of this specification.

Any remedial work identified which requires capital investment must be brought to the attention of the Employer's Representative and agreed in writing prior to being undertaken.

Entry into tanks shall be avoided as far as practicable. Where it is absolutely necessary for personnel to enter a tank that work must be undertaken in accordance with 'working in confined spaces' regulations and in accordance with the limitations and requirements of the 'permit to work' issued for that activity.

The Contractor shall provide maintenance in accordance with British Standards (the latest version of BS 8515 Rain Water Harvesting Systems – Code of Practice) and the manufacturers' recommendations.

Maintenance activities shall include, but not be limited to, the following;

6 MONTHLY

- Check, clean and/or replace UV treatment lamps.
- Note that a UV lamp which appears to be giving-off light may not in fact be producing any useful UV after some months of operation. The useful life-expectancy of a lamp will depend on the type of UV lamp used and its hours-run, but to ensure it is still effective it is necessary to measure the amount of UV-C being produced.

- Where the disinfection system does not have integral indication of lamp condition it will be necessary to prove effective UV-C output (in the spectrum range of 240 – 285nm) using a calibrated UV meter. Measurements must be made at the correct distance from the lamp, and give output within tolerances, specified by the manufacturer of the UV disinfection equipment.
- Any replacement lamps must be of the same specification and output as recommended by the disinfection equipment manufacturer.
- Ensure that the system is generally functioning correctly with no fault indications.

ANUALLY

- Gutters and downpipes – check for leaks and blockages – clean if necessary.
- Filters (which may be in a chamber prior to the tank or within the tank) - Check condition of filters and clean if necessary.
- Storage tank (typically below ground level) – check that access covers are in place and fitted correctly, that there are no signs that the tank may be damaged, and the tank is free from undue levels of debris (sedimented or floating). If the tank is fitted with a skimming device at overflow level, ensure that it is clear and operating correctly.
- Cistern (typically located at roof level) – check that the tank is stable, has no sign of leaks, has no build-up of debris, the overflow is clear, and that the lid is close-fitting.
- Pumps and pump control – check pumps and valves for signs of leakage, that the pumps runs and responds correctly to the appropriate control signal, and that any maintainable expansion vessel / surge arrestor is correctly charged. Where the pump relies on a flooded suction line, ensure that the foot-valve is operating correctly.

- Control unit – check that all controls and alarms and indicators function correctly, including water level controls and indicators.
- Back-up water supply – check that the back-up water supply functions correctly, in particular that it does not supply water when there is harvested rainwater available, and that air gaps are maintained.
- Wiring – Inspection and testing of fixed wiring should form part of the annual inspection and test of the electrical system covered by a separate ‘Service Line’ specification of this contract. Any flexible cords serving equipment associated with the rainwater harvesting system, such as submersible pumps, shall be inspected and tested.
- Support and fixings – generally ensure that all supports and fixings are secure and adjust if necessary.
- Markings – check that warning notices and pipework identification are correct, in place, and legible.

10 YEARLY

- Drain-down and clean-out the storage tank.

In addition to planned preventative maintenance the Contractor shall provide a reactive maintenance service to attend and rectify any failure of the rainwater harvesting on a call-out basis.

1027.34 **Electrical Maintenance**

Systems included within ‘Electrical Maintenance’ shall include, but not be limited to, the following;

- Main LV Switch Panels
- Power Factor Correction (PFC) Units
- Containment Systems
- Power Distribution Units
- Distribution Boards

- Sub-main cabling, final circuit wiring & earthing systems

The Contractor shall provide maintenance in accordance with SFG20 within section 'Power Supplies', British Standards and the manufacturers' recommendations.

1027.35 Fixed Installation / Distribution Testing

The Contractor shall provide maintenance in accordance with the latest version of BS 7671 'IEE Wiring Regulations – Requirements for Electrical Installations' and the accompanying Guidance Note 3 'Inspection & Testing'.

No electrical circuit shall be isolated without prior authorisation from the Site Manager, his representative or nominated appointee.

Within each twelve (12) month period the Contractor shall provide suitably qualified and Approved Electrician/s to carry out the required inspection and testing works.

The Contractor shall carry out the required works on 20% of the Affected Properties electrical infrastructure, with the results recorded on a standard and approved periodic inspection report certificate. A minimum of 10% of accessories on each circuit shall be removed for thorough inspection.

It shall be the Contractor's responsibility to ensure that every twelve (12) months a different 20% of the installation is subject to the required inspection and testing procedures, resulting in the entire Establishment being tested over a five year period. During the mobilisation period of the contract the Contractor is to produce a five year programme of fixed wire electrical inspection for the approval of the Service Manager.

Refer to the relevant British Standard and Code of Practice when work is to be carried out on flame proof, dust tight or intrinsically safe installation, with particular regard to the procedure for making installations 'live' or 'dead'.

The agreement of the Employer is to be obtained for a) withdrawal, b) the restoration, of any electricity supply.

When inspecting protective devices see that;

- The fuse or circuit breaker has on its case or in an adjacent conspicuous position, an indelible indication of its current rating or setting and that it is appropriate to the circuit it protects.
- The fuse element or circuit breaker mechanism is in good condition; test a circuit breaker manual trip.
- The contacts and connections are clean and tight and show no signs of overheating.

Earth Loop Tests;

Instructions on operation of AC earth loop testing sets are provided with the instruments. DC installations are to be tested by the passage of a current of not less than 19 amperes at 12 volts in the loop formed by the neutral conductor of a 3 wire system, or the earth conductor or a 2 wire system, and the earth return path through suitable resistance. The loop resistance is to be calculated from the readings of a voltmeter and ammeter in the circuit.

Maximum earth loop impedance values shall be in accordance with the latest version of BS 7671 'IEE Wiring Regulations – Requirements for Electrical Installations'.

An earth loop impedance test or equivalent DC test is not to be made on a flameproof, dust tight or intrinsically safe wiring installation or apparatus or any other installation with a 'danger area'. A test is to be made of the impedance of the internal earth continuity conductor. In an AC installation the impedance, measure between main switch and any part of the earth continuity conductor, is not to exceed 0.5 ohm where steel conduit or pipe forms any part of the earth continuity conductor or 1 ohm where the earth continuity conductor is composed entirely of copper, copper alloy or aluminium. In a DC installation the resistance of the earth continuity conductor is not to exceed 1 ohm. Only certified intrinsically safe instruments are to be used for testing in a 'danger area'.

With an appropriately rated insulation tester, test the insulation resistance between earth and all none earthed conductors connected together. Apparatus with an insulation resistance less than 0.5 ohm where steel conduit or pipe forms part or the whole of the earth continuity conductor, or 1 ohm where the earth continuity conductor is composed entirely of copper, copper alloy or aluminium should be classed as unsatisfactory.

Inspect the supply fuses or circuit breaker.

Measure the earth loop impedance at the frame or casing and where necessary of components (e.g. the hotplates of a cooker).

Inspect the connections, contacts, earth bonding, and wiring of the apparatus and its associated control gear and isolating switch/fuse(s).

Measure the earth loop impedance, as appropriate, as;

- The main switch where no distribution fuses board or bus bar chamber is fitted.
- At one of the outgoing switches where a main bus bar chamber is fitted.
- At the distribution fuse board immediately after main switch.

Inspect the installation as follows;

- Examine lighting fittings, flexible cords, switches, socket outlets, plugs and exposed wiring runs and earth bonding or defects.
- Examine conductors and accessories, where accessible, for signs of overheating.
- Make 'spot' earth loop tests on earthed metal castings of switchgear, distribution boards and exposed metal conduits and sheaths.

On completion a valid certificate together with a completed log sheet shall be issues to the Employer for each separate installation.

The Contractor must ensure that all extra low voltage is disconnected before any test is commenced.

Many Prison Service electrical installations will have been wired in accordance with earlier editions of the Wiring Regulations and are unlikely to comply in full with the current edition of BS 7671. It is not intended to initiate major rewiring programmes just in order to achieve total compliance with the current edition of BS 7671.

1027.36 RCD Testing

The Contractor shall provide maintenance in accordance with the latest version of BS 7671 'IEE Wiring Regulations – Requirements for Electrical Installations' and the accompanying Guidance Note 3 'Inspection & Testing'.

1027.37 Low Voltage Breakers Maintenance

The Contractor shall provide maintenance in accordance with SFG20 within section 'Power Supplies', British Standards and the manufacturers' recommendations.

1027.38 Emergency Lighting

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20, British Standards (namely BS 5266 - Emergency Lighting) and the manufacturers' recommendations.

For the avoidance of doubt, daily and weekly maintenance tasks will be undertaken by the Employer.

1027.39 Internal Lighting Systems

The Contractor shall provide maintenance in accordance with SFG20 within section 'Lighting', British Standards and the manufacturers' recommendations.

1027.40 Street Lighting (External Lighting)

The Contractor shall provide maintenance in accordance with SFG20 within section 'Lighting', British Standards and the manufacturers' recommendations.

1027.41 Lightning Protection (Conductors)

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20 within section 'Lightning Protection', British Standards (namely BS 62305 – Protection Against Lightning) and the manufacturers' recommendations.

1027.42 Earthing

The Contractor shall provide maintenance in accordance with SFG20 within section 'Power Supplies', British Standards and the manufacturers' recommendations.

1027.43 Frequency Convertors

The Contractor shall provide maintenance in accordance with manufacturers' recommendations.

1027.44 Air Compressors

The Contractor shall provide maintenance in accordance with SFG20 within section 'Pipework Systems', British Standards and the manufacturers' recommendations.

1027.45 Access Control Systems Maintenance

Access control systems are defined as electronic systems which restrict the entry / egress to buildings.

The Contractor shall provide maintenance in accordance with British Standards and the manufacturers' recommendations.

1027.46 Intruder Detection Systems Maintenance

Intruder detection systems are defined as intruder detection alarm systems which are installed to protect a building from unauthorised access.

The Contractor shall provide maintenance in accordance with SFG20 within section 'Security Systems', British Standards (namely BS EN 50131 Alarm Systems – Intrusion & Hold-up Systems and its accompanying guide DD CLC/TS 50131-7) and the manufacturers' recommendations.

1027.47 Secondary Alarms Maintenance

Secondary alarms are defined as systems other than those required for life safety and/or security purposes. Systems included within 'Secondary Alarms Maintenance' shall include, but not be limited to, the following;

- High / low temperature alarms
- High / low level pressure alarms
- Fault alarms
- Leak detection systems

The Contractor shall provide maintenance in accordance with SFG20, British Standards and the manufacturers' recommendations.

1027.48 Public Address Systems

The Contractor shall provide maintenance in accordance with SFG20 within section 'Communication and P.A. Systems', British Standards and the manufacturers' recommendations.

1027.49 Carpenter's Machine Shop Maintenance Planned

The Contractor shall provide a professional and comprehensive maintenance service covering all fixed Carpenter's Machine Shop Equipment used in the provision of carpentry services at the establishment.

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

For the avoidance of doubt, maintenance of fixed electrical, water, gas and ventilation installations within carpentry workshops will be dealt with under a separate specification.

1027.50 Roller Shutters Maintenance

The Contractor shall provide maintenance in accordance with British Standards and the manufacturers' recommendations.

1027.51 Motorised Access Control System

The Contractor shall provide maintenance in accordance with British Standards and the manufacturers' recommendations.

1027.52 Auto Electric Doors Maintenance

The Contractor shall provide maintenance in accordance with British Standards and the manufacturers' recommendations.

1027.53 High Mast Lights Testing and Maintenance

The Contractor shall provide maintenance in accordance with SFG20 within section 'Lighting', British Standards and the manufacturers' recommendations.

Within this service the Contractor shall include for the maintenance of the mast itself in addition to that of the luminaires. This shall include, but not be limited to, the following;

- Foundations
- Ground fixings
- Mast structure and/or column
- Mast head assembly
- Winches (manual or automatic)
- Steel wire ropes

1027.54 Security Lights (Perimeter)

The Contractor shall provide maintenance in accordance with SFG20 within section 'Lighting', British Standards and the manufacturers' recommendations.

1027.55 Voltage Optimisation Equipment

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20, British Standards and the manufacturers' recommendations

1027.56 Wind Turbines

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20, British Standards and the manufacturers' recommendations

1027.57 Ground Source Heat Pumps

The Contractor shall provide maintenance in accordance with PSO 5900 General Requirements, SFG20, British Standards and the manufacturers' recommendations

Specification Name

Ventilation and Air Conditioning Systems

Specification Reference Number

1035

1035. Ventilation And Air Conditioning Systems

1035.1 This specification is for the maintenance of the following ventilation and air conditioning systems:

- Ventilation and air conditioning systems
- Local exhaust ventilation (LEV)
- Air Filters
- Split A/C units
- Humidifiers
- Variable speed drives
- Kitchen ventilation

1035.2 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Health and Safety Executive guidelines and procedures

- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1035.3 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1035.2 to determine the full extent of service and maintenance requirements.

1035.4 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, Asset Registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to Employer upon request

1035.5 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM

System, the planned preventive maintenance schedules for comment and approval by the Employer.

1035.6 Ventilation and air conditioning systems shall be maintained using the same principles employed for other mechanical and electrical systems. For the avoidance of doubt, some of the air conditioning systems may be designated by the Employer as Business Critical systems as referred to in the Maintenance Strategy 1 and Maintenance Strategy 2 Specifications (1020.1 and 1020.2 respectively).

1035.7 **Ventilation and air conditioning systems**

1035.7.1 The internal surfaces of ventilation and air conditioning ductwork shall be kept clean in accordance the Environmental Cleaning Specification (1063).

1035.7.2 Ventilation systems shall be maintained in accordance with FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene or similar industry recognised maintenance regime.

1035.7.3 Air conditioning systems shall be maintained in accordance with the Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100), Mechanical, and Electrical Specification (1027) where these are applicable. The systems shall be maintained to ensure compliance with legal obligations in respect of Health and Safety and the management of greenhouse gases and ozone depleting substances.

1035.7.4 The Contractor shall provide maintenance in accordance with SFG20 within sections 'Air Conditioning' air handling units, ducting, fans and grilles and diffusers, British Standards, PSO5900 and the manufacturers' recommendations.

1035.7.5 The Contractor shall not allow the release of any air conditioning refrigerant to atmosphere

1035.8 **Local exhaust ventilation (LEV)**

- 1035.8.1 The Contractor shall provide maintenance in accordance with PSO5900, SFG20 within section 'Ventilation Ancillaries', British Standards and the manufacturers' recommendations.
- 1035.8.2 As a minimum, the contractor shall carry out maintenance on the LEV every 14 months
- 1035.9 **Air Filters**
- 1035.9.1 The Contractor shall provide maintenance in accordance with SFG20 within section 'Condensors, Filters and Terminal units', British Standards, PSO5900 and the manufacturers' recommendations.
- 1035.10 **Split A/C units**
- 1035.11 The Contractor shall provide maintenance in accordance with SFG20 within section 'Split Systems including Heat Pumps, British Standards, PSO5900 and the manufacturers' recommendations
- 1035.12 The Contractor shall not allow the release of any air conditioning refrigerant to atmosphere
- 1035.13 The Contractor shall advise the Employer of any refrigerant that requires changing due to environmental or legislation requirements.
- 1035.14 **Humidifiers**
- 1035.15 The Contractor shall provide maintenance in accordance with SFG20 within section 'Air conditioning and Humidifiers including disinfection procedures', British Standards, PSO5900 and the manufacturers' recommendations.
- 1035.16 **Variable speed drives**
- 1035.16.1 The Contractor shall provide maintenance in accordance with SFG20 within section 'Motors', British Standards and the manufacturers' recommendations.
- 1035.17 **Kitchen ventilation**
- 1035.17.1 The Contractor shall provide maintenance in accordance with British Standards, PSO5900 and the manufacturers' recommendations.

1035.17.2 The Contractor shall comply with the requirements of B&ES
specification DW/172 Kitchen ventilation systems and TR19

Specification Name

HV Equipment and Substation Maintenance

Specification Reference Number

1046

1046. HV Equipment and Substation Maintenance

1046.1 High Voltage (HV) equipment and substations shall be maintained using the same principles employed for other mechanical and electrical systems. For the avoidance of doubt, HV equipment shall be designated by the Employer as a Critical Asset.

1046.2 Scope; this specification covers high voltage switchgear, transformers, associated protection equipment and ancillary power supplies, substation earthing and substation accommodation generally.

1046.3 High Voltage equipment and substation accommodation shall be regularly inspected, maintained and tested to ensure that it is in a safe and serviceable condition at all times. The Contractor should be a member of NEDeRS and shall maintain this equipment by using directly employed staff or relevant specialist Contractors who have NEDeRS membership and have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1046.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- NOMS rule book for HV Equipment
- Original equipment manufacturers' recommendations.

- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MOJ Prison Service Order 5900 (PSO 5900)
- Health and Safety Executive guidelines and procedures
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1046.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation contained within clause 1046.4 to determine the full extent of the service and maintenance requirements.

1046.6 The Permit to Work system shall be used for this Service.

1046.7 The Contractor shall ensure that each member of staff operating in a HV environment is suitably qualified and competent and approved to work on the specific HV network and has met the requirements to be designated an Authorised Person in the context of a High Voltage safety system. In addition they shall:

1046.7.1 Be an electrical craftsman/technician/engineer trained and experienced in the maintenance and operation of HV equipment and associated ancillary equipment.

1046.7.2 Be over the age of 21 years.

1046.7.3 Possess sufficient knowledge and experience to avoid danger.

1046.8 Substations shall be maintained in a suitably clean, dry, ventilated condition. Tubular heaters shall be fitted where necessary to avoid condensation. Hardwood, metal or concrete duct covers shall be in place, except when work is being carried out. The facility shall be clean, tidy and free from damp. Under no circumstances shall items which are not directly concerned with the operation and maintenance of the HV installation be kept in the substation.

1046.9 The frequency and details of the inspections to be carried shall include but shall not be limited to the following:

1046.9.1 Substation Accommodation Generally

- (a) At commencement of the Contract and at six (6) monthly intervals, visit each substation and conduct a visual inspection of the installation. Ensure each substation is clean, tidy, dry and free from damp. Check and prove operation of lighting, background heating and ventilation. Check equipment for leaks.

1046.9.2 Switchgear:

- (a) In accordance with BS6626:2010 Maintenance of electrical switchgear and control gear for voltages above 1 kV and up to and including 36 kV – Code of practice
- (b) Switchgear shall be operated at least once each year;
- (c) At two-yearly intervals oil switchgear shall be completely isolated and thoroughly inspected, with particular attention being paid to the conditions of contacts, insulation, safety shutters and other moving parts. An oil sample from each oil switch or circuit breaker shall be sent for laboratory analysis to ascertain whether the oil needs changing;

- (d) Notwithstanding the above, the manufacturer's recommendations regarding inspection and maintenance shall be complied with;
- (e) Switchgear shall be thoroughly inspected and maintained as soon as practicable after operating under fault conditions.

1046.9.3 Protective Systems:

- (a) At commencement of the contract visit each substation, record all protection settings and verify them against existing site records.
- (b) On an annual basis check and record protection settings and verify against recorded data.
- (c) Every two (2) years, protective systems shall be secondary injection tested using specialist test equipment, to ensure that they are functioning correctly.
- (d) Batteries and battery chargers shall be inspected and maintained at six-monthly intervals, or more frequently if necessary.
- (e) Notwithstanding the above, the manufacturer's recommendations regarding inspection and maintenance shall be complied with;

1046.9.4 Transformers:

- (a) Visually inspect on an annual basis.
- (b) Oil samples shall be sent for laboratory testing at 12 monthly intervals to ascertain whether the oil or transformer is in suitable condition to continue in service.

1046.9.5 Substation earthing:

(a) The main earthing continuity conductors and connections shall be inspected at twelve (12) monthly intervals;

(b) The substation earthing system shall be tested every two (2) years using an Earth Resistance tester. The resistance to earth shall not exceed 5 ohms.

1046.10 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the Contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, Asset Registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Service Manager or other agreed site representative.

Specification Name

Cable Management (ICT) Ad Hoc

Specification Reference Number

1049

1049 Cable Management (ICT) Ad Hoc

1049.1 On request the Contractor shall be responsible for installing additional current Cat cabling or Cat 6 and moving floor boxes, gromits, etc as instructed with a scope of works by the Employer. The Contractor shall ensure that all cabling which the Contractor installs is of a suitable specification to guarantee continuity of service and signal quality and that this cabling is used exclusively for the transmission of data or voice.

1049.2 Installation work shall be carried out without compromising the integrity of any historic Affected Property and in a manner so as to avoid damage to the building fabric. Prior to carrying out work to an historic Affected Property the Contractor shall undertake a full survey of the proposed cable routes, prepare a method statement and discuss with the Employer the Contractor's proposal for the installation work. The Contractor shall only commence installation work after the Employer has given written authority to proceed.

1049.3 All work shall be conducted in accordance with MoJ Technical Standard STD/E/SPEC/018 for Electrical Installations Operating at LV and ELV. The work shall also comply with the specific cabling requirements of the incumbent IT service provider in that Affected Property.

Specification Name

Catering Equipment Maintenance

Specification Reference Number

1060

1060. Catering Equipment Maintenance

1060.1 The Contractor shall provide a professional and comprehensive maintenance service covering all fixed catering equipment used in the provision of catering services at each Affected Property. The Contractor is to be aware that items within warranty periods and currently serviced under the NOMS asset replacement contract fall out of scope until expiry dates when equipment will be considered to be included as part of this Contract. A full list of catering assets and current maintenance schedules will be made available by the Employer.

1060.2 This specification covers fixed equipment associated with the preparation, cooking, storage and serving of drinks and foodstuffs as well as associated washing and disposal equipment. This shall include but not be limited to equipment used for; ware washing, cooking, preparation, drinks, refrigeration, delivery/display, and associated ancillary equipment. Ancillary equipment shall include the likes of insect killers, localised water softeners and dosing systems etc. For the avoidance of doubt, maintenance of fixed electrical, water, gas and ventilation installations in catering facilities will be dealt with under separate specification.

1060.3 The Contractor shall maintain this equipment to meet the Employer's Response and Resolution Times and experienced in the maintenance

of equipment of this type. The equipment shall be maintained strictly in accordance with manufacturers' recommendations

1060.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MOJ Prison Service Order 5900 (PSO 5900)
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1060.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation contained within clause 1060.4 to determine the full extent of the service and maintenance requirements.

1060.6 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations,

where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer.

- 1060.7 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.

Specification Name

Environmental Cleaning of Ventilation Systems

Specification Reference Number

1063

1063. Environmental Cleaning of Ventilation Systems

1063.1 The Contractor shall provide a professional and comprehensive environmental cleaning service covering ventilation systems at the Affected Property based on an initial risk assessment.

1063.2 This specification covers the routine cleaning of kitchen extract ventilation systems and cell ventilation systems. In addition it covers the ad-hoc cleaning of other ventilation systems in the establishment. Ventilation systems include ductwork and extract hoods, fans, coils, air handling units, air-conditioning units, fan coil units, dampers, attenuators and the like.

1063.3 With the exception ventilation ductwork, ventilation system equipment shall be cleaned in accordance with manufacturers' recommendations.

1063.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Health and Safety Executive guidelines and procedures

- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1063.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1063.4 to determine the full extent of service and maintenance requirements.

1063.6 The Contractor shall provide / review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer

1063.7 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the Contract period; this shall include but not be limited to the production of service reports and the updating of service schedules, system log books, Asset Registers as required by the Employer and all relevant legislation, regulations and

standards. A copy of this information shall be retained on site for inspection by the Service Manager.

- 1063.8 The frequency of environmental cleaning of kitchen extract systems shall be in accordance with the guidance in B&ES (formerly HVCA) TR19. The frequency of cleaning of cell ventilation systems shall be annually.
- 1063.9 Environmental cleaning shall be undertaken in accordance with current Best Practice advice (e.g. CIBSE Technical Memorandum TM26, Hygienic Maintenance of Office Ventilation Ductwork; B&ES (HVCA) Guide to Good Practice, Internal Cleanliness of Ventilation Systems TR19) in order to minimise the build up of dust, dirt, grease and scale and preserve a satisfactory standard of hygiene within air distribution, ventilation and extract systems.
- 1063.10 Ad-Hoc environmental cleaning of ventilation systems. Where instructed by the Employer, the Contractor shall undertake environmental cleaning of ventilation systems on an ad-hoc basis to ensure that they are kept free from anything which may contaminate the air. All ad-hoc work will require prior authorisation from the Employer prior to any work being undertaken.

Specification Name

Re-Lamping Ad Hoc

Specification Reference Number

1067.1

1067. Re-Lamping - Ad Hoc

1067.1.1 The Contractor shall provide a professional, innovative and comprehensive maintenance service covering the Ad Hoc re-lamping of luminaires at the establishment to achieve appropriate lighting levels. The Contractor shall provide a professionally managed, high quality re-lamping Service.

1067.1.2 The Contractor shall be required to undertake re-lamping works on an Ad Hoc basis including the provision of all parts and labour upon receipt of an instruction from the Employer.

1067.1.3 Ad Hoc repairs to lamps shall be carried out in accordance with the terms and conditions of the Contract. Notification of these repairs must be transmitted to the Helpdesk in accordance with standard procedures and allocated to the appropriate tradesmen.

1067.1.4 Scope; This specification is for the Ad Hoc re-lamping of luminaires. This includes but is not limited to:

- Replacement of lamp
- Cleaning of luminaire
- Cleaning of diffusers and reflectors
- Checking the condition of connection leads and connectors
- Checking the security of fixing of the luminaires

- Replacement and repair of light fitting components as required (i.e. ballasts, chokes and starters)
 - Disposal of redundant materials
- 1067.1.5 The Contractor shall carry out the re-lamping by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.
- 1067.1.6 The Ad Hoc re-lamping shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:
- MoJ specification reference 1027- general requirements
 - Original equipment manufacturers' recommendations.
 - B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
 - MoJ Prison Service Order 5900 (PSO5900)
 - Health and Safety Executive guidelines and procedures
 - CIBSE guidelines.
 - Building Research Establishment Conservation Support Unit.
 - BSRIA.
 - Defra (Sustainable Development Unit).
 - Good practice and industry standards.
 - All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
 - Special note shall be made of specific warranty period maintenance requirements.
 - All relevant and future British Standards and European standards.

1067.1.7 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1067.1.6 to determine the full extent of service and maintenance requirements.

1067.1.8 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request

1067.1.9 This specification includes for, but is not limited to, the following lamp sources

- Incandescent (tungsten filament)
- tungsten halogen
- Low pressure sodium
- High pressure sodium
- Metal halide
- High pressure mercury
- Fluorescent tube
- Compact fluorescent tube
- LED
- Induction lamps

1067.1.10 The Contractor shall gain approval from the Employer on the colour temperature of lamp to be installed.

1067.1.11 Where fluorescent lamps are being replaced, the Contractor shall utilize triphosphor fluorescent lamps where possible and lamps shall be of a common colour temperature with any other lamps in that area.

1067.1.12 Were the Contractor has replaced DALI or DSI ballasts, the Contractor shall allow for their reprogramming onto the lighting control system where required

1067.1.13 The Contractor shall provide the specialist access equipment which shall include but shall not limited to ladders, scaffold, cherry pickers any other special equipment to perform the Re-lamping Service irrespective of the access height. Any access equipment provided by the Contractor must be subject to safety inspections, and latest certificates made available to the Employer on request. The cost of providing such access equipment shall be borne by the Contractor.

1067.1.14 The Contractor shall recycle all redundant lamps and equipment and old fluorescent tubes in accordance with the Waste Electrical And Electronic Equipment directive (WEEE), environmental Best Practice and using the most economically advantageous method. Where appropriate, this may mean taking advantage of any national or cross-government contracts to which the Employer has access or through the OGC. The Contractor shall ensure that records are kept of all certificates for fluorescent tubes recycled or disposed of.

Specification Name

Fire Alarms & Fire Protection Equipment

Specification Reference Number

1068

1068. Fire Alarm and Fire Protection Equipment Maintenance

1068.1 The Contractor shall provide a professional and comprehensive maintenance service covering all Fire Alarm and Fire Protection Equipment at each Affected Property.

1068.2 Scope; This specification is for the maintenance of the following fire alarm and fire protection systems;

- Fire alarm systems (Conventional and Analogue addressable)
- Air sampling systems (aspirator system)
- Fire suppression systems
- Hose reels
- Sprinkler systems
- Smoke ventilation systems, smoke and fire dampers
- Fire extinguishers
- Rising fire mains and fire hydrants

1068.3 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1068.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- Health and safety executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1068.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1068.4 to determine the full extent of service and maintenance requirements.

1068.6 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and

standards. A copy of this information shall be provided to the Employer upon request.

1068.7 The Contractor shall provide/review/update the Planned Preventative Maintenance schedule during the period of Setting-Up Operations. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer.

1068.8 **Fire Alarm System**

1068.8.1 Fire alarm systems shall be maintained in accordance with BS 5839, Fire detection and fire alarm systems for buildings Code of practice for system design, installation, commissioning and maintenance, and SFG20.

1068.8.2 Fire alarm systems covered by this specification include both conventional fire alarm systems and analogue addressable fire alarm systems.

1068.8.3 The Contractor shall undertake not less than 4 scheduled maintenance visits per year approximately 3 months apart at mutually agreed dates between the Contractor and the Employer.

1068.8.4 Fire alarm system equipment shall be tested in a manner which ensures that every available detection device (manual call point and automatic detection device) is activated through a 12 month period in line with statutory guidance. This shall be achieved by a programmed and disciplined approach so that maintenance is carried out on 25% of the system per visit. Each maintenance visit in a year shall cover a different 25% of the fire alarm system resulting in 100% of the alarm system being maintained over a twelve (12) month period.

1068.8.5 At each visit the Contractor shall record and identify the 25% of devices maintained. These results shall be logged within each establishment and centrally within the management regime and CAFM

System. All abnormal test results and defects shall be corrected by the Contractor.

- 1068.8.6 The Contractor shall provide an emergency callout service in the event of a breakdown with a response time of not more than 4 hours.
- 1068.8.7 Response times shall be measured from the time the establishment reports a fault or breakdown to the Contractor and specifies that an emergency call out is required to the time the Contractor attends the site.
- 1068.8.8 The Contractor shall provide a complete inventory of all equipment to the Employer within six (6) weeks of commencement of the Contract. The inventory shall be maintained and made available to the Employer by the Contractor throughout the life of the Contract.
- 1068.8.9 Based upon the inventory of equipment produced by the Contractor, the Contractor shall provide a programme of work for servicing each Affected Property for the following twelve (12) month period. A copy of the programme shall be issued to the Service Manager..
- 1068.8.10 The Contractor must diagnose any fault or breakdown and restore normal service with time limits considered to be reasonable by the Service Manager.
- 1068.8.11 Before leaving the site, the Contractor shall visit the Service Manager informing him of his intention to leave, stating the reason and when he expects to return, if the work remains incomplete.
- 1068.8.12 All servicing and repairs shall be carried out in accordance with the manufacturer's instructions. All materials used shall be in accordance with the manufacturers' specifications and instructions.
- 1068.8.13 On completion of each visit, the Contractor shall submit a certificate identifying the tasks carried out, the recorded results of any of the tests carried out and any defects or work recommended.
- 1068.8.14 The Contractor shall ensure that whilst carrying out the Works, only minimal disruption is caused to the normal operation of the establishment.

1068.8.15 The fire alarm system servicing shall include but shall not be limited to the following:

1068.8.16 Weekly attention

The following tests should be made every week to ensure that the system is capable of operating under alarm conditions.

- (a). At least one detector, call point or end of line switch per zone should be operated to test the ability of the control and indicating equipment to receive a signal and to sound the alarm and operate any other warning devices.
- (b). Each zone should be tested in turn; if there are more than 13 zones then more than one zone may need to be tested in any week so that the interval between tests on one zone does not exceed 13 weeks.
- (c). It is necessary that each time a particular zone is tested a different trigger device is used. An entry should be made in the logbook quoting the particular trigger device that has been used to initiate the test.
- (d). If operation of the alarm sounders has been prevented by disconnection then a further test should be carried out to prove the final reinstatement of the sounders, and if permissible to the alarm transmission circuits.
- (e). If the batteries are open or accessible then a visual examination of the battery and its connections should be made to ensure that they are in good condition. Action should be taken to remedy any defect, including low electrolyte level.
- (f). All defects to be recorded in the logbook and the action taken to correct them.

1068.8.17 Quarterly inspection and test

- (a) Check entries in the logbook and any necessary action taken.
- (b) Batteries and their connections shall be examined and tested as specified by the supplier to ensure that they

are in good serviceable condition and not likely to fail before the next quarterly inspection.

- (c) Where applicable, batteries shall be examined to ensure that the specific gravity of electrolyte in each cell is correct. Any necessary remedial action should be taken.
- (d) Primary batteries, including reserves, shall be tested to verify that they are satisfactory for a further period of use by taking measurements that are indicative of the conditions of each cell e.g. its voltage on a known and very high rate of discharge. The test conditions and the significance of the readings will depend on the type of cell and the use to which it is being put. These should be clearly specified by the supplier or commissioning company and applied with care. Primary batteries should in any case be replaced within the period of shelf life stipulated by the battery manufacturer.
- (e) The manual call functions of the control and indicating equipment shall be checked by the operation of all call points in each zone.
- (f) The operation of the sounders and any link to a remote manned centre shall be tested.
- (g) All ancillary functions of the control panel shall also be tested where practicable, and where not recorded in the maintenance documentation along with the reason.
- (h) All fault indicators and their circuits shall be checked, preferably by simulation of fault conditions.
- (i) The control and indicating equipment shall be visually inspected for signs of moisture ingress and other deterioration.
- (j) A visual inspection shall be made to check whether structural or occupancy changes have affected the

requirements for the siting of manual call points and sounders.

- (k) All further checks and tests specified by the installer, supplier or manufacturer shall be carried out.
- (l) Any defect shall be recorded in the logbook and reported to the Employer's Representative for authority to proceed before action is taken to correct it.
- (m) On completion of the work, a certificate of testing shall be given to the Employer's Representative.
- (n) All surge current protection devices that could directly affect the correct operation of the fire alarm system shall be checked. Failed devices and those indicating imminent failure shall be replaced.
- (o) Radio signal strengths in radio-linked systems shall be checked for adequacy.

NOTE. The recommendations of items (b), (c) and (d) above need to be applied to batteries which power individual items of equipment (such as detectors or sounders) and which have provision for monitoring as recommended in BS 5839.

1068.8.18 Annual inspection and test:

- (a) Each call point shall be checked for correct operation in accordance with the manufacturers recommendations;
- (b) A visual inspection shall be made to confirm that all cable fittings and equipment are secure, undamaged and adequately protected.
- (c) Any defect shall be recorded in the logbook and reported to the Employer's Representative for authority to proceed before action is taken to correct it.
- (d) On completion of the work, a certificate of testing should be given to the Employer's Representative.

1068.8.19 Wiring check:

- (a) Every year the installation shall be tested in accordance with the testing and inspection requirements of the IEE Wiring Regulations;
- (b) Any defect shall be recorded in the logbook and reported to the Employer's Representative for authority to proceed before action is taken to correct it;
- (c) On completion of the work, a certificate of testing should be given to the Employer's Representative.

1068.8.20 Secondary batteries:

- (a) The Contractor shall carry out the test specified by the manufacturer under BS 5839 at the intervals specified.

1068.8.21 Where fire alarm systems are fitted with or are integrated with voice alarms or public address systems used for emergency evacuation purposes, the Contractor shall ensure that these are integrated into the maintenance regime of the fire alarm system in accordance with BS 5839 and all relevant amendments.

1068.8.22 The routine attention described in BS 5839 is intended to maintain the system in operation under normal circumstances. There may, however, be special circumstances in which other attention is needed on an Ad Hoc basis, such as following activation of the fire alarm system.

1068.8.23 The Contractor shall ensure that the following work is carried out within four (4) hours after any fire, and that normal use of the area is not resumed until the work is carried out:

- (a) Each call point and automatic detection device that may have been affected by the fire shall be tested.
- (b) Each sounder shall be tested.
- (c) A visual examination shall be made of any other part of the call system which lies within the fire area or which might have been damaged by the fire. Such parts may

include power supplies, control equipment and interconnections.

- (d) Any defect shall be recorded in the logbook and reported to the Employer's Representative for authority to proceed before action is taken to correct it.

1068.8.24 Following the resumption to normal use after a fire the Contractor shall undertake the following;

- (a) A check shall be made of the state of the battery and charger.
- (b) The Contractor shall carry out a further check for damage to the system, particularly any parts in which damage might be hidden, such as buried cables. The extent of a fire may necessitate a more comprehensive check of the system.
- (c) On completion of the work, a certificate of testing shall be given to the Employer's Representative.

1068.8.25 Where any changes have been made to the system, the records shall be up-dated by the Contractor.

1068.8.26 The Contractor shall provide specialist, suitably qualified and trained persons who are competent to carry out all work required.

1068.8.27 The Contractor must notify the Employer's Representative in writing immediately if the performance of any alarm system falls below the normally acceptable functional standard. The Contractor will be required to provide detailed analysis of the reasons for the poor performance and recommended repairs if appropriate along with a written estimated cost.

1068.8.28 Spare parts: the Contractor shall provide all necessary spares for manual call points. The Contractor shall provide a list of essential spares to be held by the Employer's Representative.

1068.9 Air Sampling Systems

1068.9.1 An Air sampling systems is a fire detection device in which air or/and aerosols are drawn through a sampling pipe system to a smoke sensing element by a pump or fan. These systems are known by a number of names including Air sampling systems, Aspirator systems and “VESDA” systems.

1068.9.2 The Contractor shall maintain all items of the air sampling system, including but not limited to pipe network, dedicated ducts, probe or hoods and CIE (control and indicating equipment)

1068.9.3 The Contractor shall provide maintenance in accordance with SFG20, BS 5839 and the manufacturers’ recommendations.

1068.10 Fire Suppression Systems

1068.10.1 The Contractor shall maintain all items of the fire suppression system, including but not limited to gas containment/bottles, pipe network, dedicated ducts, probe or hoods, pressure release vents and CIE (control and indicating equipment)

1068.10.2 Fire suppression systems are systems that extinguish fire by the release of a fire suppression media. Fire suppression systems are typically deployed in substations, data centres, server rooms, and kitchen extract hoods or similar applications. The suppression media is typically;

- (a) Inert gas
- (b) Chemical powder
- (c) Foams
- (d) Fine water spray

1068.10.3 The Contractor shall review the fire suppression systems and advised the Employer’s Representative on any suppression media that should be replaced due to environmental issues

1068.10.4 The Contractor shall provide maintenance in accordance with SFG20, BS 5306-0, other British Standards and the manufacturers’ recommendations.

1068.10.5 The Contractor shall NOT release any suppression media without the written authorization of the Employer's Representative.

1068.11 Hose Reels

1068.11.1 The Contractor shall provide maintenance in accordance with SFG20, BS EN 671-3, BS 5306 and the manufacturers' recommendations.

1068.11.2 This specification shall include all hose reel including but not limited to

- (a) Hose reels (static)
- (b) Hose reels (swing)
- (c) Plus any ancillary equipment such as pressure booster sets, pumps etc.

1068.11.3 Hose reels shall be checked to ensure that there are no leaks, the valves operate satisfactorily, the nozzle outlet is not choked and can be moved from "jet" to "spray" and back with out difficulty. The hose shall be run out at least once per year and subjected to operational water pressure. The booster pump should be checked and the flow rate of each hose reel measured to check that it is not less than the minimum recommended in BS 5306-1.

1068.11.4 The Contractor shall NOT operate the hose reel or riser system to cause the release of water without the written authorization of the Employer's Representative.

1068.12 Sprinkler systems

1068.12.1 Where operations require the temporary shutting down of sprinkler protection, such operations shall be programmed by the Contractor working on the system to enable completion in the shortest possible time and protection restored as promptly as possible.

1068.12.2 The Contractor shall provide maintenance in accordance with SFG20, BS EN 12845, BS 5306-0, other British Standards and the manufacturers' recommendations. The Contractor shall in additional note the following maintenance requirements;

1068.12.3 Weekly tests. For the avoidance of doubt these will be undertaken by the Employer.

1068.12.4 Monthly inspection and testing

- (a) All valves controlling the sprinkler system water supply shall be inspected to ensure that they are locked in the open position.
- (b) A waterflow alarm test shall be performed using the alarm test valve. (Alarms should sound within 10 – 20 seconds of opening the valve). Prior notification of such tests shall be given to all parties who could be affected by the alarm.
- (c) Visual inspection to ensure there is no obstruction to spray. Make sure there are no storage items placed too close to the sprinkler which would affect the spray in the event of a fire.
- (d) Damaged sprinklers. If any sprinkler has been damaged or painted it shall be replaced immediately.

1068.12.5 Annual inspection and testing:

- (a) Sprinklers shall be inspected for damage, corrosion or accumulations of grease, paint, or other deposits and shall be replaced where such conditions would impair the operation of the sprinkler system.
- (b) At least one main drain test shall be conducted to ensure that the water supply available to the sprinkler system has not deteriorated.
- (c) Where an electric fire pump is installed the pump shall be tested at full rated capacity.

1068.12.6 Five Yearly Maintenance

- (a) Back-flow preventers shall be serviced.

1068.12.7 The Contractor shall NOT operate the sprinkler system to cause the release of water without the written authorization of the Employer's Representative.

1068.13 Smoke ventilation systems including smoke and fire dampers

1068.13.1 The Contractor shall provide maintenance in accordance with SFG20, British Standards and the manufacturers' recommendations.

1068.13.2 In addition to any British Standard, SFG20 or manufacturers recommendations the Contractor shall note the requirement to complete the following maintenance

1068.13.3 Smoke Ventilation Systems

- Every six months
 - (a) Complete system activation and check correct operation*
 - (b) Test batteries and control and indicating equipment, check power supplies*
 - (c) Clean lubricate and ensure correct tightness of all actuators, dampers, louvers etc*
 - (d) Test operation of all roof ventilators*
 - (e) Test all remote sensors and interfaces*

1068.13.4 Smoke and Fire Dampers

- Every six months

- (a) Visual check on damper condition, clean as required*
- (b) Check actuator and end switch wiring for damage*
- (c) Check and replace as necessary damaged blades and seals*
- (d) Replace fusible link if required*
- (e) For actuated dampers, check operation of damper to OPEN within design time*
- (f) For actuated dampers, check operation of damper to CLOSE within design time*
- (g) Check functionality of control and indicating equipment (CIE)*

1068.13.5 All smoke ventilation systems shall be left operational and in “standby” mode ready to operate.

1068.14 Fire Extinguishers

1068.14.1 The Contractor shall provide maintenance in accordance with SFG20, British Standards and the manufacturers’ recommendations. Portable fire appliances shall be maintained and tested to the requirements of both “Basic Service” and “Extended Service” as defined in BS5306-3.

1068.14.2 In addition to any British standard, SFG20 or manufacturers recommendations the Contractor shall carry out the following maintenance

1068.14.3 Every twelve months

(a) Check and alter fire extinguisher identification colour coding meets the requirements of British Standard

(b) Each fire extinguisher being identified with a maintenance label containing the following minimum information

- *Maintenance suppliers name and address*
- *Mark identifying the competent person*
- *Type of maintenance action*
- *Date*
- *Mass (as defined by the requirements of BS5306)*
- *Statement confirming maintenance carried out to BS5306-3*
- *A unique identification number corresponding with the asset register..*

1068.14.4 The Contractor shall include for the safe discharge and recharge of water, foam, wet chemical, Eco Jet and Hydrospray extinguishers including labelling and certification in accordance with statutory requirements.

1068.14.5 The Contractor shall advised the Service Manager of any extinguisher that should be replaced due to environmental issues

1068.14.6 The Contractor shall advised the Service Manager of any extinguisher that should be replaced due to not compliance with BS5306

1068.15 Rising Fire Mains and Fire Hydrants

1068.15.1 The Contractor shall provide maintenance in accordance with SFG20, BS 5306, other British Standards and the manufacturers' recommendations. The Contractor shall additionally carry out the following maintenance items.

1068.15.2 Dry Fire Mains

- (a) Six monthly
 - Inspection and operation of each valve
- (b) 12 monthly
 - A wet pressure test to identify and rectify leaks to pipework.

1068.15.3 Wet Fire Mains

- (c) Six monthly
 - Inspection and operation of each valve
- (d) 12 monthly
 - An inspection to identify and rectify leaks to pipework
 - An inspection to identify and rectify leaks to water storage tanks,
 - A inspection and maintenance to ensure correct operation of booster pumps

1068.15.4 Hydrants

- (a) 12 monthly
 - An inspection to ensure that pressure and flow are satisfactory
 - An inspection to ensure that there are no obstructions and that all isolating valves are locked in the open position.

1068.15.5 The Contractor shall NOT operate a rising main or fire hydrant systems to cause the release of water without the written authorization of the Service Manager.

Specification Name

Lifts, Hoists & Conveyance system Maintenance

Specification Reference Number

1074

1074. Lift, Hoist and Conveyance system Maintenance

1074.1 The Employer requires the provision of a fully comprehensive maintenance regime using the same principles employed for other mechanical and electrical systems to the lifts, hoists, stair lifts, disabled access platforms, and conveyance systems within each Affected Property. The Contractor shall ensure attendance and rectification as soon as practically possible if there are any problems with the system's components, items and panels. For the avoidance of doubt, lifts shall be designated by the Employer as a Business Critical system and shall require an emergency attendance by the Contractor in the event of entrapment or where health and safety is compromised.

1074.2 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1074.3 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.

- MoJ Prison Service Order 5900 (PSO5900)
- Management of Health & Safety at Work Regulations 1999/3242
- Workplace (Health, Safety & Welfare) Regulations 1992/3004
- Provision & Use of Work Equipment Regulations 1998/2306
- Lifting Operations & Lifting Equipment Regulations 1998/2307
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1074.4 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1074.3 to determine the full extent of service and maintenance requirements. Particular attention must be paid to the requirements of the Provision and Use of Work Equipment Regulations 1998 and the Lifting Operations Lifting Equipment Regulations 1998.

1074.5 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall

include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request

1074.6 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer.

1074.7 Lifts and Disabled Access Platforms

1074.7.1 The Lift Maintenance Service shall include, but not be limited to all services within the lift motor rooms, lift shaft and lift car, those services associated with the operation of lifts which are located on lift landings and remote monitoring facilities, and shall include the requirements set out in the Lifting Operations and Lifting Equipment Regulations 1998.

1074.7.2 The maintenance of lifts shall include all statutory inspections but shall exclude the cost of significant replacement items, as agreed with the Employer, such as ropes, obsolescent control panels, etc,. The Contractor shall obtain written quotations for supplying these items and agree the replacement cost with the Employer.

1074.7.3 In accordance with statutory requirements the Contractor must notify the Employer of any defect in the lifting equipment which, in their opinion is, or could become, dangerous. Where the examiners opinion is that there is a defect in the equipment involving an existing or imminent risk of series personal injury, a copy of the report should be sent as soon as practicable to the Employer.

1074.7.4At MoJ Affected Property there are a number of specific lift maintenance requirements which shall comprise but shall not be limited to:

- (a) The regular inspection and examination of the lifts and the undertaking of all necessary maintenance, repairs and replacements required in order to maintain the lifts, including the alarm, communication and monitoring systems, in a safe and satisfactory working order, free from fault and defect, operating as designed and fit for the intended purpose.
- (b) The maintenance for the lifts at all the buildings shall be undertaken at a maximum of four week intervals and a minimum of thirteen times per annum. The lifts shall be serviced in the Core Hours and as such shall only be removed from normal service for a maximum duration time of two (2) hours per visit.
- (c) Should the Contactor become aware of any minor repair that needs to be addressed whilst the maintenance is undertaken, it shall advise the Employer of the situation and request authorisation to exceed the allocated time duration.
- (d) The maintenance for any fireman's lift at any building shall be undertaken at a maximum of four week intervals and a minimum of thirteen times per annum. The lifts shall be serviced in the Core Hours and for a maximum duration time of two (2) hours per visit. Any repair requiring additional time over and above the scheduled two hours shall adhere to the conditions at 1074.7.4(c).
- (e) Maintenance tasks shall include, but not be limited to, the following;

Visual Inspections

- Inspect all items of equipment for signs of tampering, wear, damage, insecurity of knobs and switches.
- Check all cables, trunking or conduit for damage.

- Check all mountings and all connectors for damage and security and re-fix as necessary.
- Check all mountings and brackets for stability, damage and corrosion.
- Check all cables for stretch or wear and look for signs of excessive stress.
- Visually inspect all panels, cladding and paint finishes - a report to be made to the Service Manager regarding the condition.
- Ensure any loose fittings are tightened.

Motor Room

- Check the oil level in the gearbox and top up where necessary.
- Check for oil leaks on the gearbox. Any leaks must be recorded.
- Check for oil on motor bearings.
- Check for play on motor bearings.
- Check for any leaks on motors. Any leaks to be recorded.
- Check all brake linings and adjust if necessary.
- Check for any loose nuts etc. on brakes and tighten if necessary.
- Check for correct operation of brakes and adjust if necessary.
- Ensure controller covers/doors are shut.
- Check oil level in tank unit and top up as necessary.
- Check for any leaks on valves and pipework, leaks to be recorded.

- Check for correct manual lowering operation and adjust if necessary.
- Check re-levelling operation and adjust if necessary.
- Check overspeed governor (may be located in lift shaft), tension weight and associated connections for integrity. Lubricate and secure as necessary.
- Check main contacts for pitting and clean. Clean controller contactors.
- Clean and lubricate selector.
- Check for rope slip on Vee sheave (Traction).
- Check oil level in hydraulic tank and replenish if necessary.
- Check oil quality, clean off all excess and record any evidence of overheating.
- Clean room and make a report on overall condition.

Lift Shaft

- Ensure that landing doors operate freely and bottom tracks are clean. Adjust and clean as necessary.
- Check that door hangers are not worn or damaged and are tight and kicking rollers are set correctly. Adjust and replace as necessary.
- Check that door closers work correctly.
- Ensure that air cords are correctly tensioned and adjust as necessary.
- Check door lock operation.
- Check indicator lamps and push units and replace as necessary.

- Inspect hydraulic cylinder for leakage and/or damage. Dispose of any excess oil in line with current legislation and secure all as necessary. All leakages should be measured and recorded.
- Check condition of ram head guide shoes and replace if wear is in excess of 50% of original thickness.
- Inspect rope/chain, pulleys and termination points for wear /condition. Rope splinters will be reported in accordance with guidance. Lubricate chain/rope as necessary.
- Check ropes for equal tension and check for contamination of rope surface by dirt, brick dust, fluff etc. Clean and lubricate as required.
- Check governor rope idler pulley or rope tensioning device in the pit for excessive rope stretch and shorten rope if required. Check correct operation of safety gear and associated linkage.
- Check shaft signalling systems including all terminal equipment limit switches for integrity and operation. Adjust, secure and lubricate as necessary.
- Inspect all guides and associated brackets for damage and integrity, secure as necessary. Replace insert shoes if wear is reduced by 50% of original thickness.
- Check all lift shaft lighting and replace as necessary.
- Clean lift pit as necessary. Check operation and integrity of buffers (for oil buffers add oil as necessary). Check pit stop switch and inspect trunking/conduit for integrity.
- Clean the top of the car and lubricate all guide rails if no oil reservoirs fitted, if fitted top up levels.

- Check all functions of the maintenance control unit including the safety stop button.

Landing Entrances

- Check for smooth door operation. Adjust, clean and lubricate all as necessary.
- Functionally check operation for electro mechanical locks/retiring ramps. Adjust, clean and lubricate as necessary.
- Clean all bottom tracks.
- For sliding doors, check clearance between door panels and architraves and adjust as necessary to comply with current standards.
- Check for correct operation of landing push buttons, indicators etc.
- Check the prevention of movement by the landing locks and adjust as necessary.
- Check that door hangers are not worn or damaged and are tight. Kicking rollers must be set correctly – adjust and replace as necessary.

Lift Car

- Check the smooth and quiet operation of the lift/car by making one or more trips in both directions. Checks should be made for stop start quality, levelling accuracy, ride quality problems, etc.
- Check that car door opens freely and bottom track is clean. Check levelling at each floor and adjust as necessary.
- Check that door hangers are not worn or damaged and are tight. Kicking rollers must be set correctly. Adjust and replace as necessary.

- Check car door linkage and adjust as necessary.
- Check that door protection is operational, pressure switches, safer edges, photocells, proximity devices etc. Check the correct operation of car gate contacts and adjust as necessary.
- Check main and emergency lighting.
- Inspect door closing mechanisms and check tension of drive belts and adjust as necessary.
- Check all indicator bulbs and pushes and replace as necessary.
- Check for correct operation of all key switches.

Safety Devices Inspection

- Check the correct operation of all safety devices/systems where fitted i.e. alarm/alarm, door protection devices, re-levelling (anti-creep), emergency lowering system, lighting (including emergency), final limit switches(in shaft) etc.
- Carry out a full operational check of the lift/car communication system. Report all faults to the Site manager rectify as necessary.

Annual Checks

In addition to the above, the Contractor must make the following additional checks on an annual basis at the same time as one of the service visits:

- Carry out a check of all notices i.e. pump room door notice, hand winding instructions, voltage warnings etc. If notices are missing replace with new.
- At each landing, check the operation of any fireman's switch and lift response.

- Screw check where applicable all wiring connections in the halfway terminal box on top of the car and in the door motor terminal unit and tighten/adjust as necessary.
 - Check all electrical connections in controller on relays and terminal connectors in pump and motor rooms and tighten/adjust as necessary.
 - Carry out the necessary SAFed LG1 (or British/European equivalent) examinations and tests of the key safety components of all elevators that will satisfy all current British and EU regulations.
 - Issue the necessary certificates to the respective Site Managers to be placed in the service log.
- (f) The prompt attendance at any of the buildings at any time, including attendance outside of the Core Hours, in order to correct any fault which renders any part of the lift unsafe or dangerous or in the opinion of the Employer will cause loss of service through malfunction. The Contractor shall ensure that the Response and Resolution times as stated in the Maintenance Strategy 2 Specifications (1020.2 respectively) are fully adhered to in the event of lift related request/call.
- (g) Should any lifts be suspended from service due to refurbishment then the remaining lifts shall be rescheduled within the maintenance programme to ensure an average daily spread of attendance.
- (h) Due to the range in age, type and usage of lifts, it is essential that the Contractor Staff have sufficient training skills, knowledge and experience to deal with all matters relating to the service and the lifts, both existing and refurbished.

1074.7.5 The Contractor shall ensure that all necessary information regarding the lifting and conveyance systems are recorded on the CAFM System. The Contractor shall:

- (a) Inform the Employer of any relevant changes to legislation;
- (b) Ensure that lift cars are taken out of service in the case of dangerous situations.
- (c) Ensure the competence of operatives to carry out the work and train all staff in the rescue and freeing of trapped passengers.
- (d) Ensuring the availability of replacement parts.
- (e) Carry out detailed risk assessments, method statements and programmes for all Works.

1074.8 Hoists

The Contractor shall provide maintenance in accordance with British Standards and the manufacturers' recommendations.

1074.9 Stair lifts

The Contractor shall provide maintenance in accordance with British Standards (namely BS EN 81-40 Safety rules for the construction and installation of lifts – Special lifts for the transport of persons and goods) and the manufacturers' recommendations.

Specification Name

CCTV Maintenance

Specification Reference Number

1076

1076. CCTV Maintenance

- 1076.1 The Contractor shall provide a professional and comprehensive maintenance service covering all CCTV Equipment at each Affected Property.
- 1076.2 Scope; This specification is for the maintenance of the following
- CCTV and associated Equipment;
- 1076.3 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.
- 1076.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:
- Original equipment manufacturers' recommendations.
 - B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
 - MoJ Prison Service Order 5900 (PSO5900)
 - Health and Safety Executive guidelines and procedures
 - CIBSE guidelines.
 - Building Research Establishment Conservation Support Unit.

- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1076.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1076.4 to determine the full extent of service and maintenance requirements.

1076.6 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Establishment's Estates team or other agreed site representative.

1076.7 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer

1076.8 The Contractor shall maintain the extant CCTV Intruder and Access Systems as listed in the Asset Registers and any new systems put in

place, to ensure their proper functioning throughout the course of the Contract as part of the overall mechanical and electrical maintenance strategy across each Affected Property. It shall be the Contractor's responsibility alone to ensure the continued functioning of the CCTV, Intruder and Access Systems and to ensure that any failure that leads to a weakness in security is rectified within agreed timescales.

1076.9 This Service should be read in conjunction with the Security Services, CCTV monitoring and Reception Services. The Contractor shall liaise with the Employer's security representatives and any relevant government security equipment specialists over the issues of CCTV equipment including those areas where security provision is supplied directly by Government personnel.

1076.10 At each Affected Property with no guarding Service, the maintenance of panic alarm systems and CCTV is of paramount importance in order to ensure that an adequate level of safety is provided to the Employer's staff. Any failure with either of these systems where there is no guarding Service provided shall be treated as an emergency response repair and shall be rectified at the earliest opportunity.

1076.11 In addition to CCTV systems being maintained in accordance with British Standards, SFG20 and manufacturers recommendations the Contractor shall ensure the following items are carried out.

1076.11.1 Weekly

- Daily and weekly tests. For the avoidance of doubt, these will be undertaken by the Employer.

1076.11.2 Six (6) monthly

(a) camera head assembly and junction box;

- Visually inspect exterior/housing of camera assembly for evidence of deterioration in finish, i.e. corrosion.
- Inspect mounting brackets and where relevant the pan and tilt unit. Check condition of fixing structures.

- Inspect housing and junction box flexible cable entries and check for signs of damage and that no foreign objects are present.
- Check housing seals, bolts and glands for signs of ingress of water and for security of fixings. All seals should be checked and replaced as necessary.
- Remove any obstructions (such as foliage) from cameras field of view.
- Check for moisture in camera housing and/or associated junction boxes. Remove housing cover and again check for ingress of water.
- Check all accessible cables and flexible conduit connectors for damage, security/tightness including earth connections and carry out remedial work.
- Check all connectors and terminals for correct tension.
- Where fitted, check wiper blades and arms, and ensure correct operation over the complete areas to be wiped, replace as required.
- Clean all lenses and housing windows with a lint-free cloth moistened with a non-silicone based glass cleaner.
- Manually operate the lens zoom, focus the iris mechanism and check for smooth operation, ease and adjust or replace defective components as necessary.
- If applicable set and test limit stops for pan and tilt units.
- Fixed cameras must be realigned to original position.
- Connect a local monitor to the video output socket, power up the camera and inspect the resulting picture. Place a neutral density filter directly in front of the lens (to simulate night conditions) and check the full aperture opening and lens focus to infinity.

- Check with an oscilloscope the video output at each camera, the normal reading would be 1 volt peak to peak.
- Check and adjust, if required, the automatic iris function of the lens using a neutral density filter to simulate night conditions.
- Check the operation of the camera housing heater/demister and thermostat.
- For fixed lens cameras ensure the focus is correctly set, as recommendations in the manufacturers maintenance manuals.
- Fixed cameras must be realigned to original position.
- When the test has been completed, enter the results on the test diary sheet.
- Fixed cameras must be realigned to original position.
- Make any repairs or adjustments necessary to ensure that the performance of the system is maintained as per the original performance specification and demonstrate to the authority.

1076.11.3.3

Monitors

- Visually inspect all monitoring equipment, switching systems and remote control equipment.
- Check terminations of all system cables and re-terminate where necessary. Inspect the condition of plug terminations and ensure correct position of termination switches and make any necessary adjustments, repair or replace any defective parts.
- Test the Video loss system on each associated camera.
- Check all terminations and connectors are at correct tension.

- Clean monitor screens and keyboards.
- Check the operation of all controller push buttons and keypads, repair and replace as necessary.
- Check controller positions for corrosion, wear and rigidity.
- Using an oscilloscope, check the incoming levels, as measured at the inputs to the matrix rack, these are normally 1 volt peak to peak.
- Using a pattern generator check the monitors for resolution and adjust as required.
- Check the following functions on all cameras where applicable:
 - I. Pan right/left to check for continuous rotation.
 - II. Tilt up/down to extent of pre-set limits.
 - III. Zoom in/out
 - IV. Focus near/far
 - V. Wiper operation on/off.
- Check video switching and sequential timing operation.
- Carry out a test recording/replay on VCR or Digital recorder.
- Check monitor contracts and brightness levels and check for “soft” tubes.
- Check monitor controls for noise free operation.
- Ensure correct multiplexer functions.
- Check operation of VCR/DVR.
- Make any repairs or adjustments necessary to ensure that the performance of the system is maintained as per the original installation.
- Repair or replace any defective monitors as necessary.

- When the tests have been completed, enter the results on the test diary sheets.

1076.11.3.3

VCR's

- Inspect video recorders for ingress of moisture or dust.
- Remove tapes and store in a safe and secure manner. Carry out a full unit test of operational functions.
- Using a standard test tape, carry out a full recording test by making a ten minute recording in 24-hour mode, playback in real time mode and note the results.
- Carry out a service in accordance with the manufacturers' instructions.
- Inspect the client tapes and report any findings advising renewal if appropriate.
- Re-set date and time generators associated with the VCR's.
- Clean VCR heads.
- Check correct field delay on multiplex unit.
- Ensure all cameras de-code correctly on Multiplexer.
- Adjust out any vertical jitter in "still" mode.
- Set tracking controls.

Digital Recording System

- Check that the recorded images are archived for the specified period of time for the system.
- Check that each camera is being constantly recorded and that the frame recording speed for each camera is as required.
- Check that each camera viewing an alarmed zone is a recording at the specified recording rate.

- Ensure that date and time are synchronised with other component parts of the system.
- Check replay for each camera.
- During replay check all functions (i.e. ff/rw/stop/pause/etc).
- Video loss from individual cameras should be indicated on the recorded images.
- Check correct operation in power fail mode via UPS.

1076.11.4 Twelve (12) Monthly

1076.11.4.1 A competent specialist should make the following tests.

- Test each camera resolution using the ROTOKIN test target and compare with the as fitted resolution drawings.
- When the test has been completed, enter the results on the test diary sheet.
- Any defect should be reported to the Site Manager and arrangements made to correct it.

Specification Name

Barrier Control Maintenance

Specification Reference Number

1082

1082. Barrier Control Maintenance

1082.1 The Contractor shall provide a professional and comprehensive maintenance service covering all barriers, gates and powered doors at the establishment. .This specification includes for both hydraulically and electrically controlled equipment.

1082.2 Scope; This specification is for the maintenance of the following barriers, gates and powered doors;

- Vehicle Gates and Doors
- Pedestrian Sliding Doors
- Electronically Locked Hinged Doors
- Magnetically Locked Hinge Doors HO370 Limpets
- Gate Locking Control Equipment and Ancillary Equipment
- Electronically operated vehicle barriers

1082.3 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1082.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.

- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1082.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1082.4 to determine the full extent of service and maintenance requirements.

1082.6 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be retained on site for inspection by the Service Manager or other agreed site representative.

1082.7 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer

1082.8 Equipment stated in 1082.2 shall be maintained using the same principles employed for other mechanical and electrical systems. For the avoidance of doubt, these systems may be designated by the Employer as Business Critical systems.

1082.8.1 In addition to the contractors report sheets, the engineer is to fill out a service checklist. This is to ensure that all components of the service have been completed. The checklist is an extract from the Specific Works

1082.9 All servicing and repairs shall be carried out in accordance with the manufacturer's instructions. All materials used shall be in accordance with the manufacturers' specifications and instructions.

1082.10 On completion of each visit, the Contractor shall submit a certificate identifying the tasks carried out, the recorded results of any of the tests carried out and any defects or work recommended.

1082.11 The Contractor shall ensure that whilst carrying out the Works, only minimal disruption is caused to the normal operation of the establishment.

1082.12 **Vehicle gates and doors**

1082.12.1 Vehicle gates and doors shall be maintained in accordance with British Standards, SFG20 and manufacturers recommendations.

1082.12.2 In addition to vehicle gates and doors being maintained in accordance with British Standards, SFG20 and manufacturers recommendations the contractor shall ensure the following items are carried out.

- Check Bowden cable release for V1 and V2 and adjust where necessary.
- Check top guide rollers, oil and grease top guide channel.
Check top limit switches, test and reset if necessary.
- Check test box electrical connections
- Check top guide channel fixing including safety post, reset and tighten all nuts and bolts as necessary
- Test all leading edges and trailing edges
- Check security screen and entry gate into gate park, oil hinges.
- Check and test hand-winding mechanism by completely opening and closing, reset chains as necessary and grease.
- Check leading wheel boxes, grease wheel repeat procedure on trailing wheel
- Check hydraulic cylinder connections at leading end of gate, also check for oil leaks
- Check holding down bolts on cylinder support brackets and tighten as necessary
- Check cylinder pipe connections for leaks.
- Check bridge rail at floor level and clean out channel each side of the rail, examine its condition.
- Check speed of gate / door and adjust as necessary.
- Check vehicle gate locks as well as security bolts and fixing supports.
- Check internal micro switches, adjust as necessary.
- Check bolt movement and bolt keep, adjust as necessary.

1082.13 Pedestrian sliding doors

1082.13.1 Pedestrian sliding doors shall be maintained in accordance with British Standards, SFG20 and manufacturers recommendations.

1082.13.2 In addition to pedestrian sliding doors being maintained in accordance with British Standards, SFG20 and manufacturers recommendations the contractor shall ensure the following items are carried out.

- Visual examination of the glazing, pelmet, and door surrounds.
- Check locks and entrance doors into pelmets.
- Check hydraulic equipment, if fitted.
- Check sliding door drive mechanisms and adjust where necessary.
- Check micro switches and adjust where necessary.
- Check bolt function.
- Check Bowden cables and adjust where necessary.
- Check limit switches and adjust where necessary.
- Check door trolleys for free movement and clean/adjust where necessary.
- Check door track support brackets and tighten where necessary.
- Check pelmet plate fixing bolts and tighten as necessary.
- Check tamper alarms and adjust where necessary.
- Check leading and trailing safe edges.
- Check bottom guide rollers and shoes, adjust where necessary.
- Check all electrical connections in test box and tighten where necessary.
- Check speed of door. Adjust where necessary.

1082.14 **Electrically locked hinged doors**

1082.14.1 Electrically locked hinged doors shall be maintained in accordance with British Standards, SFG20 and manufacturers recommendations.

1082.14.2 In addition to electrically locked hinged doors being maintained in accordance with British Standards, SFG20 and manufacturers recommendations the contractor shall ensure the following items are carried out.

- Check electrical connections in test box. Tighten where necessary.
- Oil hinges
- Visually inspect the integrity of the doorframes
- Check lock bolts are free in the keeps
- Check for wear in the loc handle.
- Check operation of door magnetic reed switch
- Check operation of the lock tamper switches, bolt micro switches, and unlock micro switches.
- Check operation of test box tamper. Adjust where necessary.

1082.14.3 Control consoles

- Check door tamper alarms for visual and audible operation.
- Check door controls for function and visual operation, including interlocking.
- Check all control modules for visual and audible operation
- Check mimic for visual operation and clean the monitor screens.
- Check emergency stop operation on both closing and opening of all sliding doors and gates.

- Check operation of each intercom. Adjust tone and speech levels as necessary.
- Vacuum clean each console, removing dust or foreign bodies.
- Check all terminals for tightness
- Check all safe edges for visual and audible operation.
- Check remote panels for visual and audible operation

1082.14.4 Batteries and chargers

- Grease battery terminals and tighten
- Check battery acid levels
- Visual check of battery plates for abnormal gassing
- Check charger output is set to float charge
- Check operation of ammeter and voltmeter.

1082.15 **Magnetically Locked Hinged Doors-HO370 Limpets**

1082.16 Magnetically Locked Hinged Doors-HO370 Limpets shall be maintained in accordance with British Standards, SFG20 and manufacturers recommendations.

1082.17 In addition to Magnetically Locked Hinged Doors-HO370 Limpets being maintained in accordance with British Standards, SFG20 and manufacturers recommendations the contractor shall ensure the following items are carried out every 12 months.

- Inspect and adjust door keep plates, using feeler gauges to ensure that all keep plates are secure. Clean as required
- Test manual lock override key switch together with associated tamper circuits
- Test internal hall effect monitoring device for correct operation
- Check all electrical contacts are tight

- Check the operation of all inputs in normal operation and tamper modes
- Check that the output device operates in the correct manner by overriding the input to different values both by the manual override, software override and automatic control as necessary
- Check and record that when the transducer state is changed an alarm is displayed at the workstation as configured.
- Check and record the voltage levels of any auxiliary power supplies associated with the systems control panel, rectify if incorrect.
- Check and record the operation of the controller battery backup, by means of removing and reinstating the mains supply to the controllers to ensure that the controller performs the correct restart procedures. (carried out in State A)
- Visually check and record all panel fixings and terminations etc, and to rectify as necessary.
- Visually check and report on the general state of the control panel
- If operational difficulties are experienced further checks to be carried out of the outstation and associated wiring up to the PLC controller terminals
- Check the hinged door operation with all points displayed on the control screens within the building control room. The points to check are as follows;

Inputs	Outputs
Magnetic lock status	Magnetic release
Door position sensor	Magnet secure
Lock tamper	

1082.18 **Gate locking control equipment and Ancillary equipment**

1082.19 Control and ancillary equipment shall be maintained in accordance with British Standards, SFG20 and manufacturers recommendations.

1082.20 In addition to being maintained in accordance with British Standards, SFG20 and manufacturers recommendations the contractor shall ensure the following items are carried out

1082.20.1 Gate Locking control equipment batteries and charger

- Grease battery terminals and tighten
- Check battery acid levels, top up as necessary
- Visual check of battery plates for abnormal gassing
- Check charger output is set to float charge
- Check operation of ammeter and voltmeter

1082.20.2 PLC

- Carry out a component and complete system health check.
- Clean or replace air filter.
- Test and inspect and lubricate extractor fan
- Check all internal wiring and connections.
- Carry out software health check and take up software.
- Test cross-site network

1082.20.3 Main power supply units, controller hardware

- Check and record the master controller battery back up voltage levels both on and off load.
- Check and record the voltage levels of any auxiliary power supplies associated with the DES panel, rectify if incorrect.

- Check and record the operation of the controller battery backup, by removing and reinstating the mains power supply to the controller, to ensure that the controller performs to the correct restart procedures.
- Check and record the operation of displays, i.e. Controller display, indicator LED's, and panel indicator lamps.
- Visually check and record all panel fixings and terminations etc., and to rectify as necessary.

1082.20.4 Hydraulic component.

- Pipe runs and connections between doors/gates and pump units to be checked for leaks, fixings and pipe condition
- Check pump unit for oil leaks on all pipe joints and filters.
- Check oil level and top up as necessary (A service)
- Check line solenoid pressure valve
- Check pump changeover, if fitted.
- Check low oil pressure switch, and low oil level switch in reservoir.
- Check oil pressure gauge.
- Check oil filter, and clean as necessary (A service) or Change oil and filters (B Service)
- Check all electrical wiring and connections to the pump unit.
- Clean pump unit and oil spillage trays.
- Check anti-vibration pads between pump unit and floor fixings.
- Check pump status panel for each pump.
- Check hydraulic bypass valve

1082.20.5 **Electronically Operated Vehicle Barriers**

- The Contractor shall provide maintenance in accordance with the manufacturers' recommendations, current legislation and regulations. A list of all assets forming part of Establishments plant and equipment schedule can be obtained at each site.

Specification Name

General Alarms, Cell Call & Other Communication Systems

Specification Reference Number

1083

1083. General Alarms, Cell Call and Other Communication Systems

1083.1 The Contractor shall provide a professional and comprehensive maintenance service covering all general alarms and other communication systems at the establishment.

1083.2 Scope; This specification is for the maintenance of the following general alarms and other communication systems;

- Cell call systems
- General alarm
- Fixed and mobile induction loop equipment

1083.3 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1083.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.

- MoJ Prison Service Order 5900 (PSO5900)
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1083.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1083.4 to determine the full extent of service and maintenance requirements.

1083.6 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.

1083.7 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit

during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer

- 1083.8 Cell alarm call systems, general alarm and fixed and mobile induction loop equipment (i.e. hearing loops, etc.) shall be maintained using the same principles employed for other mechanical and electrical systems. For the avoidance of doubt, these systems may be designated by the Employer as Business Critical systems.

1083.9 Cell call system

- 1083.9.1 Cell alarm systems shall be maintained in accordance with PSO5900 section Cell Call System, British Standards and the manufacturers' recommendations.
- 1083.9.2 Cell alarm call systems shall be maintained in accordance with BS 5839, Fire detection and fire alarm systems for buildings. Code of practice for system design, installation, commissioning and maintenance.
- 1083.9.3 The Contractor shall undertake not less than 4 scheduled maintenance visits per year approximately 3 months apart at mutually agreed dates between the Contractor and the Service Manager
- 1083.9.4 Cell call equipment shall be tested in a manner which ensures that every available device is activated through a 12 month period. This shall be achieved by a programmed and disciplined approach so that maintenance is carried out on 25% of the system per visit. Each maintenance visit in a year shall cover a different 25% of the cell call system resulting in 100% of the cell call system being maintained over a 12 month period.
- 1083.9.5 At each visit the Contractor shall record and identify the 25% of devices maintained. These results shall be logged within each establishment and centrally within the management regime and CAFM

System. All abnormal test results and defects shall be corrected by the Contractor.

1083.9.6 All servicing and repairs are to be carried out in accordance with the manufacturers instructions. All materials used are to be in accordance with the manufacturers specifications and instructions.

1083.9.7 The Contractor shall provide a programme of work regarding servicing for each site will be produced and scheduled 12 months in advance. A copy of the programme will be issued to the Service Manager.

1083.9.8 In addition to any requirements as detailed within PSO5900, the contractor shall carry out the following maintenance items:

- Daily and weekly tests.
 - (a) For the avoidance of doubt, these will be undertaken by the Employer.
- Quarterly inspection and test:
 - (a) checking of entries in the logbook and any necessary action taken;
 - (b) batteries and their connections shall be examined and tested as specified by the supplier to ensure that they are in good serviceable condition and not likely to fail before the next quarterly inspection;
 - (c) Where applicable, secondary batteries shall be examined to ensure that the specific gravity of electrolyte in each cell is correct. Any necessary remedial action should be taken;
 - (d) Primary batteries, including reserves, shall be tested to verify that they are satisfactory for a further period of use by taking measurements that are indicative of the conditions of each cell e.g. its voltage on a known and very high rate of discharge. The test conditions and the significance of the readings will depend on the type of cell and the use to which it is being put. These should

be clearly specified by the supplier or commissioning company and applied with care. Primary batteries should in any case be replaced within the period of shelf life stipulated by the battery manufacturer;

- (e) the cell call functions of the control and indicating equipment shall be checked by the operation of all call points in each zone;
- (f) the operation of the sounders and any link to a remote manned centre shall be tested;
- (g) all ancillary functions of the control panel shall also be tested where practicable;
- (h) all fault indicators and their circuits shall be checked, preferably by simulation of fault conditions;
- (i) the control and indicating equipment shall be visually inspected for signs of moisture ingress and other deterioration;
- (j) a visual inspection shall be made to check whether structural or occupancy changes have affected the requirements for the siting of manual call points and sounders;
- (k) all further checks and tests specified by the installer, supplier or manufacturer shall be carried out;
- (l) Radio signal strengths in radio-linked systems shall be checked for adequacy.
- (m) any defect shall be recorded in the logbook and reported to the Service Manager for authority to proceed before action is taken to correct it;
- (n) On completion of the work, a certificate of testing shall be given to the Service Manager.
- (o) A visual inspection (in conjunction with other appointed bodies) shall be made to check whether call point

fittings have the potential risk to be used as ligature points. Call points posing a risk shall be attended by the Contractor and remedial action agreed with the Employer to remove or reduce such risk.

NOTE. The recommendations of items (b), (c) and (d) above need to be applied to batteries which power individual items of equipment (such as detectors or sounders) and which have provision for monitoring as recommended in BS 5839:

- Annual inspection and test:
 - (p) each cell call button shall be checked for correct operation in accordance with the manufacturer's recommendations;
 - (q) a visual inspection shall be made to confirm that all cable fittings and equipment are secure, undamaged and adequately protected;
 - (r) any defect shall be recorded in the logbook and reported to the Service Manager for authority to proceed before action is taken to correct it;
 - (s) On completion of the work, a certificate of testing should be given to the Service Manager.
- Wiring check:
 - (t) Every year the installation shall be tested in accordance with the testing and inspection requirements of the IEE Wiring Regulations;
 - (u) any defect shall be recorded in the logbook and reported to the Service Manager for authority to proceed before action is taken to correct it;
 - (v) On completion of the work, a certificate of testing should be given to the Service Manager.
- Secondary batteries:

(w) The Contractor shall carry out the test specified by the manufacturer under BS 5839 at the intervals specified.

- Spare parts:

(x) The Contractor shall provide all necessary spares for manual call points. The Contractor shall provide a list of essential spares to be held by the Service Manager.

1083.1.2 The routine attention described in BS 5839: is intended to maintain the system in operation under normal circumstances. There may, however, be special circumstances in which other attention is needed. The Contractor shall be required to attend the Affected Property within four (4) hours after any fire incident (whether detected automatically or not) on an Ad Hoc basis.

1083.1.3 The Contractor shall ensure that the following work is carried out within four (4) hours after any fire, and that normal use of the area is not resumed until the work is carried out:

- Each cell call point that may have been affected by the fire shall be tested and confirmed as correctly communicating with the central controller
- A visual examination shall be made of any other part of the cell call system which lies within the fire area or which might have been damaged by the fire. Such parts may include power supplies, control equipment and interconnections.

1083.1.4 Any defect shall be recorded in the logbook and reported to the Service Manager for authority to proceed before action is taken to correct it.

1083.1.5 Following the resumption of normal use:

- A check shall be made of the state of the battery and charger.
- The Contractor shall carry out a further check for damage to the system, particularly any parts in which damage might

be hidden, such as buried cables. The extent of a fire may necessitate a more comprehensive check of the system.

1083.1.6 On completion of the work, a certificate of testing shall be given to the Service Manager.

1083.2 Where any changes have been made to the system, the records shall be up-dated by the Contractor.

1083.3 General alarm

1083.3.1 General alarm systems shall be maintained in accordance with PSO5900 section General Alarm System, British Standards and the manufacturers' recommendations.

1083.3.2 For the avoidance of doubt daily and weekly tests will be undertaken by the Employer.

1083.9.9 The Contractor shall undertake not less than 4 scheduled maintenance visits per year approximately 3 months apart at mutually agreed dates between the Contractor and the Service Manager.

1083.9.10 General alarm equipment shall be tested in a manner which ensures that every available device is activated through a 12 month period. This shall be achieved by a programmed and disciplined approach so that maintenance is carried out on 25% of the system per visit. Each maintenance visit in a year shall cover a different 25% of the general alarm system resulting in 100% of the general alarm system being maintained over a 12 month period.

1083.9.11 At each visit the Contractor shall record and identify the 25% of devices maintained. These results shall be logged within each establishment and centrally within the management regime and CAFM System. All abnormal test results and defects shall be corrected by the Contractor.

1083.9.12 All servicing and repairs are to be carried out in accordance with the manufacturers instructions. All materials used are to be in accordance with the manufacturers specifications and instructions.

1083.3.3 The Contractor shall provide a programme of work regarding servicing for each site will be produced and scheduled 12 months in advance. A copy of the programme will be issued to the Service Manager

1083.4 **Fixed and mobile induction loop equipment**

1083.4.1 The Contractor shall provide maintenance in accordance with British Standards and the manufacturers' recommendations.

1083.4.2 The induction loop service shall include but shall not be limited to the following:

- Daily and weekly tests.
 - (a) For the avoidance of doubt, these will be undertaken by the Employer.
- Annual inspection and test:
 - (a) checking of entries in the logbook and carry out any necessary actions
 - (b) Inspect the building layout to ensure any changes have not effected the system coverage. Report any deficiencies to the Service Manager
 - (c) Check operation of controls and indicating equipment for correct operation. Repair or replace any defects.
 - (d) Ensure ventilation holes are clear
 - (e) Check mains leads, microphone loops and loop wiring for damage or incorrect operation. Replace or repair any defects
 - (f) Check field strength to confirm it meets the design requirements. Report any deficiencies to the Service Manager
 - (g) Check the frequency response of the induction loops to confirm it meets the design requirements. Report any deficiencies to the Service Manager

(h) Check the signal to noise ratio when all electrical response of the induction loops to confirm it meets the design requirements. Report any deficiencies to the Service Manager

1083.5 Where any changes have been made to the system, the records shall be up-dated by the Contractor.

Specification Name

UPS Maintenance

Specification Reference Number

1089

1089. UPS Maintenance

1089.1 Uninterrupted Power Supply (UPS) systems shall be maintained using the same principles employed for other mechanical and electrical systems. For the avoidance of doubt, some UPS systems may be designated by the Employer as Business Critical systems

1089.2 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times for critical assets, and who are experienced in the maintenance of equipment of this type.

1089.3 The equipment shall be maintained strictly in accordance with manufacturers' recommendations, with minimum maintenance provision being in accordance with the requirements of SFG20.

1089.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MOJ Prison Service Order 5900 (PSO 5900)
- Health and safety executive guidelines and procedures

- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1089.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation contained within clause 1089.4 to determine the full extent of the service and maintenance requirements.

1089.6 The Contractor shall provide / review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer.

1089.7 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers etc as required by the Employer and all relevant legislation, regulations

and standards. A copy of this information shall be provided to the Employer upon request.

Specification Name

Audio Visual Equipment Maintenance Ad-Hoc

Specification Reference Number

1091

1091. Audio Visual Equipment Maintenance Ad-Hoc

1091.1 The Contractor shall provide a professionally managed ad hoc service when requested to ensure that any Audio Visual equipment (such as, but not limited to; projectors, screens, recorders, amplification systems, interactive whiteboards etc is maintained in a satisfactory manner.

1091.2 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type. The equipment shall be maintained strictly in accordance with manufacturers' recommendations.

1091.3 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MOJ Prison Service Order 5900 (PSO 5900)
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.

- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1091.4 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation contained within clause 1091.3 to determine the full extent of the service and maintenance requirements.

1091.5 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.

Specification Name

Television Signal Distribution System

Specification Reference Number

1092

1092. Television Signal Distributing System

Response Time – Within 4 hours first time fix

1092.1 The Contractor shall maintain the entire television receiving and distribution system including the cabling infrastructure, dishes, amplifiers, transducers and aerials which are designated for the transmission of television pictures.

1092.2 The Contractor shall carry out maintenance on the following key elements of the existing aerial systems:

- Existing aerial or satellite dish (including, mast, mountings, etc.)
- Aerial head-end equipment including mast head amplifier / transmodulators / racks / PSU, etc)
- Signal distribution (Amps/Taps/Splitters etc)
- Cable replacement (Primary download/backbone/drop cables)
- Signal termination (Cable, IEC/F type plugs and connectors, aerial outlets)

In summary, the Contractor will be responsible for the maintenance and repair of the entire signal reception and distribution system, from the aerial/satellite dish through to the individual outlet points.

1092.3 Peripherals and other systems not associated with the TV aerial distribution system are not within the scope of this specification, and are therefore excluded:

- TV products
- Set-top boxes
- VCR products
- PA systems
- Computers and computer based systems
- CCTV security systems and monitors

Maintenance of building lightning protection is excluded other than making and testing of any reconnections necessary as a result of work on the aerial system and replacement of failed surge protection devices serving the aerial and distribution system.

1092.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Health and safety executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.

- All other relevant statutory regulations introduced during the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1092.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1092.4 to determine the full extent of service and maintenance requirements.

1092.6 The Contractor shall as a minimum, carry out the following annual maintenance

- Visual inspection of entire system
- Measurement and recording of each antenna or dish signal output and if necessary realign to achieve maximum signal strength
- Carry out and comply with all maintenance requirements of the equipment manufacturer

1092.7 Systems covered by this contract range from domestic sized installations to master antenna systems feeding several hundred TV aerial outlets.

1092.8 Prisoner accommodation master antenna systems

The main TV aerial reception and distribution systems serving cells and dormitories within Affected Properties are designed and installed using the following principles:

Digital multiplexes are received predominantly by DTT aerials (but in some cases via a free-sat dish) and down-fed to a head-end system.

The main components of head-ends consist of racks of transmodulators, amplifiers and combiners which receive the digital multiplexes, extract the required digital channels, and outputs those as combined analogue signals to be received at aerial outlets within cells

by sets carrying analogue tuners. This system has been intentionally limited to provide only nine (9) TV channels with an additional identical nine channels carrying subtitled services via slave transmodulators. The head end also provides a prisoner information channel driven from a PC, and one additional output driven from a DVD player.

Wherever economically viable the distribution systems within accommodation buildings across each Affected Property have been rationalised and interconnected to be served by the fewest number of head-ends. In some cases this means that an entire establishment may be served by a single head-end, but in other more complex and spread-out sites there are still multiple head-ends serving either individual buildings or small groups of buildings.

Aerial systems in other buildings

Systems within other Affected Properties and non-prisoner areas of prisons tend to be of a more conventional structure with aerials feeding single or multiple outlets with or without amplification and providing DTT multiplex signals at those outlets.

A smaller number of properties may have non-terrestrial satellite systems, the maintenance of which will form part of this Contract, but note that the Contractor will not be responsible for any subscription charges associated with services provided via those systems. Similarly some properties may have cable TV services provided and in those cases the contractor is responsible for the maintenance of the internal distribution system from the service provider's point of connection.

1092.9 The Contractor shall ensure that within each Affected Property cabling has been installed which is designated for the transmission of television pictures. The Contractor shall maintain the existing cabling infrastructure and aerials which are designated for the transmission of television pictures..

1092.10 All repairs and/or replacements shall be conducted generally in accordance the requirements of MoJ Standard STD/E/SPEC/028 – Digital Master Antenna TV Systems

- 1092.11 The Contractor carrying out the maintenance shall be a member of the Confederation of Aerial industries Ltd
- 1092.12 All TV aerial engineers attending each Affected Property must have undergone formal training and possess qualifications in the areas of Master Antenna Television (MATV) installation and digital terrestrial television (DTT). The training courses must be as approved or recommended by the CAI and the engineer must be able to produce on demand an identity card issued by CAI at any time whilst working within the Affected Property.
- 1092.13 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the Contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, Asset Registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.
- 1092.14 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer

Specification Name

External & Internal Grounds and Gardens (Hard Surfaces)

Specification Reference Number

1093

1093. External & Internal Grounds and Gardens (Hard Surfaces)

1093.1 The Contractor shall provide a Grounds and Gardens (Hard Surfaces) Service externally and internally to the secure perimeter of an establishment that shall include but shall not be limited to:

- (a) footways / footpaths / road surfaces (including road drainage);
- (b) courtyard and terrace paving;
- (c) steps to entrances;
- (d) car parking areas;
- (e) kerbs, edgings and pre-formed channels;
- (f) fencing / gates and boundaries;
- (g) lighting columns and lit bollards;
- (h) external furniture including but not limited to wooden furniture, bicycle shelters, sculptures etc;
- (i) snow and ice prevention and clearance;

1093.2 The Contractor shall ensure that:

1093.2.1 Planned Preventative Maintenance and Reactive Maintenance activities shall ensure that areas of hard

landscaping are safe, free of defects and present no dangers or hazards to the Employer, its staff or the general public.

- 1093.2.2 The Contractor shall be required to provide a reactive service for removal of algae and moss from hard paved areas including but not limited to paths and car parks.
- 1093.2.3 Fences, gates and boundaries shall be maintained and replaced to deter unauthorised access and to retain the appearance of well-kept facilities.
- 1093.2.4 All external wooden furniture, bicycle shelters and the like are maintained and kept in good repair.
- 1093.2.5 It responds to requests for Reactive Maintenance placed via the Helpdesk. In addition, the Contractor shall, ensure that a pro-active and innovative approach is taken to maintenance of hard landscaping and shall ensure these activities are incorporated into a Planned Preventative Maintenance regime, to be developed and agreed with the Employer, and held within the CAFM System.
- 1093.2.6 It provides a professionally managed snow and ice clearance service to each Affected Property. Where snow or heavy frost is forecast, the Contractor shall take reasonable preventative measures to maintain safe surfaces for pedestrian and vehicle users along the main routes of entry and egress from each Affected Property. Essential roads, pathways, entrances and other affected surface areas of each Affected Property shall be free of snow and ice and kept in an anti-slip condition prior to the start of the next full working day and for as long as poor conditions are forecast. Particular care shall be taken during snow clearance not to damage each Affected Property including but not limited to stonework and pavements. The following shall generally apply:

(a) At HMPS Affected Property the Contractor shall include the requirements and designated areas detailed within the snow clearing plan of each Affected Property within the Prices;

(b) The Employer from time to time may request the Contractor to provide a snow and ice clearance service to other areas which are not designated areas within the snow clearing plan of each Affected Property on an ad-hoc basis.

1093.2.7 Safe systems of work are employed in cleaning external areas, e.g. isolating electrical perimeter fences when carrying out cleaning in adjacent areas.

1093.2.8 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1093.3 At effected properties the contractor will be expected, as a minimum, to maintain the existing number of prisoner employment places.

1093.4 However, where the Contractor uses Prisoner Labour to provide a service, and as a result of non-availability of labour (outside of the Contractor's control), the Contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

1093.4.1 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

Specification Name

Soft Landscaping Maintenance

Specification Reference Number

1094

1094. Soft Landscaping Maintenance

1094.1 The Contractor shall provide a fully comprehensive Soft Landscaping Service at each Affected Property. The Service may be integrated with other external services. The Contractor shall maintain all external planted areas and shall ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance. For the avoidance of doubt, the soft grounds maintenance shall include maintaining trees, hedges and grass cutting as well as plants and flowers. The Service shall also include the maintenance of ponds, lakes and external lightwells within each Affected Property.

1094.2 The Contractor shall ensure that a Tree Risk Assessment is completed at each Affected Property with trees. Particular attention should be given to trees and large shrubs adjoining the public highway, the occupied structures within the Affected Properties or external circulation routes. Risk assessments are to be completed by a Competent Person (Chartered Forester or other such suitably qualified professional) within the first year of the Contract Term and on such frequencies dictated by the initial risk assessment to ensure the safety of occupiers, visitors, trespassers and passersby. Particular attention should be paid to potential risks to young people.

1094.3 The Contractor shall undertake a survey to ascertain which trees are subject to Tree Preservation Orders (TPO's) and include details within the CAFM system. The Contractor shall manage any trees subject to TPO's and ensure that all necessary consents are obtained before undertaking any work.

1094.4 The Contractor shall provide a Horticultural Service in respect of the provision and maintenance of external planting in beds and containers. All plants shall be maintained so as to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are in healthy growth. All plants and shrubs, which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.

1094.5 The Contractor shall ensure generally that:

1094.5.1 All lawn type grassed areas are cut using a cylinder type mower with five or more cutting blades set to an approved height of cut to give a neat regular, even finish, free from ribbing, arisings are to remain on the ground.

1094.5.2 Box mowing, where indicated, is cut collecting arisings in a fitted box attachment on a roller type mower.

1094.5.3 Banks, small rough areas, around trees and obstructions, fence lines, etc., are mown and vertical edges are neatly trimmed by hand or suitable approved machines.

1094.5.4 All grassed areas to be maintained at a depth of no less than 20mm and no more than 60mm in height.

1094.5.5 All grassed areas are clear of litter and debris.

1094.5.6 Arisings from mown areas are collected at least fortnightly between April and October. More frequent collections may be requested by the Employer.

1094.5.7 Beds, borders, planters and rockeries are hoe/hand weeded, carefully forking out deep-rooted perennial weeds, and are kept weed free during all seasons.

1094.5.8 Hedges are trimmed to the base of the current year's growth to plumb, straight lines and even height profiles (as requested). The Contractor shall also clean out the hedge bottom to hedge width, including the removal of unwanted saplings and climbers. Flail type cutters are not permitted.

Generally hedges shall be kept to below sight lines (1.5m in height and not more than 1m wide) at all times.

1094.5.9 Roses are deadheaded by cutting back growth to five buds on an ad hoc basis. Climbing and rambling roses are tied in. Vine eyes, wire and approved proof twine is supplied and fixed as necessary. Rose sucker growths are carefully removed as they occur, to good horticultural practice.

1094.5.10 On an ad hoc basis all shrubs to planters and borders are pruned to maintain shape and vigour in the correct season for the shrub, including the removal of dead and diseased wood and tying in of wall and climbing plants, all to professional horticultural practice.

1094.5.11 Growth of trees, hedges, etc is controlled to ensure:

- (a) No damage, diseased or hanging branches.
- (b) No obstructions to paths, roads, walkways' CCTV.
- (c) No obstruction of light through windows.
- (d) No ivy within 2m of tree canopy, grass, buildings, CCTV or pylons.

1094.5.12 An approved combined pesticide/fungicide is supplied by the Contractor and applied, on an ad hoc basis, to combat insect attack, to roses strictly in accordance with the manufacturer's instructions.

1094.5.13 An approved selective weed killer is supplied by the Contractor and applied, on an ad hoc basis, to grassed areas to control weeds present in lawns. The Contractor shall take precautions to avoid drift and damage to adjacent vegetation.

1094.5.14 An approved selective insecticide is supplied by the Contractor and applied, on an ad hoc basis, to all grassed areas to control presence of harmful insect pests.

1094.5.15 An approved selective fungicide is supplied by the Contractor and applied, as necessary for cutting back

overgrowth, to grassed areas to control the presence of harmful and unsightly fungi at all times.

1094.5.16 An approved total weed killer is supplied by the Contractor and applied, on an ad hoc basis to control weeds and debris, to control all weeds in hardstandings and gravelled areas, cracks and joints in roads, patches, kerbs, ducts, building bases, walls and the like, but not where shrubs and plants could be affected by drift or run off.

1094.5.17 It considers in every instance whether the use of any form of chemical (for uses including but not limited to fertilizer, pesticide and herbicide) is strictly necessary before application. The Contractor shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations 1986 (as amended 1997) including any future amendments and the conditions of approval for the chemicals and any relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Contractor shall ensure compliance with the Employer's policy on Greening Operations at all times.

1094.5.18 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes. Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility.

1094.5.19 The Contractor shall whenever possible substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Contractor shall maintain the grounds of each Affected Property by using good husbandry and encouraging native flora and fauna.

1094.5.20 Hardstandings, roads, footpaths and patios are kept clear from rubbish, debris and leaves etc., at all times.

1094.5.21 All external soft landscaped areas are kept safe, clean and tidy. Planned Preventative Maintenance and Reactive Maintenance activities shall ensure that areas of soft landscaping and planting are safe, free of defects and present no dangers or hazards to the Employer or its staff.

1094.5.22 The Contractor will cut to a required height any trees, bushes shrubs or plants which are considered by the Employer to constitute a security hazard by providing shelter or a hiding place for persons or objects.

1094.6 The Contractor shall ensure during Autumn and Winter that:

1094.6.1 Leaves and all debris from all grassed areas, shrub beds, roads, paths, hardstandings, gravelled areas around buildings, etc., are raked up/swept up fortnightly to maintain all areas free from debris and leaves during all seasons.

1094.6.2 On an ad hoc basis shrub beds and planted areas including tree stations are hand forked, removing all weeds. Rose beds are lightly forked to avoid root damage, leaving beds with a neat even finish. Edges to lawns, paths, roads, etc., are half moon trimmed to straight lines and smooth areas. All beds to be maintained for a twelve (12) month period on a monthly basis.

1094.6.3 All young trees at each Affected Property are checked, and where necessary, tree stakes are supplied/fixed/adjusted and tied secured, and chaffing between stakes and ties avoided. The Contractor shall prune off water branches all to promote good crown formation. The Contractor shall carry out one annual prune each January and in March only for the first year of the Contract.

1094.6.4 Approved suitable cones, stakes, birch twigs, ties and rings are supplied by the Contractor and erected, when instructed by the Employer, to support herbaceous plants in beds and borders. Periodical tying, cutting down dead stems is

carried out including and dismantling and storing plant supports.

1094.6.5 A proprietary rose fertiliser is supplied by the Contractor and applied, on two (2) occasions during Spring, to all roses when instructed by the Employer.

1094.6.6 Dead plants/trees are replaced and seasonal bedding plants are pruned on request by the Employer's Representative. Requests for this Work will be on an Ad Hoc basis with costs agreed with the Employer prior to the Work commencing.

1094.6.7 Selective weed killer is applied to pebble and gravel areas as necessary.

1094.6.8 Total weed killer is applied to fence lines, moat areas; dead weeds to ramps, moats and lightwells are removed on an ad hoc basis when instructed by the Employer. Trees pruned annually.

1094.6.9 Weeds growing in pathways, flower tubs, beds, etc., removed, as necessary, and arisings carted from the Affected Property.

1094.6.10 Hardstanding areas are swept, as necessary, and debris removed.

1094.6.11 Tree ties are replaced as required.

1094.6.12 All external signs are inspected twice a year, and kept:

- (a) Free from dirt and smears.
- (b) Not obstructed by trees, bushes or plants.
- (c) Readable from 20m distance in daylight.

1094.6.13 Garden furniture is to be preserved, clean and useable as necessary.

1094.7 The Contractor shall ensure on an ad hoc basis when instructed by the Employer, in respect of planters, that:

- 1094.7.1 Careful watering is carried out to ensure that the soil is wetted to full depth to near saturation during dry conditions, up to ten (10) occasions, using hand held watering equipment if necessary.
- 1094.7.2 Sterilised bone meal is supplied by the Contractor and applied to planters in two applications, one Spring and one Autumn.
- 1094.7.3 All pots/containers are cleaned and replaced where necessary.
- 1094.7.4 All debris arising from the performance of the Works shall promptly be removed from the Affected Property and disposed of in a manner having a lower adverse impact on the environment.

Specification Name

Tree Surgery – Ad Hoc

Specification Reference Number

1094.1

1094.1 Tree Surgery - Ad Hoc

- 1094.1.1 Tree surgery shall be provided on an Ad Hoc basis when required evaluated on an elective basis and shall be excluded from the Prices.
- 1094.1.2 The Contractor shall ensure that staff carrying out tree surgery Services are National Proficiency Tests Council qualified in Arboriculture, and that all work is carried out to BS 3998. Any Sub-contractors used by the Contractor for performing tree surgery Services shall be a full member of the Arboricultural Association.

Specification Name

Reservoirs, Flood Planning, River Walls and Other Water Features

Specification Reference Number

1095

1095. Reservoirs, Flood Planning, River Walls and Other Water Features

1095.1 The Contractor shall provide a maintenance service in respect of ponds, reservoirs, flood planning, river walls and external water features where applicable.

1095.2 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1095.2.1 At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

1095.2.2 However, where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

1095.2.3 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the

effect will be more acutely felt where a low number of Prisoners provide the service.

1095.3 The Contractor shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments. The Contractor shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.

1095.4 The Contractor shall ensure that the discharge of pollutants into waterways is managed in accordance with the Energy Management and Environmental Management Specifications (1006.3 and 1006.1 respectively) of this Section 3, Schedule 3 - Specification of Services.

1095.5 The Contractor shall provide an inspection and maintenance service in respect of sea walls and river walls where applicable i.e. The Contractor shall carry out an annual inspection and provide a condition report to the Employer as required.

1095.6 The Contractor shall at the very least ensure that staff operating in a water environment:

1095.6.1 Comply with all relevant Health and Safety legislation.

1095.6.2 Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent.

1095.6.3 Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water.

1095.6.4 Where an independent electrically or mechanically operated hoist or cradle is used provide a competent operator, or given sufficient training in its use. Some means of communication is to be provided for use in an Emergency.

1095.6.5 Check, maintain and inspect/examine in accordance with manufacturer's or statutory requirements any hoist / cradle.

1095.6.6 Display warning signs/notices.

- 1095.6.7 Provide adequate lighting for the whole of the period of work. Lighting shall be adequate for night work and shall illuminate the immediate surrounding water surface.
- 1095.6.8 Wear a buoyancy aid, of a tested and approved pattern.
- 1095.6.9 Provide suitable rescue equipment, for example a boat, boathook, lifebelt or lifeline to be in position, and check as serviceable before Works are permitted to commence.
- 1095.6.10 Strictly control the use of any electrical equipment and shall take steps to ensure that leads are not long enough to touch the water. All equipment shall be connected to lines to prevent their accidental dropping into water causing possible electric shocks.
- 1095.6.11 Conduct regular and frequent checks on numbers of personnel working, made by the Contractor's site supervisor, or a nominated person.
- 1095.6.12 Are instructed as to means of raising alarm and rescue drills.
- 1095.6.13 Do not operate as lone workers; any works over water are to be carried out by a minimum of two persons.
- 1095.6.14 Ensure that extra checks are made by the Contractor's site supervisor. Special care must be taken in fog, snow or rain.
- 1095.7 Where waterways, ponds and lakes are present, the Contractor shall carry out one (1) inspection annually and ensure boundaries are kept free from weeds. Ponds shall be free from excessive plant remains, weeds and sludge to maintain a healthy biological balance.
- 1095.8 HMPS Affected Property may require a 'wetland' monitoring and maintenance Service to include but not limited to water vole monitoring, mink monitoring and control, general (wetland) monitoring and maintenance, bank-side vegetation monitoring and maintenance. Details of the specific requirements are set out in the "Landscape and Ecological Management Plan" or "Biodiversity Action Plan" contained in the Data Pack.

1095.9 Where wetlands, which include (Rivers, Ponds, Lakes/Reservoirs, Dykes/Ditches) occur on the NOMS/HMCTS estate, and are designated sites; such as Sites of Special Scientific Interest (SSSI) or European designated sites, the following applies:

1095.81 Any works required to be carried out on a designated site; a notice of proposal to carry out an operation on a SSSI must be submitted to the relevant regional office of Natural England (NE), with a copy of the proposal sent to the MoJ Ecologist.

1095.82 The Permit to Work system shall be used for this Service.

Specification Name

Control of Asbestos

Specification Reference Number

1098

1098. Control of Asbestos

1098.1 The Contractor shall manage for the Employer and comply with all legislation related to the management of asbestos within each Affected Property under the control and responsibility of the employer including external buildings, including compliance with the Control of Asbestos Regulations 2012 to ensure the Employer remains compliant with such Regulation or legislation; this may necessitate independent surveys and advice. The Contractor shall ensure that the Asbestos Register shall be available within the CAFM System and the Contractor shall carry out the annual re-inspections and updating of the Asbestos Register. The Contractor shall ensure the Asbestos Register is checked and signed before any work is undertaken (whether by the Contractor or a Third Party Contractor). For the avoidance of doubt the Contractor shall be required to update the existing Asbestos Registers provided by the Employer.

1098.2 The Contractor shall ensure that the process of identifying, and labelling all areas is kept up to date and that the condition of the identified material is monitored yearly in accordance with legislation. All identification, labelling, monitoring and removal shall be carried out by employing a suitably licensed and competent specialist.

1098.3 The Contractor shall provide an asbestos surveying Service on an Ad Hoc basis. This Service shall comprise the sampling, analysing and reporting on materials identified as Asbestos Containing Materials (ACM's); this may include disruptive and fully intrusive survey techniques. The Contractor shall prepare a report on the findings and

provide advice on the most appropriate method of managing any asbestos discovered.

1098.4 The Contractor shall ensure that all activities, irrespective of their level of complexity, which are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full method statements for the safe execution of their task. The Contractor shall also ensure that all work carried out by third parties within each Affected Property is subject to a Permit to Work System to ensure safe working related to all buildings containing asbestos contamination.

1098.5 In the event that the Contractor undertakes the removal of any asbestos the Contractor shall ensure that an air test is carried out and a clean air certificate is provided by an accredited body before reoccupation is permitted. On completion of any ACM removal the on site Asbestos Register is to be fully amended.

1098.6 The Contractor should ensure that a up to date management plan is completed and on site. This should be reviewed and updated as required.

Specification Name

Statutory Test and Inspection

Specification Reference Number

1100

1100. Statutory Test and Inspections

1100.1 The Contractor shall provide a professional and comprehensive regime of statutory testing and inspections at each Affected Property.

1100.2 Scope; This specification included but is not limited to statutory testing and inspections as required by the following;

- Factories act 1961
- Health and safety at work act 1974
- Environmental protection act 1990
- Control of substances hazardous to health regulations 2002
- F-Gas regulation No 842/2006
- The notification of cooling towers and evaporative condenser regulations 1992
- Electricity at work regulations 1989
- Lifting operations and lifting equipment regulations 1998
- Lift regulations 1997 (lift directive 95/16/EC)
- Pressure systems safety regulations 2000
- The regulatory reform (fire safety) order 2005

1100.3 The Contractor shall carry out the statutory testing and inspections by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1100.4 The statutory testing and inspections shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1100.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1100.2 and 1100.4 to determine the full extent of service and maintenance requirements.

- 1100.6 The Contractor shall ensure that the statutory testing and inspections are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.
- 1100.7 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer
- 1100.8 The Contractor shall set up a programme of Statutory Inspections to ensure all equipment receives the required inspections at the correct time. The programme shall be issued, via the CAFM System to the Employer two (2) Months in advance of all Works taking place. The Contractor shall ensure that all Statutory Requirements are met and advise the Employer of any failures during inspections.
- 1100.9 The Contractor shall meet the requirements described in Clause 1100.8 above in respect of Statutory Tests and Inspections for all maintenance strategies detailed in the Maintenance Strategy 2 Specifications (1020.2) set out in Section 3, Schedule 3 – Specification of Services. For the avoidance of doubt, the Statutory Tests shall include all of those tasks that are not explicitly mentioned in the relevant legislation but are recognised within the industry as having complied with duty of care obligations, e.g. the Electricity at Work Regulations 1989 does not specifically require periodic electrical testing of fixed circuits, however carrying these out at five (5) Yearly intervals is generally accepted as having made reasonable endeavours to comply. Similarly, complying with HSE Approved Codes of Practice on water testing and treatment demonstrates

exercising a duty of care in terms of preventing the risk of legionella. The Contractor shall note that in partially occupied leased buildings some Statutory Test and Inspections are carried out by the Landlord or Landlord's agent. The Contractor shall fully ascertain during the Verification Period which Statutory Test and Inspections are to be provided as part of the Statutory Test and Inspections Service.

- 1100.10 The Contractor shall be required to provide access at all times to copies of all statutory compliance certification including copies of fire safety assessments and fire safety action plans. A clear record of the current status of each of these inspections shall be required to be input onto the CAFM System and kept up-to-date at all times. This shall be linked within the CAFM System to the Asset to which the certification relates. The Contractor shall also ensure that remedial works required as a consequence of a Statutory Test or Inspection is clearly identified within the CAFM.
- 1100.11 The Contractor shall at all times comply with all applicable legislation, including any alterations to policy as may take place, and shall be the sole point of contact for any of the Employer's concerns with that aspect of performance.
- 1100.12 Professional services providers including Public Health, Hygiene, Fire Inspectors, Employer's Technical Audit, Landlords and other such persons will make periodic inspections. The Contractor shall co-operate with the persons executing these inspections when advised by the Employer.
- 1100.13 The Contractor shall be required to carry out all Statutory Tests and Inspections of man safe systems, fall arrest systems, cradles, eyebolts and portable anchor points in accordance with the Health, Safety & Welfare Regulations, BS EN 795, BS EN 365:2004, insurance inspections (i.e. lifts) and other relevant legislation as applicable.
- 1100.14 The Contractor shall be required to carry out all Statutory tests and inspections to all microwave ovens and X ray machines in accordance with Health, Safety & Welfare Regulations, BS EN 795, BS EN 365:2004, and other relevant legislation as applicable.

- 1100.15 The Contractor is to inspect all pressure vessels in line with Pressure systems safety regulations 2000 including all Non-Destructive Testing at the required intervals.
- 1100.16 The Contractor shall be required to carry out all necessary Statutory tests and inspections in connection with Radon emissions in accordance with Health, Safety & Welfare Regulations, BS EN 795, BS EN 365:2004, and other relevant legislation as applicable.
- 1100.17 The Contractor shall undertake electrical testing in accordance with the current edition of the Wiring Regulations in force at the time of the Works. Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) Years. Emergency Lighting installations shall be tested every three (3) Years as a minimum and functional testing shall be carried out in all cases in compliance with the relevant Approved Code of Practice. Reference to all appropriate Statutory Instruments (S.I.) will be made, e.g. S.I. 1989 No 635, the Electricity at Work Regulations 1989, BS 5266 or equivalent and other relevant standards or legislation. The control and execution of this Service shall be managed entirely by the Contractor in line with the overall Planned Preventative Maintenance regime and subject to the same performance standards, whether fulfilled by direct personnel or sub-contracted element. All reports and recommendations shall be held centrally and submitted to the Employer upon request or as agreed in standard reporting procedures on the CAFM. The Contractor shall verify when the last previous test has occurred and programme future tests accordingly.
- 1100.18 The Contractor shall carry out all statutory inspections as detailed within BSRIA guide BG3 Maintenance for Building Services.

Specification Name

Portable Appliance Testing

Specification Reference Number

1101

1101. Portable Appliance Testing

1101.1 The Contractor shall undertake Portable Appliance Testing (PAT) in accordance with this Specification. As a minimum, testing shall be implemented in accordance with the Code of Practice for In-Service Inspection and Testing of Electrical Equipment published by the Institution of Electrical Engineers. PAT shall be risk based. The PAT programme shall be constantly updated to reflect changes in the equipment being used at each Affected Property.

1101.2 The Contractor shall provide an asset register of all portable electrical appliances used at each location. The register is to be updated as necessary as and when new appliances are introduced or removed/replaced. The register of applicable assets is to be included in the CAFM system.

1101.3 The Contractor shall initiate the expected frequency based on the risk presented to the Class 1 and 2 (as defined in IEE Guidance Note 3) electrical and electronic equipment of the Employer by the working environments within each Affected Property.

1101.4 The Contractor shall test any item of equipment introduced to each Affected Property prior to it being used. Once tested, items shall be tagged and logged in accordance with the PAT Testing regime by the Contractor. The tag on each item will record the next due date for the subsequent PAT test.

1101.5 The Contractor shall manage the control and execution of this Service entirely and in line with the overall Planned Preventative Maintenance regime. All reports and recommendations shall be held centrally within

the CAFM system and be made available to the Employer upon demand or in accordance with agreed standard reporting procedures.

1101.6 The Contractor shall note that all IT equipment is excluded from the scope of PAT (except for the power leads to computer equipment).

1101.7 Authorised personal electrical equipment brought on to the Affected Property shall be included within the scope and shall be included within the Prices.

1101.8 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1101.9 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1102.10 to determine the full extent of service and maintenance requirements.

1101.10 Portable appliances include items which are supplied with electricity by connection to a socket outlet. This includes extension leads.

1101.11 The Contractor must ensure that all Inspection work and test procedures appertaining to portable appliance testing shall be in accordance and compliance with the following Acts and Regulations;

- The Health and Safety at Work Act 1974
- The Electricity at Work Regulations 1989
- The Management of Health and Safety at Work Regulations 1999
- The Provision of Use of Work Equipment Regulations 1998
- The IEE Code of Practice for In-Service Inspection and Testing of Electrical Equipment, 2nd Edition 2001
- BS7671 2001 IEE Electrical Wiring Regulations 17th Edition – Requirements for Electrical Installations (as amended).

1101.12 The Contractor must clearly understand that the number of appliance quantities to be tested may be uncertain. The Ministry of Justice does not bind itself to demand a minimum or maximum number of appliances.

1101.13 A record of all faulty equipment and any repairs carried out must be maintained and issued to the site manager on completion of the work.

1101.14 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.

Specification Name

BMS and Other Controls

Specification Reference Number

1102

1102. BMS and Other Controls Maintenance

1102.1 The Contractor shall provide a professional and comprehensive maintenance service covering all BMS and other controls at each Affected Property.

1102.2 Scope; this specification is for the maintenance of the following;

- Control systems and control equipment associated with building engineering services such as heating, ventilation, air conditioning, cooling, domestic hot and cold water, lighting and the like.
- Control systems may include comprehensive integrated building management systems (BMS), localised heating controls, standalone lighting controls and the like, along with the individual components which form the control system.
- Control systems may be electric or pneumatic in operation.
- For the avoidance of doubt the maintenance of controls that are integral to a piece of *equipment* shall be maintained as part of the *equipment* maintenance activity, following the principles set out in this specification.

1102.3 The Contractor shall maintain the BMS and other controls by using relevant Specialist Contractors who have the capability to meet the

Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.

1102.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900).
- Health and safety executive guidelines and procedures.
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1102.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1102.4 to determine the full extent of service and maintenance requirements.

1102.6 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall

include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.

1102.7 The Contractor shall provide/review/update the Planned Preventative Maintenance schedule during the period of Setting-Up Operations. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted, and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer.

1102.8 Maintenance of BMS and control systems shall be carried out as follows;

- BMS system electrical panels, hardware and software; in accordance with the requirements of BSRIA Guidance Note BG 4/2003 BMS Maintenance Guide, “fully comprehensive service”.

And in addition;

- Control panels and controllers, Pneumatics, Sensors and switching devices, Starters, Switches and Automatic control valves; in accordance with SFG20 Task Schedules.
- Building performance / system maintenance; in accordance with the requirements of BSRIA Guidance Note BG 4/2003 BMS Maintenance Guide, “fully comprehensive service”.

1102.9 It shall be the Contractor’s responsibility to maintain systems so that they operate in a manner suitable to control all of the systems, the internal environment and to maintain a secure and reliable service, at an agreed level of performance.

- 1102.10 Before adjusting set points or modifying software, the Contractor shall fully understand the effect these actions may have on the ventilation, air conditioning lighting controls or other systems controlled by the BMS, and take cognisance of the internal and external environment.
- 1102.11 The Contractor shall be required to show initiative and innovation in looking for reductions in energy consumption and carbon emissions in accordance with the Employer's Policies and to achieve a regime of continuous improvement. The adjustments shall not, however, impact detrimentally on the usage of the space or conflict with any Health, Safety and Welfare obligations. On a six (6) monthly basis the Contractor shall make recommendations to improve system operation.
- 1102.12 Where a sufficiently sophisticated controls system is installed within each Affected Property the Contractor shall closely observe the operating characteristics of the Services and all areas of the buildings. From these observations, and if necessary in consultation with the Employer, the Contractor shall take action to adjust and correct Services, operating times and space conditions, including seasonal adjustments to ensure that at all times the whole building operates with the least possible waste of resources and maximises the comfort of all building users. This shall take place on a six (6) monthly basis in accordance with BSRIA Guidance Note BG 4/2003 BMS Maintenance Guide.
- 1102.13 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be provided to the Employer upon request.

Specification Name

Locksmith Services

Specification Reference Number

1103

1103. Locksmith Services

- 1103.1 The Contractor shall provide a comprehensive Locksmith Service to each Affected Property including all external buildings under the control of the employer which shall be included in the Prices.
- 1103.2 Each Affected Property incorporates ironmongery, which shall require the Contractor to provide specialist Locksmith Services with respect to their continued use. In conjunction with this, the Employer has secure storage/Safes equipment which requires rapid reaction Locksmith Services. The Contractor shall ensure that notification of a requirement for Locksmith Services in any morning period shall be satisfied that day and similarly any afternoon notification shall be satisfied next morning (subject to the Employer ensuring availability of the relevant keys). The Contractor shall maintain this equipment by using skilled operatives who have the capability to meet the Employer's Response and Resolution Times for critical items.
- 1103.3 Where potentially violent offenders may be present, the Locksmith Service shall be defined as a critical service and security locks shall be dealt with as an Emergency / Health and Safety repair – this may require a full-time attendance at the Affected Property during Core Hours. This Service shall be considered as reactive maintenance and subject to the Reactive Maintenance Threshold. The Contractor shall demonstrate through the appropriate level of

security clearance, as specified by the Employer, that any personnel involved in these Services are appropriate to the operating environment.

1103.4 The Contractor's general obligations for the Management of Locks shall include but shall not be limited to:

1103.4.1 Managing security locking arrangements for HMPS Affected Property in accordance with the requirements of PSO 5900.

1103.4.2 write basic locking schedules in line with NOMS Locking procedures

1103.4.3 review door description information in accordance with NOMS Locking procedures

1103.4.4 review locking schedule based on door information in accordance with NOMS Locking procedures

1103.4.5 update layout drawings in line with locking schedules

1103.4.6 upload layout drawings for central approval in accordance with NOMS Locking procedures

1103.4.7 identify lock part numbers when preparing orders for parts and replacements in line with NOMS Locking procedures

1103.4.8 place order for parts in accordance with NOMS Locking procedures

1103.4.9 consider security when designing high security locks in accordance with NOMS Locking procedures

1103.4.10 seek feedback from custodial staff to improve operations and security of locks in accordance with NOMS Locking procedures

1103.4.11 schedule routine maintenance checks in line with NOMS Locking procedures

- 1103.4.12 provide locking schedules to locks team member to implement required work in accordance with NOMS Locking procedures
- 1103.4.13 oversee lock team work in accordance with NOMS Locking procedures
- 1103.4.14 complete any required paperwork in accordance with NOMS Locking procedures
- 1103.4.15 Responsibility for the maintenance and replacement of cell area locks where an HMPS Affected Property serves a local Crown Court.
- 1103.4.16 Making the appropriate arrangement to replace compromised suite(s) and keys in the event of a key or lock disclosure resulting in a whole or partial re-lock.
- 1103.5 In addition to this the contractor will need to know
 - 1103.5.1 organisational procedures relating to lock maintenance
 - 1103.5.2 how to identify parts of a key
 - 1103.5.3 different door and hinge combinations used in custodial environments
 - 1103.5.4 different locks and their different uses
 - 1103.5.5 the range of lock classes
 - 1103.5.6 ways to utilise different levers in locks
 - 1103.5.7 the range of potential faults and their causes
 - 1103.5.8 different lock combinations
 - 1103.5.9 the range of different keys
 - 1103.5.10 the terminology of locks
 - 1103.5.11 the principles of key and lever pack reading
 - 1103.5.12 the inspection procedures used with locks in custodial environments

- 1103.5.13 the operating specifications of different locks
- 1103.5.14 methods used to expand lifespan of locks
- 1103.5.15 how to identify lock part numbers
- 1103.5.16 custodial security procedures
- 1103.5.17 how to read layout drawings
- 1103.5.18 how to change layout drawings using relevant software
- 1103.5.19 how to write and amend locking schedules
- 1103.5.20 how to upload layout drawings for approval
- 1103.5.21 organisational processes for placing orders
- 1103.5.22 methods for obtaining feedback from others regarding locks
- 1103.5.23 different tests for bolts and locking plates
- 1103.5.24 methods for installing different locks
- 1103.5.25 methods for installing anti-manipulations devices
- 1103.5.26 how to replace lock handles
- 1103.5.27 how to complete visual inspections
- 1103.5.28 organisational lock-condemn procedures
- 1103.5.29 what operational checks are required
- 1103.5.30 what paperwork needs to be completed
- 1103.6 The Contractor's general obligations for the Maintenance of Locks shall include but shall not be limited to:
 - 1103.6.1 obtain locking schedule for lock maintenance work from the Service Manager before starting the work in accordance with NOMS Locking procedures

- 1103.6.2 check correct resources and equipment are available to carry out lock maintenance work in accordance with manufacturer's instructions
- 1103.6.3 diagnose lock faults in accordance with NOMS Locking procedures, and report these to the Service Manager
- 1103.6.4 read layout drawings to confirm placement of locks as required by the locking schedule
- 1103.6.5 check area is safe to begin maintenance work in accordance with NOMS Locking procedures
- 1103.6.6 test bolts and locking plates as stated in the locking schedule
- 1103.6.7 service locks to extend lifespan of mechanisms in accordance with NOMS Locking procedures
- 1103.6.8 install locks as stated in the locking schedule in line with NOMS Locking procedures
- 1103.6.9 install anti-manipulation devices as stated in the locking schedule in line with NOMS Locking procedures
- 1103.6.10 replace lock handles when required as stated in the locking schedule
- 1103.6.11 complete visual inspections in accordance with NOMS Locking procedures checking for; security issues, damage and excessive wear
- 1103.6.12 follow lock-condemn procedures for locks that are no longer useable in accordance with NOMS Locking procedures
- 1103.6.13 complete operational checks as stated in the locking schedule
- 1103.6.14 complete any required paperwork in accordance with NOMS Locking procedures

1103.7 In addition to this the contractor will need to know

- 1103.7.1 organisational procedures relating to lock maintenance
- 1103.7.2 how to identify parts of a key
- 1103.7.3 different door and hinge combinations used in custodial environments
- 1103.7.4 different locks and their different uses
- 1103.7.5 the range of lock classes
- 1103.7.6 ways to utilise different levers in locks
- 1103.7.7 the range of potential faults and their causes
- 1103.7.8 different lock combinations
- 1103.7.9 the range of different keys
- 1103.7.10 the terminology of locks
- 1103.7.11 the principles of key and lever pack reading
- 1103.7.12 the inspection procedures used with locks in custodial environments
- 1103.7.13 the operating specifications of different locks
- 1103.7.14 methods used to expand lifespan of locks
- 1103.7.15 custodial security procedures
- 1103.7.16 who to obtain locking schedules from
- 1103.7.17 how to read layout drawings
- 1103.7.18 different tests for bolts and locking plates
- 1103.7.19 methods for installing different locks
- 1103.7.20 methods for installing anti-manipulations devices
- 1103.7.21 how to replace lock handles
- 1103.7.22 how to complete visual inspections
- 1103.7.23 organisational lock-condemn procedures

1103.7.24 what operational checks are required

1103.7.25 what paperwork needs to be completed

1103.8 The Locksmith Services delivered to the HMPS Affected Property comply with Prison Service Orders (PSO); in particular PSO 5900 contained in the Data Pack and Prison Service Instructions (PSI) and shall be included within the Prices. The following sets out the requirements generally; the Contractor shall read this in conjunction with PSO 5900 and the asset registers and other documentation contained within the Data Pack to determine the extent of the full Service requirement.

1103.9 **General Requirements for Routine Maintenance Checks for 4L56 & 4L65P Mechanical Cell Locks**

1103.9.1 **Frequency of Inspection;** This will depend on the number of daily operations and conditions of use. It is recommended that ALL LOCKS be checked at regular intervals not exceeding **3 Months**.

1103.9.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Keyhole Escutcheon
- Lock Fixings
- Main Lock Bolt (plus stud release bolt on 4L56 lock)
- T Handle
- Prisoner Cylinder Lock (4L65P Lock Only)
- Prisoner Clutch Knob (4L65P Lock Only)
- Prisoner Privacy Bolt (4L65P Lock Only)

1103.9.3 **4L56 Operational Checks;** The following should be carried out with the cell door in the closed position using the cell pass key;

- Check that the indicator disc moves freely when the key is inserted and turned. Remove key when check is complete.
- Repeat the above but hold the key in the “unlocked” position, ensure the main lock bolt withdraws freely when the T handle is turned and then open the cell door and remove the key from the lock.
- Close cell door firmly to establish main lock bolt is automatically released and throws fully (white line on indicator disc is in the horizontal position).

1103.9.4 **4L65P Operational Checks;** The following should be carried out with the cell door in the closed position using the cell pass key;

- Check that the indicator disc moves freely when the key is inserted and turned. Remove key when check is complete.
- Repeat the above but hold the key in the “unlocked” position, ensure the main lock bolt withdraws freely when the T handle is turned.
- Remove key and check that the white line on the indicator disc is in the horizontal position showing that the main lock bolt is “locked” in the withdrawn position.
- Using CYLINDER MASTER KEY operate prisoner privacy cylinder lock to check the correct function of the privacy bolt in both directions i.e. Thrown and withdrawn.
- With prisoner privacy bolt in thrown position check that main bolt will unlock prisoner privacy bolt. Insert and turn cell pass key, operate T handle to

throw and withdraw main lock bolt (hold cell pass key in “unlocked” position during this check).

- With main lock bolt withdrawn, check correct function of prisoner clutch knob by entering cell, close door and turn prisoner clutch knob to throw privacy bolt. Note; Correct function of ‘clutch’ should be checked by holding the prisoner clutch knob with privacy bolt in ‘thrown’ position and using the cylinder master key to withdraw the privacy bolt.

1103.9.5 **Cell Lock Test Key;** This check applies to both 4L56 & 4L65P mechanical cell locks. With the lock mechanically locked, check the integrity of the lever mechanism in the inner locking unit. It should not be possible to mechanically unlock and withdraw the main bolt using the test key.

1103.10 **General Requirements for Routine Maintenance Checks for 3G112 Pass Locks (Class 1&2).**

1103.10.1 **Frequency of Inspection;** This will depend on the number of daily operations and conditions of use. It is recommended that ALL LOCKS be checked at regular intervals not exceeding **3 Months**. However, locks subject to certain operating conditions should be inspected more frequently i.e.

- **Conditions of excessive operation wear and tear.** Locks fitted in a high usage location e.g. 1000 ops/day should be checked at intervals not exceeding 1 month. If usage is particularly high then a shorter interval should be applied.
- **Conditions of severe environmental exposure.** Locks fitted in fence gates, exterior doors or gates exposed to all weather conditions, high/low temperature, dusty or coastal weather conditions should be checked

at intervals not exceeding 1 month. A shorter interval should be applied when conditions are particularly severe.

- **Emergency access routes.** Locks in these locations should be checked at intervals not exceeding 2 weeks.

1103.10.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Keyhole Escutcheon
- Faceplate
- Lock Fixings
- Main Lock Bolt
- Strike Plate

1103.10.3 Key Checks. The checks should be carried out with the door in frame (closed)

1103.10.4 **3G112MK2 (Class 1)** Both singles and doubles keys are required to carry out a complete check.

- **Singles Key.** Check that lock bolt operates smoothly in both unlocking and locking actions.
- **Doubles Key.** Repeat as in 1) above. If the bolt does not move smoothly open the door and repeat the checks to establish if door requires adjustment. Inspection of the lock bolt should indicate the cause of the problem.
- **Test Keys.** With lock in 'doubled' position, check integrity of the lever mechanism with test doubles key. It should not be possible to remove the 'double' throw with this key. With lock bolt in 'single' throw position, repeat check using Test singles Key.

1103.10.5 **3G112MK3 (Class 2).**

- **Pass Key.** Check that lock bolt operates smoothly in both unlocking and locking actions. If the bolt does not move smoothly open the door and repeat the checks to establish if door requires adjustment. Inspection of the lock bolt should indicate the cause of the problem.
- **Test Key.** With bolt thrown repeat check using test key, it should not be possible to unlock with this key.

1103.11 **General Requirements for Routine Maintenance Checks for 3R63 & 3R66 Dual Control Pass Locks.** The locks are designed for electric operation (remote control). Emergency override and mechanical keys are provided for use if the remote control system should fail.

1103.11.1 **Frequency of Inspection;** This will depend on the number of daily operations and conditions of use. It is recommended that ALL LOCKS be checked at regular intervals not exceeding **3 Months**. However, locks subject to certain operating conditions should be inspected more frequently i.e.

- **Conditions of excessive operation wear and tear.** Locks fitted in a high usage location e.g. 1000 ops/day should be checked at intervals not exceeding 1 month. If usage is particularly high then a shorter interval should be applied.
- **Conditions of severe environmental exposure.** Locks fitted in fence gates, exterior doors or gates exposed to all weather conditions, high/low temperature, dusty or coastal weather conditions should be checked at intervals not exceeding 1 month. A shorter interval should be applied when conditions are particularly severe.
- **Emergency access routes.** Locks in these locations should be checked at intervals not exceeding 2 weeks.

1103.11.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Handles, mount plates and nylon bushes
- Keyhole Escutcheon
- Faceplate
- Lock Fixings
- Main Lock Bolt
- Strike Plate
- Anti Tamper Screws

1103.11.3 **Electrical Operations**

1103.11.4 Normal electrical unlock and lock function should be sharp and exact. If the action is sluggish first check the electrical voltage and pulse characteristics are correct.

- NB Voltage should be 24v DC.
- After unlocking, check that main bolt withdraws smoothly by turning handle. When handle is released, the main bolt should throw fully under spring pressure.
- NB 3R66 lock bolt is not fitted with spring return.
- The above check should be carried out without opening the door. If there is any resistance in main bolt movement the door may require adjustment.

1103.11.5 **Key Operations.**

- **Mechanical key.** With the lock electrically unlocked and door in frame (closed). Check function of the inner locking unit with the mechanical key from both sides of the lock.
- **Electric Override key.** With the lock electrically locked and door in frame, check function of the inner locking unit with the electric override key from both sides of the lock.

- **Test Key.** With the lock electrically unlocked and mechanically locked, check the integrity of the lever mechanism in the inner locking unit. It should not be possible to mechanically unlock and withdraw the main bolt using the test key.

1103.12 **General Requirements for Routine Maintenance Checks for Class 3 Mortice Locks.** Class 3 locks are fitted with a 5 'detainer' lever mechanism and designed to meet the security requirements of industrial & commercial premises. The lever mechanism offers secure suiting (Master Keying) and is therefore ideal for Offices, Staff rooms, Storerooms etc. in secure establishments.

1103.12.1 **Frequency of Inspection;** As with class 1& 2 locks, this will depend on the number of daily operations and conditions of use. The majority of locks operate on the 'A1' key which is carried by all staff and many of these locks will receive a high number of operations each day. It is suggested that all locks are examined at regular intervals not exceeding 4 months. However, locks subject to certain operating conditions must be inspected more frequently i.e.

- **Conditions of excessive wear and tear.** Locks fitted in a high usage location e.g. 300 ops/day should be checked at intervals not exceeding 1 month.
- **Locks on 'accountable' suites – A2, A3, A4 etc.** The frequency of inspection must be based on both the number of daily operations and the number of staff carrying the 'accountable' key.

1103.12.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Handles and furniture plates
- Faceplate

- Lock Fixings
- Main Lock Bolt
- Strike Plate

1103.12.3 On locks with latch bolts operated by the knob handles, check that door will 'slam' shut without undue force and that handles operate latch bolt easily. If the handles are stiff to turn check operation with door open to establish if the problem is due to distortion of door.

1103.12.4 **Key Operations.**

- Check that key will operate deadbolt smoothly. If not, open door and repeat the test.
- Excessive vertical or lateral movement of the key when located in the lock indicates wear on the bolt thrower if this is the case it is recommended that a new bolt thrower and thrower spring be fitted as soon as possible.

1103.13 **General Requirements for Routine Maintenance Checks for Padlocks.**

1103.13.1 **Frequency of Inspection;** This will depend on the location (Indoors or Outside) and conditions of use. Those fitted to roller shutters are usually 'inside' the building and used fairly regularly. However, many padlocks are fitted in external positions and used infrequently but their location means they can be affected by changes in the environment i.e. temperature fluctuation, wet weather etc. Some may be 'hidden' (manhole grilles).

1103.13.2 **'AVA' Padlocks (Models 1K42 and 1K71)..**

1103.13.3 **'External' Padlocks subject to infrequent use;**

With the padlock in the locked position i.e. secured to the hasp & staple, it is suggested that a small amount of petroleum jelly be applied to 'seal' the gap between

the shackle side and the padlock body. This will help to restrict entry of moisture etc.

If the padlock does not hang vertically from the shackle it is recommended that some external wrapping is used to restrict dirt/moisture getting inside the mechanism.

1103.13.4 Close Shackle Padlocks (Models 1K11 and 1K21)

These padlocks are fitted with conventional lever mechanisms and are more likely to suffer from environmental conditions.

‘External’ Padlocks subject to infrequent use; Follow same procedures as for ‘AVA’ models but since keyholes are on the front face of the padlock body, wrapping is also recommended.

ENSURE THAT NO OIL OR GREASE ENTERS THE LEVER MECHANISM

If key will not turn freely and unlock shackle a sharp blow on the back of the padlock body should be sufficient to release the mechanism.

- 1103.14 **General Requirements for Routine Maintenance Checks for 3R47 Court House Cell Locks.** Class 2 lock fitted with a 6 lever mechanism and designed to meet the security requirements of secure accommodation.

The lever mechanism offers suiting, master keying plus the facility to “double lock” and is therefore ideal for cell doors in court houses, police stations and secure establishments.

- 1103.14.1 **Frequency of Inspection;** This will depend on the number of daily operations and conditions of use. It is recommended that ALL LOCKS be checked at regular intervals not exceeding 3 months. However, locks subject to certain operating conditions should be inspected more frequently i.e. conditions of excessive

operation wear and tear. Locks fitted in a high usage location e.g. 300 ops/day should be checked at intervals not exceeding 1 month. If usage is particularly high then a shorter interval should be applied.

1103.14.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Handles and furniture plates and indicator
- Faceplate
- Lock Fixings
- Main Lock Bolt
- Strike Plate

Check that the handle operates the bolt smoothly. If not, open door and repeat the test.

1103.14.3 **Key Operation;** The following should be carried out with the Cell Door in the closed position.

Using the Cell Pass Key and Doubles Key:

- Check that the pass key will deadlock the handle.
- Check that “doubles key” locks out use of the pass key.
- Check that “doubles key” operates in the same way as the pass key.

With the Cell Door in the open position using the Cell Pass Key:

- Check that the pass key will deadlock the latch bolt.

During these checks ensure that the indicator is showing the status of the lock i.e. unlocked, single or double locked, and is operating correctly.

NB Not all 3R47 locks have the “doubles key” facility, if this is the case you need only carry out the key operation checks relating to the pass key.

1103.15 **General Requirements for Routine Maintenance Checks for 3G317 Court House Pass locks.** Class 2 lock fitted with a 7 ‘detainer’ lever mechanism and designed to meet the security requirements of secure areas

The lever mechanism offers secure suiting (Master Keying) plus the facility to “double lock” and is therefore ideal for court houses, police stations and secure establishments.

1103.15.1 **Frequency of Inspection;** This will depend on the number of daily operations and conditions of use. It is recommended that ALL LOCKS be checked at regular intervals not exceeding **3 Months**. However, locks subject to certain operating conditions should be inspected more frequently i.e.

- **Conditions of excessive operation wear and tear.** Locks fitted in a high usage location e.g. 300 ops/day should be checked at intervals not exceeding 1 month. If usage is particularly high then a shorter interval should be applied.
- **Conditions of severe environmental exposure.** Locks fitted in fence gates, exterior doors or gates exposed to all weather conditions, high/low temperature, dusty or coastal weather conditions should be checked at intervals not exceeding 1 month. A shorter interval should be applied when conditions are particularly severe.
- **Emergency access routes.** Locks in these locations should be checked at intervals not exceeding 2 weeks.

1103.15.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Keyhole Escutcheon
- Faceplate

- Lock Fixings
- Main Lock Bolt
- Strike Plate

1103.15.3 **Key Operations.**

- Check that key will operate deadbolt smoothly. If not, open door and repeat the test.
- Excessive vertical or lateral movement of the key when located in the lock indicates wear on the bolt thrower if this is the case it is recommended that a new bolt thrower and thrower spring be fitted as soon as possible.

1103.16 **General Requirements for Routine Maintenance Checks for 3G222 Magnetic Pass Locks (Class 1&2).**

1103.16.1 **Frequency of Inspection;** This will depend on the number of daily operations and conditions of use. It is recommended that ALL LOCKS be checked at regular intervals not exceeding **3 Months**. However, locks subject to certain operating conditions should be inspected more frequently i.e.

- **Conditions of excessive operation wear and tear.** Locks fitted in a high usage location e.g. 1000 ops/day should be checked at intervals not exceeding 1 month. If usage is particularly high then a shorter interval should be applied.
- **Conditions of severe environmental exposure.** Locks fitted in fence gates, exterior doors or gates exposed to all weather conditions, high/low temperature, dusty or coastal weather conditions should be checked at intervals not exceeding 1 month. A shorter interval should be applied when conditions are particularly severe.

- **Emergency access routes.** Locks in these locations should be checked at intervals not exceeding 2 weeks.

1103.16.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Handles, mount plates and nylon bushes
- Keyhole Escutcheon
- Faceplate
- Lock Fixings
- Main Lock Bolt
- Strike Plate

1103.16.3 **Key Checks;** The checks should be carried out with the door in frame (closed)

1103.16.4 **3G222 (Class 1);** Both singles and doubles keys are required to carry out a complete check.

- **Singles Key.** Check that the key turns through 90 degrees and the lock bolt operates smoothly with the handle in both unlocking and locking actions.
- **Doubles Key.** Repeat as in 1) above. If the bolt does not move smoothly with the handle open the door and repeat the checks to establish if door requires adjustment. Inspection of the lock bolt should indicate the cause of the problem.

1103.16.5 **3G222 (Class 2);**

- **Pass Key.** Check Check that the key turns through 90 degrees and the lock bolt operates smoothly with the handle in both unlocking and locking actions. If the bolt does not move smoothly open the door and repeat the checks to establish if door requires adjustment. Inspection

of the lock bolt should indicate the cause of the problem.

1103.17 **General Requirements for Routine Maintenance Checks for 4L78 Dual Control Cell Locks.** The locks are designed for electric operation (remote control) and mechanical operation (manual control); with emergency override keys provided for use if the remote control system should fail. They can be used in conjunction with a night sanitation system.

1103.17.1 **Frequency of Inspection;** This will depend on the number of daily operations and conditions of use. It is recommended that ALL LOCKS be checked at regular intervals not exceeding 3 months.

1103.17.2 **Visual inspection;** Check the following are securely retained and are not damaged, deformed or exhibiting signs of excessive wear;

- Handles and furniture plates and indicator
- Keyhole Escutcheon
- Faceplate
- Lock Fixings
- Main Lock Bolt
- Strike Plate

1103.17.3 **Electrical Operations**

Normal electrical unlock and lock function should be sharp and exact. If the action is sluggish first check the electrical voltage and pulse characteristics are correct.

- NB Voltage should be 24v DC.
- After unlocking, check that main bolt withdraws smoothly by turning handle. When handle is released, the main bolt should throw fully under spring pressure.
- The above check should be carried out without opening the door. If there is any resistance in

main bolt movement the door may require adjustment.

1103.17.4 **Key Operations.**

- **Mechanical key.** With the lock electrically unlocked and door in frame (closed). Check function of the inner locking unit with the mechanical key from both sides of the lock.
- **Electric Override key.** With the lock electrically locked and door in frame, Check function of the inner locking unit with the electric override key from both sides of the lock.
- **Test Key.** With the lock electrically unlocked and mechanically locked, check the integrity of the lever mechanism in the inner locking unit. It should not be possible to mechanically unlock and withdraw the main bolt using the test key.

1103.18 The Contractor may explore the synergies between all other Services when considering resourcing this Service at each Affected Property in particular at HMPS Affected Property i.e. Handyman.

1103.19 As part of the Locksmith Service, the Contractor shall also provide an ad hoc Replacement Key Service for furniture/lockers within each Affected Property

1103.20 As part of the Locksmith Service and on request of the Employer, the Contractor shall also provide Testing and Inspection or Surveying service within each Affected Property

Specification Name

Clocks

Specification Reference Number

1104

1104. Clocks

1104.1 The maintenance of clocks shall be limited to certain fixed clocks and a full list of clocks covered under this Contract shall be available at each Affected Property prior to commencement.

1104.2 The Contractor shall ensure appropriate change in clock time to all clocks within each Affected Property during the bi-annual BST/GMT time changes.

1104.3 Within each Affected Property there are a number of heritage antique clocks, including the turret clock. The Contractor shall be required to maintain and service the clocks which shall include but shall not be limited to:

1104.3.1 Winding the clocks at set periods as designated by the employer.

1104.3.2 Setting to time.

1104.3.3 Regulating and correcting out of sequence striking.

1104.4 The Contractor shall keep a full and up to date inventory of all antique/heritage clocks together with their locations, and shall provide a copy to the Employer within seven (7) days upon request.

1104.5 The Contractor shall not relocate any clocks or carry out any maintenance to the clocks without the prior consent of the Employer.

1104.6 The Contractor shall provide to the Employer a written quotation for clock services upon request by the Employer. Such written quotation

shall be presented to the Employer within seven (7) days of the request.

1104.7 In the event high level access is required to service clocks, the Contractor shall make arrangements for such in liaison with the Employer and ensure Risk Assessments/Method Statements are provided to the Employer prior to the commencement of the Service.

Specification Name

Chilled Potable Water

Specification Reference Number

1112

1112. Chilled Potable Water

1112.1 The Employer wishes the Contractor to propose the method of supplying chilled water. The Contractor shall be solely responsible for the provision of all chilled potable water to each Affected Property.

1112.2 Where mains connected coolers are proposed, the Contractor shall provide a system, whereby the provision, maintenance and sanitation of the chilled cooler and water are contained within the Prices. No further charge shall be levied.

1112.3 It is the Employer's policy not to provide bottled water as a method of supplying chilled water at its Affected Property, and therefore should only be considered by the Contractor where no other systems is possible. Where bottled water is to be provided, the Contractor shall provide a cost per bottle within the cost pro-forma and an indication of expected usage.

1112.4 During the period for Setting-Up the Contractor shall provide the Employer with a proposal for the use, disposal or otherwise of the extant non- permanent water coolers located within each Affected Property. This shall include the management of the cancellation of any prevailing contracts not supplied by the Contractor.

Specification Name

Cleaning General

Specification Reference Number

1125

1125. Cleaning General

1125.1 The Contractor shall provide a comprehensive Cleaning Service throughout each Affected Property, delivered in a safe and efficient manner. The Contractor shall take responsibility for maintaining all internal cleanable areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance Asset life cycle and ensure each Affected Property's high standards and image are maintained. The Contractor shall provide a high quality service within the scope of this Specification. The standard as specified shall be evident at the start of each Working Day for Public Areas and Prestige Areas or at an alternative agreed time for all other areas.

1125.2 The Contractor shall undertake all tasks normally associated with a professional cleaning contract to ensure that the offices, toilets, shower rooms, staff kitchens/tea points, Public Areas, meeting and conference rooms and all other working areas, furniture and floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. The Contractor shall be responsible for monitoring the provision of the Cleaning Services on a daily basis to ensure a high quality Service is provided.

1125.3 The Contractor shall use reasonable endeavours and as far as is reasonably practicable, specify and use cleaning materials that are Environmentally Preferable throughout the entire product cycle. The Contractor shall not use bleach or bleach containing products to deliver the Cleaning Service.

1125.4 To enable the requirements of each Affected Property to be met as well as introducing an opportunity for the Contractor to use its skills and judgement to achieve a cost effective and efficient Service, four standards of cleaning have been developed which are listed below. These standards will be applied across each Affected Property as Basic Cleaning – Standard I, Normal – Standard II, Prestige – Standard III or Hygiene Areas– Standard IV NHS Standards – Standard V. The Cleaning Standards shall be applied to routine and periodic cleaning activities.

1125.5 Rooms and areas within each Affected Property shall be assigned a category of Cleaning Standard that accords with the type of room or area. The types of rooms and areas that each Cleaning Standard applies to are set out in the relevant Cleaning Standards. If there is any ambiguity about what Standard of cleaning applies the Employer shall determine which Cleaning Standard shall apply and in addition the Employer may elect from time to time to specifically apply a different Cleaning Standard to certain rooms or areas. The routine cleaning frequencies for all offices shall be consistent at each Affected Property, irrespective of location.

1125.6 The Contractor shall ensure that COSHH requirements are complied with when providing this Service, paying particular attention that hazardous cleaning agents are not left accessible and unguarded at each Affected Property. All cleaning agents shall be appropriately stored.

1125.7 The Contractor and the Service Manager shall carry out periodic (at least monthly) joint Cleaning Audits in a standard format at a random sample of Affected Properties to agree the standards of cleaning, compliance with contractual and statutory requirements and the quality of cleaning management at the Affected Property. The Cleaning Audit scores will contribute towards the Cleaning Key Performance Indicator scores and evidence of an unacceptable standard of cleaning will result in additional/more frequent audits at the cost of the Contractor.

1125.8 The Contractor will be permitted to carry out cleaning activities within Core Hours with the exception of certain restricted areas as

determined by the employer. The Contractor shall however ensure that HMPS operations remain uninterrupted and free from excessive noise as a result of any cleaning during Core Hours.

Specification Name

Routine Cleaning

Specification Reference Number

1126

1126. Routine Cleaning

1126.1 General Requirements:

1126.1.1 The Contractor shall be required to provide a high quality Service. Routine cleaning of the internal and external specified areas shall be provided to the required Cleaning Standard described in Section 4, Schedule 3 - Price List. The Contractor shall allow for high level cleans including staff kitchens/tea points in the Prices.

1126.1.2 The Contractor shall undertake all tasks normally associated with routine cleaning, to ensure that the offices, toilets, shower rooms, kitchens, meeting areas, circulation areas, Public Areas and all other areas, furniture and equipment within each Affected Property are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. Where cleaning activities are being undertaken that represent a hazard to the Employer's staff or Third Parties, in particular wet floor cleaning operations, the Contractor shall take relevant precautions to inform and protect the Employer's staff from potential accidents. The Contractor shall ensure that COSHH requirements are complied with when providing this Service, paying particular attention that hazardous cleaning agents are not left accessible and unguarded at each Affected Property. All cleaning agents shall be appropriately stored. Any person involved in the use of

hazardous materials/equipment will be provided and trained in the use of appropriate PPE.

1126.1.3 The Contractor shall take precautions to ensure that cleaning methods and frequencies do not have an adverse effect on the overall service life of floor and wall finishes by complying with manufacturer's instructions.

1126.1.4 Unless otherwise advised by the Employer, the Contractor shall not be provided with storage within each Affected Property for materials or equipment.

1126.1.5 All cleaning methods adopted by the Contractor shall be of a sufficient quality to meet the cleaning standards set out below and to maintain any guarantees.

1126.1.6 The Contractor shall ensure that all working at height is risk assessed. There is no lower limitation to working at height.

1126.2 Cleaning Tasks and Standards - Generally

1126.2.1 Waste Removal:

(a) Standards: All waste shall be removed on a daily basis throughout each Affected Property including: toilets / shower areas / First Aid room (including those in restaurant areas) / entrance areas / lift lobbies / routeways / tea rooms and tea stations / offices / open plan areas / custody areas. Bins shall be emptied, clean and dry inside and out, bin liners replaced where necessary and bins placed in their original locations;

(b) Unacceptable: Heavy waste impacting on general appearance and tidiness.

1126.2.2 Spillages: This shall exclude body spillages.

(a) Standards: All spillages shall be removed and floors shall be left clean, non-slip and dry. Where it is not possible to leave the floor dry, the wet floor shall be sign-posted, but all options should be considered

before leaving a wet floor. In addition the wet floor should only be left whilst other options are being considered.

(b) Constraints/Restrictions: Limitations if no day cleaner on the Affected Property;

(c) Unacceptable: Floors left dirty and wet/slippery.

1126.2.3 **Carpets:** This shall include, but shall not be limited to, carpet tiles and mats.

(a) Standards: These shall have a clean appearance (subject to age and condition) and be free of accumulated dust, debris, ingrained dirt, stains, cleaning fluid residue and rucks. Stairways shall be included. The Contractor shall seek to ensure that carpets are maintained to a good standard. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals (the Employer may provide manufacturer's method and intervals of cleaning if available during the Setting-Up Period otherwise the Contractor shall agree with the Employer the method and frequency of cleaning). The Contractor shall ensure that there is no slip or trip risk;

(b) Constraints/Restrictions: Damage to carpets due to general wear and tear; accessibility to offices, rooms, stairwells and corridors and highlight areas of particularly poor condition. Carpets shall be cleaned in accordance with the manufacturer's recommendations (the Employer may provide manufacturer's method and intervals of cleaning if available during the Setting-Up Period) unless otherwise agreed with the Employer;

(c) Unacceptable: Heavy soiling and accumulation of dust; pile build up and debris under desks and around furniture edges; treatable spots and stains left

untreated; ignoring areas of damage; not reporting stubborn stains to the Employer.

1126.2.4 **Curtains and Blinds:** This shall include, but shall not be limited to, vertical and venetian blinds.

(a) Standards: These shall have a clean appearance and be free of accumulated dust, debris, ingrained dirt, stains, cleaning fluid residue, rucks and creases (subject to age and condition);

(b) Constraints/Restrictions: Damage due to general wear and tear; accessibility to offices, rooms, stairwells and corridors;

(c) Unacceptable: Heavy layers of dust and dirt.

Where curtains are fitted these should be cleaned using an appropriate methodology where they are washable or aired (or dry cleaned, if appropriate) periodically to remove dust etc. where they are not washable. Where curtains are removed for cleaning purposes at HMPS Affected Property, the Contractor shall replace them with a spare set until they are returned.

The cleaning of window blinds shall be included at regular intervals for each Affected Property where they are fitted in order to maintain a clean and tidy appearance. The maintenance of these blinds is also included in the scope of work carried out by the Contractor and it is recommended that these activities be combined wherever possible.

1126.2.5 **Other surfaces/appliances:** This shall include, but shall not be limited to, all shelves, radiators, service pipes, lockers and cabinets, fire appliances, trunking, light switches, finger plates, plug tops, socket outlets, vents and grilles.

- (a) Standards: These shall be kept free of accumulated dust, dirt and debris;
- (b) Constraints/Restrictions: Height to (up to 2000mm) in all areas of each Affected Property;
- (c) Unacceptable: Heavy layers of dust and dirt; build up of polish; accumulation of dust on cabinet tops; dull surfaces.

1126.2.6 **Skirting, window ledges, etc:** This shall include, but shall not be limited to, shelves, dado rails, coving and flat surfaces in every area.

- (a) Standards: These shall be kept free of accumulated dust, debris, stains and smears;
- (b) Constraints/Restrictions: Height to (up to 2000mm) in all areas of each Affected Property; accessibility to offices, rooms, stairwells and corridors;
- (c) Unacceptable: Heavy layers of dust and dirt; wet mop marks and polish stains left on skirting.

1126.2.7 **Furniture items:** This shall include, but shall not be limited to, all desks, furniture, workstations, mobile pedestals, chairs, tables, bookcases, counters and similar furniture.

- (a) Standards: These shall be kept free of accumulated dust, debris, stains and smears. Chairs covered in air-permeable materials or other coated fabrics must on no account be cleaned with polishes, solvent or chemical cleaners;
- (b) Constraints/Restrictions: Height to (up to 2000mm) in all areas of the Affected Property; accessibility to offices, rooms, stairwells and corridors;
- (c) Unacceptable: Chairs covered in air-permeable materials or other coated fabrics must on no account be cleaned with polishes, solvent or chemical cleaners;

visible dust; accumulation of dust within fabric; marks, smears and ingrained dirt; heavy finger marking; dulled surfaces; water marks or polish stains around furniture bases.

1126.2.8 **Doors:** This shall include, but shall not be limited to, door furniture, kicking plates, handrails and glass panels.

- (a) Standards: These shall be kept free of accumulated dust, debris, dirty marks and smears;
- (b) Constraints/Restrictions: Accessibility if doors are locked. General wear and tear;
- (c) Unacceptable: Damage to paintwork or other finished surfaces during the course of cleaning. Visible dust, smears, old polish around door edges.

1126.2.9 **Hard floors:** This shall include, but shall not be limited to, concrete, stone, synthetic resin, terrazzo, marble, all types of vinyl, wood, woodblock, ceramic tiles and include stairways.

- (a) Standards: These shall be kept free of accumulated dust, debris and stains. Spillages shall be removed. The floor shall be left free of smears and cleaning marks and where appropriate have a uniform buffed finish and present a good appearance. Floors shall be left non-slip after cleaning. Skirting boards, doors, furniture or upstands and edges of walls and stairs shall not be left soiled when floors and stairs are cleaned. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals;
- (b) Constraints/Restrictions: Damage due to general wear and tear. Appropriate materials, shall be applied to enhance the appearance of the floor, should the effect of traffic on it demand. The Contractor shall report to the Employer any stubborn stains (including graffiti) or

damage found during cleaning. The Contractor shall ensure that there is no slip or trip risk;

- (c) Unacceptable: Heavy soiling and accumulation of dust; ignoring areas of damage; the Contractor not reporting to the Employer any stubborn stains (including graffiti) or damage found during cleaning; flooring left slippery or sticky.

1126.2.10 Walls:

- (a) Standards: These shall be free of dust, dirt, stains, smears and graffiti, finger marks and cobwebs;
- (b) Constraints/Restrictions: General wear and tear. The Contractor shall report to the Employer any stubborn stains (including graffiti) or damage found during cleaning. The Contractor must also identify to the Employer walls difficult to clean as a result of the paint type used;
- (c) Unacceptable: Heavy layers of dust or dirt; brush marks; cobwebs; tide marks; the Contractor not reporting to the Employer any stubborn stains (including graffiti) or damage found during cleaning; the Contractor not identifying to the Employer walls difficult to clean as a result of the paint type used.

1126.2.11 Stairs: This shall include, but shall not be limited to, treads, risers, nosings, banisters, balustrades, handrails, ledges and protective guards.

- (a) Standards: These shall be free of accumulated dust, dirt, stains, smears and graffiti, finger marks and cobwebs;
- (b) Constraints/Restrictions: General wear and tear. The Contractor shall report to the Employer any stubborn stains (including graffiti) or damage found during cleaning;

(c) Unacceptable: Heavy layers of dust or dirt; brush marks, cobwebs, tide marks; the Contractor not reporting to the Employer any stubborn stains (including graffiti) or damage found during cleaning.

1126.2.12 **Ceilings:** This shall include, but shall not be limited to, ventilation diffusers and ceiling light fittings. The Contractor shall agree the method and frequency of cleaning with the Service Manager prior to the commencement of this Service.

(a) Standards: These shall be free of dust, dirt, stains, smears, graffiti, finger marks and cobwebs;

(b) Constraints/Restrictions: General wear and tear. The Contractor shall report to the Employer any stubborn stains (including graffiti) or damage found during cleaning. The Contractor shall also identify to the Employer ceilings difficult to clean as a result of the paint type used;

(c) Unacceptable: Heavy layers of dust or dirt; brush marks; cobwebs; tide marks; the Contractor not reporting to the Employer any stubborn stains (including graffiti) or damage found during cleaning; the Contractor not identifying to the Employer ceilings difficult to clean as a result of the paint type used.

1126.2.13 **IT Equipment:** This shall include (where the cleaning of this equipment is in scope), but shall not be limited to, PCs, printers, scanners and plotters, telephones, fax machines and photocopiers, microfilm readers and reader printers; audiovisual equipment including but not limited to televisions, video equipment and overhead projectors. The Contractor shall agree the method of cleaning and the cleaning agents with the Service Manager prior to the commencement of this Service.

- (a) Standards: These shall be cleaned with appropriate cleaning materials in order not to damage the equipment and shall be free of accumulated dust, dirt, stains, smears and finger marks;
- (b) Constraints/Restrictions: General wear and tear. The Contractor shall report to the Employer any stubborn stains or damage found during cleaning;
- (c) Unacceptable: Visible dust; accumulation of dust; marks, smears and ingrained dirt; heavy finger marking; the Contractor not reporting to the Employer any stubborn stains or damage found during cleaning.

1126.2.14 **Lifts:** This shall include, but shall not be limited to, all hard surfaces, barrier matting, door tracks, doors, indicator panels, ceilings, mirrors and stainless steel surrounds inside the lift cars.

- (a) Standards: Lifts shall be cleaned with appropriate cleaners and be free of accumulated dust, debris, graffiti and smears;
- (b) Constraints/Restrictions: The Contractor shall report to the Employer any stubborn stains (including graffiti) or damage found during cleaning;
- (c) Unacceptable: Heavy soiling; the Contractor not reporting to the Employer any stubborn stains (including graffiti) or damage found during cleaning.

1126.2.15 **Specialist Cleaning:** The Contractor shall provide a Specialist Cleaning Service for specialist fixtures and fittings at each Affected Property including but not limited to:

- (a) Decorative hardwood timber panelling, partitions, fixed benches;
- (b) Brass handles, knobs, plates, hinges and other door and window fittings;

- (c) Carved, panelled and turned hardwood staircases, treads, risers, nosings, newel posts, pilasters, ballustrades, handrails, barriers, etc
- (d) Polished hardwood floor boards, parquet, woodblock, etc
- (e) Natural Stone, Marble, Granite, Encaustic and other period floor tiles;

1126.2.16 The cleaning regime shall comply with the advice / recommendations if applicable provided by English Heritage / Cadw / Historic Scotland, the Specialist Conservation Consultant and as instructed by the Employer.

1126.3 **Specific Tasks and Standards – Tea Station, Restaurant and Toilet Areas.**

1126.3.1 **Sinks and Washbasins:** This shall include, but shall not be limited to, outside surfaces, taps and traps. Where sinks and washbasins are stainless steel the Contractor shall ensure the appropriate specialist cleaning agents are used.

- (a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard of hygiene;
- (b) Constraints/Restrictions: Excluding Kitchen Areas;
- (c) Unacceptable: Scum, tide marks and debris; removable discoloration; encrusted deposits; chrome finish taps and traps wholly or predominantly dull (having regard to age or state of fitting); badly marked splashbacks; debris or other matter partially blocking overflows and/or plug holes; supports, pipes and taps discoloured by ingrained dirt or a coating of dust; build up of verdigris on metal fittings.

1126.3.2 **Teapoint and Tea Station Areas:** This shall include, but shall not be limited to, all work surfaces, wall tiles, vertical laminate surfaces and exterior surfaces of other kitchenette equipment including vending machines.

(a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard of hygiene;

(b) Constraints/Restrictions: Type of surfaces; hygiene due to food/drink; cleaning agents used must not taint or affect food or drink;

(c) Unacceptable: Heavy soiling and staining.

1126.3.3 **Refrigerators and Microwaves:** This shall exclude main kitchen areas in Affected Property where the catering service is provided by a third party provider under a separate catering contract however shall include staff kitchens/tea points. The Service shall also include defrosting refrigerators on a periodic basis as agreed with the Service Manager.

(a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard of hygiene;

(b) Constraints/Restrictions: Cleaning agents used must not taint or affect food or drink;

(c) Unacceptable: Heavy soiling and staining; large accumulation of ice in fridge-freezers.

1126.3.4 **Paper Towel Dispensers and Receptacles:** This Service shall include cleaning hot hand dryers.

(a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard

of hygiene. The Contractor shall ensure that dispensers and receptacles are in proper working order and replenished at regular intervals;

- (b) Constraints/Restrictions: Cleaning agents used must not taint or affect the paintwork; accessibility. The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Dispensers - visible dust on all surfaces particularly the top; finger marks clearly visible over whole area; other marks. Receptacles - generally dirty appearance; stains and smears on inside or outside surfaces; build up of dirt around base; overfull.

1126.3.5 Captive towel cabinets:

- (a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard of hygiene. Also ensuring that at all times:
 - (i) they are in proper working order;
 - (ii) no toilet is ever left without clean towels (including kitchen areas); and
 - (iii) all replacement towels are clean, dry and free of ingrained dirt and stains, and fitted to ensure that there is always enough dispensed for people to dry their hands properly;
- (b) Constraints/Restrictions: Accessibility. The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Heavy build up of dust/dirt; towels that are damaged or unfit for purpose.

1126.3.6 Soap dispensers: This shall include liquid soap (these shall be supplied and maintained by the Contractor).

- (a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard of hygiene. Also ensuring that at all times:
 - (i) they are kept free from blockage; and
 - (ii) they are replenished and refilled with suitable liquid soap to ensure that no toilet area is ever left without soap;
- (b) Constraints/Restrictions: Accessibility. The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Large build up of dirt or stains on the dispensers; empty or blocked outlet; dulled surface of chrome or glass.

1126.3.7 **Feminine Hygiene Units:**

- (a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard of hygiene. Shall be replenished by the Contractor where the provision of the unit is in scope or the unit is an Employer's Asset;
- (b) Constraints/Restrictions: The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Large build up of dirt or stains on the units.

1126.3.8 **Toilet Roll:** This shall include toilet tissue holders and dispensers (these shall be supplied and maintained by the Contractor. Toilet tissue shall be bulk-packed and made from 100% recycled paper).

- (a) Standards: These shall be clean and free from accumulated dust, debris, stains, smears and unpleasant odours, and maintained to a high standard of hygiene. Also ensuring that at all times:
 - (i) they are replenished so that no WC cubicle is left without toilet paper; and
 - (ii) supervisory monitoring is in place to ensure standards are maintained;
- (b) Constraints/Restrictions: Accessibility. The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Large build up of dirt or stains on the dispensers.

1126.3.9 **WCs:** This shall include, but shall not be limited to, all inside and outside surfaces, flush pipes, cisterns (high and low level), traps, apartment doors (inside and outside), door fittings, ledges, surfaces and tops of WC partitions. Where WC's are stainless steel the Contractor shall ensure the appropriate specialist cleaning agents are used.

- (a) Standards: The inside of all pans, all outer surfaces, flush pipes and cisterns shall be free of dust, dirt, debris, stains, smears and unpleasant odours and maintained to a high standard of hygiene;
- (b) Constraints/Restrictions: Accessibility. The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Heavy soiling and staining.

1126.3.10 **Urinals:** This shall include, but shall not be limited to, all glazed surfaces, traps, cisterns, flush pipes and supports. Where urinals are stainless steel the Contractor shall ensure the appropriate specialist cleaning agents are used.

- (a) Standards: All channels, outlets, cisterns, flushpipes and fittings shall be free of dust, dirt, debris, stains, smears and unpleasant odours and maintained to a high standard of hygiene;
- (b) Constraints/Restrictions: Accessibility. The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Heavy soiling and staining, limescale and other deposits under rims (subject to age and/or condition); removable stains present on glazed surfaces; dull glazed surfaces.

1126.3.11 **Restaurant Areas:** This shall include, but shall not be limited to, all chairs and screens; tables and table tops (this excludes food preparation surfaces); floors and raised areas; all ledges, shelves and cabinets; toilets and washrooms; and floors behind servery counters.

- (a) Standards: The Contractor shall ensure that the restaurant areas are kept clean and free from accumulated dust debris, stains, smears and unpleasant odours and maintained to a high standard of hygiene;
- (b) Constraints/Restrictions: Accessibility. The Contractor shall report to the Employer any damage found during the course of cleaning;
- (c) Unacceptable: Heavy soiling and staining.

1126.4 **General Tasks and Standards – General Items within each Affected Property.**

1126.4.1 **Artificial Plants:**

- (a) Standards: The Contractor shall ensure that artificial plants are kept clean and free from accumulated dust and debris;

- (b) Constraints/Restrictions: None;
- (c) Unacceptable: Thick dust and dirt marks.

1126.4.2 Ashtrays: (Internal or external)

- (a) Standards: The Contractor shall ensure that ashtrays are kept free from solid waste;
- (b) Constraints/Restrictions: None;
- (c) Unacceptable: Black encrustation: ingrained nicotine.

1126.4.3 Balustrades:

- (a) Standards: The Contractor shall ensure that balustrades are kept clean and free from accumulated dust and debris;
- (b) Constraints/Restrictions: None;
- (c) Unacceptable: Thick dust and dirt smears, particularly in corners and decorative parts.

1126.4.4 Draining Boards:

- (a) Standards: The Contractor shall ensure that draining boards are kept clean and free from accumulated dust, debris, stains, smears and unpleasant odours and maintained to a high standard of hygiene;
- (b) Constraints/Restrictions: None;
- (c) Unacceptable: Residue of food and beverage soilage around edges, ledges and corners; smeared and slimy surfaces.

1126.4.5 Glass/Glazed surfaces: This shall exclude windows and internal glass (where delivered as part of the Window Cleaning Service set out in Specification 1145) but shall include internal partition glazing, fanlights, screens, display case (external surface only) and panel glazing, glass balustrades, doors and fanlights, screens, laylights.

- (a) Standards: The Contractor shall ensure that glass/glazed surfaces are kept clean and free from accumulated dust, stains, smears;
- (b) Constraints/Restrictions: None;
- (c) Unacceptable: Visible heavy dust; heavy finger marking; smearing.

1126.4.6 Handrails:

- (a) Standards: The Contractor shall ensure that handrails are kept clean and free from accumulated dust, stains, and smears;
- (b) Constraints/Restrictions: Up to a height of 2000mm;
- (c) Unacceptable: Dust; stickiness; accumulated grime on underside of rail; dust and dirt in supports.

1126.4.7 Lampshades/desk lighting:

- (a) Standards: The Contractor shall ensure that Lampshades/desk lighting are kept clean and free from accumulated dust, stains, and smears;
- (b) Constraints/Restrictions: None;
- (c) Unacceptable: Heavy visible dust.

1126.4.8 Ledges – low:

- (a) Standards: The Contractor shall ensure that low ledges are kept clean and free from accumulated dust, stains, and smears;
- (b) Constraints/Restrictions: Up to a height of 2000mm;
- (c) Unacceptable: Visible dust accumulation of dirt and debris, particularly in edges and in corners; smear and stain marks.

1126.4.9 Ledges – high:

- (a) Standards: The Contractor shall ensure that high ledges are kept clean and free from accumulated dust, stains, and smears;
- (b) Constraints/Restrictions: Over a height of 2000mm;
- (c) Unacceptable: Heavy dust and accumulation of dirt, particularly in corners and on edges; smear and stain marks.

1126.4.10 **Pictures and Charts:** This shall include, but shall not be limited to, information displays and poster boards (excludes works of art).

- (a) Standards: The Contractor shall ensure that pictures and charts are kept clean and free from accumulated dust, stains, and smears;
- (b) Constraints/Restrictions: Accessibility;
- (c) Unacceptable: Accumulation of dust on upper ledges of frame and back of picture; dust on lower stile; film on glass, heavy finger marking; streaks and smears on glass; accumulated marks from fingerprints.

1126.4.11 **Barrier Mats:**

The Contractor shall ensure that all barrier matting is well maintained and kept clean, thus ensuring a positive impression to visitors and users. There should be no accumulation of dirt on the mat, around the edges of the mat or underneath in the matwell.

1126.4.12 **Cleaning Of Carpets;**

The Contractor shall ensure that the routine vacuuming of carpets takes place at each Affected Property no less frequently than once per day at any Affected Property where carpets are located or as frequently as required in order to achieve the necessary level of cleanliness as defined within the BICS standards

1126.4.13 **Mirrors:**

- (a) Standards: The Contractor shall ensure that mirrors are kept clean and free from accumulated dust, stains, and smears;
- (b) Constraints/Restrictions: Accessibility;
- (c) Unacceptable: Heavily smeared with accumulation of finger marks; streaks from dusters or polish.

1126.4.14 **External Areas of the Premises:** All external hard surfaces are kept safe, clean and tidy. Where each Affected Property has Public Areas, the Contractor shall be required to clean external areas on a daily basis and provide a reactive service for cleaning of spills and body fluids. (This does not apply where the Employer is a Minor Occupier). The Contractor shall agree with the Employer the required frequency for cleaning non-Public Areas. This shall include, but shall not be limited to, all car parks, roads, pavements, paths, ramps and steps within the curtilage of each Affected Property. This shall also include the cleaning and emptying of cigarette waste bins on a daily basis.

- (a) Standards: External areas shall be free from litter and debris, leaves and spillages;
- (b) Constraints/Restrictions: None;
- (c) Unacceptable: Large amounts of litter or debris causing untidy appearance.

1126.5 **Basic Cleaning – Standard I**

1126.5.1 Basic standard of cleanliness and appearance shall be required at all times. This Standard shall be applied to areas such as fire exits, secondary stairways, goods lifts, loading bays, car parking areas and external side entrances. The Standard to be met shall include (but shall not be limited to) the following:

- (a) waste removal;
- (b) spillages;
- (c) hard floors;
- (d) back stairs.

1126.6 Normal – Standard II

1126.6.1 Areas to which this Service Standard applies include, but are not limited to, all office accommodation, Service areas, post rooms and photocopying areas. A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme. The standards to be met are in addition to the Basic Cleaning – Standard I standards and shall include (but shall not be limited to) the following:

- (a) waste removal;
- (b) spillages;
- (c) carpets;
- (d) blinds;
- (e) other surfaces/appliances;
- (f) skirting, window ledges, etc;
- (g) furniture items;
- (h) doors;
- (i) hard floors;
- (j) walls;
- (k) ceilings;
- (l) IT equipment;
- (m) artificial plants;
- (n) ashtrays; internal or external

- (o) balustrades;
- (p) draining boards;
- (q) glass/glazed surfaces;
- (r) handrails.
- (s) lampshades/desk lighting;
- (t) ledges – low;
- (u) ledges – high;
- (v) pictures and charts;
- (w) mirrors;
- (x) external areas of the premises.

1126.7 Prestige – Standard III

1126.7.1 Areas to which this Service Standard shall apply include, but are not limited to, Reception areas, Official and Social Visits entrance, passenger lifts, conference rooms and public areas. High Usage Areas require a high standard of cleanliness and appearance at all times. The standard to be met shall be in addition to Basic Cleaning – Standard I and Normal – Standard II standards, and shall include (but shall not be limited to) the following:

- (a) carpets – additional requirements shall include removal of spills from carpets and other floor coverings and treatment to minimise damage and reduce the risk of staining. Only approved specialist materials shall be used within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the main traffic areas shall be evenly brushed and opened against the flow of incoming traffic;
- (b) waste removal – additional requirements shall include the frequent removal of all waste and other rubbish

receptacles to central rubbish collection/disposal arrangements;

- (c) other surfaces/appliances – additional requirements shall include all fittings to be well cleaned and cared for. Where applicable, cleaning of surface materials and other items shall be undertaken in accordance with the manufacturer's specification;
- (d) balustrades / handrails – stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.

1126.8 Hygiene Areas – Standard IV

1126.8.1 The requirements for these areas defined below shall be in addition to Basic Cleaning – Standard I, Normal – Standard II and Prestige – Standard III requirements. "Hygiene Areas" include but not be limited to areas such as toilets, bathrooms, shower rooms, kitchens, vending areas, Healthcare centres, First Aid rooms, Treatment rooms, Dental suites, X-ray rooms (Medical), clinics and Pharmacies.

1126.8.2 **Toilet, bathroom and shower room areas:** The cleaning standard for areas such as toilets, bathrooms and shower rooms shall include but shall not be limited to:

- (a) sinks and washbasins;
- (b) paper towel dispensers and receptacles;
- (c) captive towel cabinets;
- (d) soap dispensers;
- (e) feminine hygiene units;
- (f) toilet roll;
- (g) WCs;
- (h) urinals;

- (i) the Contractor shall ensure that it identifies by colour code all equipment and materials used in the cleaning of toilets, bathrooms and shower rooms. It shall ensure that all these items are never used outside these areas;
- (j) the external surface of hand dryers shall be clean, dry and free from smears.

1126.8.3 Kitchens, food preparation areas, kitchenettes, eating areas and tea points: The Cleaning Standard for areas such as kitchens, food preparation areas, kitchenettes, eating areas and tea-points shall include but shall not be limited to:

- (a) teapoint and tea station areas cleaning standard;
- (b) refrigerators and microwaves cleaning standard;
- (c) restaurant areas cleaning standard;
- (d) in addition to Normal – Standard II, floors, walls and work surfaces shall be disinfected. Cleaning consumables for use by customers shall not be required;
- (e) fridges within the areas shall be kept clean inside and out, and defrosted when appropriate.

1126.8.4 Vending areas: The Cleaning Standard for areas such as vending areas shall include but shall not be limited to:

- (a) teapoint and tea station areas cleaning standard;
- (b) this Cleaning Standard shall be in evidence daily before the start of Core Hours and be ongoing.

1126.9 Healthcare Facilities – Standard V

1126.9.1 Areas including but not limited to; Healthcare centres First Aid rooms, Treatment rooms, Dental suites, X-ray rooms (Medical), Clinics and Pharmacies : The Cleaning

Standard for areas associated with Healthcare at each Affected Property shall include but shall not be limited to:

- (a) in addition to Hygiene Areas – Standard IV cleaning, all identified Healthcare facilities shall be cleaned to meet the NHS Healthcare Cleaning Manual (as amended). In addition to the planned clean of these areas, associated Healthcare rooms shall be cleaned thoroughly after use, ensuring that any bloodstains or stains caused by other bodily fluids are removed.
- (b) the Contractor shall attempt to remove stubborn bloodstains or stains caused by other bodily fluids.
- (c) the Contractor shall not be responsible for non-planned, non-routine deep cleans that would be required where normal daily, routine and scheduled cleaning would not satisfactorily resolve any situation caused by a prisoner for health purposes. e.g. body spillages. In the event stains are unable to be removed in the course of the cleaning operation the Contractor shall notify the Employer immediately. The Employer may request the Contractor to provide a supplemental deep clean to remove stubborn stains as an ad hoc service in line with specification 1139.
- (d) The Contractor shall not be required to provide a routine cleaning service to the cellular accommodation.

1126.10 The Contractor shall ensure that in ablutions areas and wash down areas all showerheads and sprays are maintained and disinfected in accordance with HSE ACOP L8 Legionella regulations. Similarly all taps shall be run and temperatures monitored to identify any potential Legionella risk. This shall not apply to Landlord managed common ablutions areas in an Affected Property which is leased where the Employer is a Minor Occupier.

1126.11 During normal cleaning working hours within the Core Hours an on-site reactive cleaning / janitorial Service shall be included within the

Prices. The reactive Cleaning Service to be provided shall include but shall not be limited to:

1126.11.1 Dealing with spillages / spoiling of bodily fluids / bio-hazards / clinical spillages / contamination (e.g scabies) and other substances.

1126.11.2 Replenishment of materials / disposables / consumables (for example, toilet tissue, hand towels, hand cleanser).

1126.11.3 Cleans associated with maintenance works.

1126.11.4 Clear up operations after floods or other damage.

1126.11.5 Other Ad Hoc cleaning requests received through the Helpdesk.

1126.12 The Contractor shall ensure that where day cleaners are on-site they shall be trained and possess the correct equipment to react and deal with all spillages. Where there are no day cleaners on-site the Contractor shall attend and make safe reactive cleaning spillage requests within two (2) hours.

1126.13 Consumables

1126.13.1 The Contractor is to include within their Prices the provision of sanitary consumables as pursuant to specification 1150. The Contractor is to assume that in the absence of hand dryers listed within the asset registers toilets are provided with paper towel dispensers in a ratio suitable to serve the number of washbasins.

1126.14 Cleaning at HMPS Affected Property.

1126.14.1 Areas to be cleaned within each HMPS Affected Property will be detailed in a cleaning schedule including cleaning level standards :

1126.14.2 The Contractor will be provided with a range of cleaning products and cleaning equipment on a weekly basis at

each HMPS Affected Property by the Employer consisting of but not restricted to:

- (a) Mopheads
- (b) J Cloths
- (c) Tissue, toilet roll, small
- (d) Tissue, toilet roll maxi, large
- (e) Refuse sacks, black
- (f) Furniture polish, Cleanline
- (g) Handwash, H4
- (h) D10 Sanitiser, 1.5kg pouch
- (i) D1 Detergent, 1.5 Ltr pouch
- (j) D2 All purpose cleaner
- (k) Cleaner, Toilet, Taski R1, 1,5 Ltr pouch
- (l) Rinse Aid, Cleanline, 5 Ltrs
- (m) Glove Rubber, Marigold, Pink
- (n) Finish Dishwasher Tablets
- (o) Vileda, Stain Remover Sponges

Quantities are to be by local agreement.

- 1126.14.3 The Contractor shall obtain all other cleaning materials and equipment necessary to meet the Cleaning Specification from the HMPS Cleaning Product List (Currently derived from the Greenhams catalogue) contained within Section 3, Schedule 10 - Employers Policies and Procedures.

Specification Name

Periodic Cleaning

Specification Reference Number

1132

1132. Periodic Cleaning

1132.1 Periodic cleaning of the internal and external areas at each Affected Property shall reflect the required Cleaning Standard for the area. The Contractor shall provide a programme for the periodic and deep cleaning activities to the Service Manager for approval. This programme will be discussed during the periodic progress meetings and revised when necessary. The Contractor shall take responsibility for ensuring the Service Manager and relevant end users are informed via the Helpdesk and the CAFM System prior to carrying out periodic or deep cleaning activities, and that this has been agreed in advance with the Service Manager before implementation.

1132.2 At six (6) monthly intervals in HMPS Affected Property all kitchen areas including living unit serveries, staff mess and allied areas and kitchen equipment shall be deep cleaned to ensure the areas are deep cleaned to the Prison Service Cleaning Manual. The Contractor shall include the requirements of PSO 5900 section "Food Hygiene" including the requirements relating to infestation prevention work.

The Contractor will ensure that all equipment is left clean and is properly reinstated and operational after servicing or testing, both on a daily basis and on completion.

Items to be cleaned and disinfected shall include but not limited to all Fabric & Services, Drainage, Catering Equipment and Washing Equipment.

The Contractor must ensure that a competent and experienced person supervises and manages the work at all times and ensure a risk

assessment and SSOW has been prepared by a competent person and approved by the Service Manager prior to any commencement of work.

A schedule of locations and equipment is available at each site

1132.3 The following Cleaning Standards apply to the periodic cleaning activities where applicable for each affected property:

1132.3.1 All furniture, fixtures and fittings within each Affected Property are required to be deep cleaned to ensure that all furniture, fixtures and fittings are free from accumulated dust, marks and stains.

1132.3.2 Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free from accumulated marks, stains, dust and smears.

1132.3.3 A periodic cleaning regime shall be applied to carpets, carpet tiles and hard floor coverings following the manufacturer's recommendations and Best Practice cleaning methods. Where fitted, carpets shall be cleaned periodically in order to preserve the necessary hygiene standard and maintain a clean appearance.

1132.3.4 All dust, dirt, stains and soiling shall be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be restrung and when curtains are removed from rails they shall be re-hung. The Contractor shall allow for the Cleaning of Blinds and Curtains once per year for Affected Properties.

1132.3.5 Contractor shall provide an Ad Hoc Service for the cleaning of carpets, curtains and blinds at Affected Properties. This element of work is an Ad Hoc Service and shall not be priced within Section 4, Schedule 3 - Price List.

1132.3.6 The Contractor should note that all IT equipment and telephones shall be excluded from the scope of the

cleaning activities in this Contract, except where this is a specific requirement

1132.3.7 Dust mats shall be free from accumulated grit, dust and debris. All dust mats must be clean and dry.

1132.3.8 All toilets and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from accumulated dust, grime, hair, scum, scale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present. The Contractor shall agree with the Service Manager the frequency required at each Affected Property.

1132.3.9 All cell / custody kitchens, tea points and tea station areas including, but not be limited to, all work surfaces, wall tiles, vertical laminate surfaces and exterior surfaces of other kitchenette equipment including vending machines shall be deep cleaned to ensure the areas are disinfected and free from accumulated dust, debris, stains, smears and unpleasant odours. The areas shall be dry and clean and no residue of cleaning agent shall be present. The Contractor shall agree with the Service Manager the frequency required at each Affected Property.

1132.3.10 **Specialist Antiques Cleaning – Ad Hoc**

The Contractor shall provide a Specialist Cleaning Service for antiques at each Affected Property as requested by the Employer. The cleaning regime shall comply with the advice / recommendations if applicable provided by English Heritage / Cadw / the Specialist Conservation Consultant and as instructed by the Employer. This shall be an Ad Hoc Service.

Specification Name

Reactive Cleaning to Affected Property Including Outside Core Hours Ad Hoc

Specification Reference Number

1139

1139. Reactive Cleaning to Affected Property including Outside Core Hours – Ad Hoc

1139.1 The Contractor shall provide a fixed day work rate for routine cleaning by fully trained and competent staff as set out in Section 4, Schedule 3 - Price List. The reactive cleaning Service to be provided shall include but shall not be limited to:

1139.1.1 Dealing with spillages / or bodily fluids and other substances including prisoner defecation of cellular and other accommodation.

1139.1.2 Replenishment of materials / disposables / consumables (for example, toilet tissue, hand towels, hand cleanser).

1139.1.3 Cleans associated with maintenance works.

1139.1.4 Clear up operations after floods or other damage.

1139.1.5 Other Ad Hoc cleaning requests received through the Helpdesk.

1139.2 The Contractor shall provide a fixed day work rate for outside routine cleaning hours by fully trained and competent staff as set out in Section 4, Schedule 3 - Price List. The reactive cleaning Service to be provided shall include but shall not be limited to:

- 1139.2.1 Dealing with spillages / or bodily fluids and other substances including prisoner defecation of cellular and other accommodation.
 - 1139.2.2 Replenishment of materials / disposables / consumables (for example, toilet tissue, hand towels, hand cleanser).
 - 1139.2.3 Cleans associated with maintenance works.
 - 1139.2.4 Clear up operations after floods or other damage.
 - 1139.2.5 Other Ad Hoc cleaning requests received through the Helpdesk.
- 1139.3 The Contractor shall attend and make safe reactive cleaning spillage requests within two (2) hours and on completion an inspection certificate shall be signed by a residential manager and retained on site for inspection by the Service Manager.
- 1139.4 The Contractor shall ensure that in the disposal of Clinical Waste that all records and disposal notes are produced and copies retained at all times. Records should also include volumes of waste generated and details of disposal as defined in the Controlled Waste Regulations 1992 (CWR92)
- 1139.5 All cleaning shall be undertaken to meet the stands set out in 1126.

Specification Name

Cleaning of Communication, Server and Equipment Rooms Ad Hoc

Specification Reference Number

1140

1140. Cleaning of Communication, Server and Equipment Rooms. Ad Hoc

1140.1 Cleaning of these areas will be by arrangement with the relevant Business Units through the Helpdesk. Where communication and equipment rooms are required to be cleaned, the Normal - Standard II and the following additional cleaning requirements shall be applied: This shall be an Ad Hoc Service and where deemed necessary undertaken by specialist contractors and under supervision.

1140.1.1 These areas must be free from accumulated dust.

1140.1.2 Where possible items of furniture that are removable shall not be cleaned within the area. They shall be removed dirty, cleaned outside the area and returned in a clean anti-static state.

1140.1.3 The use of brooms is expressly forbidden within server rooms; suction cleaners when used must conform in full with British Standard BS 5415: Parts 1 & 2. All non-computer equipment and furniture must be suction cleaned free from accumulated dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted.

1140.1.4 Dusters shall be of chemically impregnated or other approved dust-absorbent type, except where used for dry

polishing of glass, when they shall be lint-free, and they shall be changed at frequent intervals before they have become fully charged with dust. The use of water for cleaning in these areas is forbidden.

1140.2 Under no circumstances must any computer or computer related equipment be touched, moved, or disturbed in any way. Cleaners must ensure that only the correct power sockets are used for cleaning equipment, not those specifically dedicated for computer use.

1140.3 The Contractor shall give the Employer five (5) to seven (7) Days' notice before cleaning within server rooms at each Affected Property.

Specification Name

Cleaning of External Areas

Specification Reference Number

1143

1143. Cleaning of External Areas

1143.1 The Contractor shall inspect and clean external areas to the required Service Standard before the start of Core Hours, and then again at intervals to be agreed locally at each Affected Property with the Employer where the Contractor is providing a reactive and routine Cleaning Services. For each Affected Property with public access, these areas shall be cleaned frequently as is necessary to maintain the standard detailed in 1143.1.1 -1143.1.5 and any spillages or bodily fluids shall be cleared up promptly. The Service shall be integrated with the External & Internal Grounds and Gardens (Hard Surfaces) Specification and External & Internal Soft Landscaping Maintenance Specification so that there shall be no duplication of tasks in external areas. The following standard shall apply:

The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

Where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

1143.1.1 Entrances, car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards and the outside of each Affected Property must be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, syringes, animal faeces, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate. Best practice techniques shall be utilised when removing any bio hazards.

1143.1.2 All waste bins and cigarette bins shall be emptied and replaced in their original locations.

1143.1.3 Any areas protected by security screening, netting or protective cages may have the protection removed temporarily to remove debris, dirt, dust and litter. The protection must be replaced to the original standard prior to invasion.

1143.1.4 The Contractor shall confirm with the Employer the boundaries of the external areas to be cleaned.

1143.1.5 The Contractor shall ensure that COSHH requirements are complied with when providing this Service, paying particular attention that hazardous cleaning agents are not left accessible and unguarded at each Affected Property.

1143.2 The Contractor shall seek specialist technical advice prior to commencing any external cleaning on a Listed building or an Affected Property within a Conservation Area and shall provide method statements to the Employer and shall seek the Employer's approval before commencing the Service. The Contractor shall ensure that

surfaces requiring specialist cleaning treatments (i.e. terracotta finishes for example) shall be cleaned in accordance with the specialist advice and / or manufacturer's recommendations (the Employer may provide manufacturer's method and cleaning intervals if available during the Setting-Up Period) unless otherwise agreed with the Service Manager.

1143.3 The Contractor may be required from time to time to clean external areas at high level. including window grilles. The tasks should be completed by operating a Mobile Elevated Working Platform (MEWP) with a banksman. Prior to commencement a SSOW and Risk Assessment is to be completed and assessed by the Service Manager..

1143.4 Sharps

1143.4.1 The Contractor shall provide for the removal of sharps waste discovered during cleaning of external areas. Sharps waste shall be disposed as controlled waste. This requirement is to be read in conjunction with other specifications to avoid duplication of service delivery.

1143.4.2 The Contractor shall provide sharps waste disposal kits (commonly for the disposal of glass, needles, razors, etc.) at each Affected Property.

1143.4.3 Sharps bins must only be moved by Contractor Staff when the lid is firmly in place and the label has been completed on the side of the bin. The bin must then be moved to the designated clinical waste collecting area safely and securely and stored in the relevant waste container depending on the colour of the lid on the sharps bin.

1143.4.4 The Contractor shall undertake the Services with strict regard to safe methods of work in order to protect the Health and Safety of the Contractor Staff, visitors, Service Managers and all other persons affected.

1143.4.5 The Contractor shall provide Services in a planned and controlled manner to ensure compliance with all relevant

laws, statutes, statutory instruments, orders and regulations as are applicable and any amendments and modifications thereto which may be in or come into force during the period of the Contract.

1143.4.6 The Contractor shall ensure at all times that Contractor Staff coming into contact with medical waste have received adequate training in the detection and handling of sharps.

1143.4.7 The Contractor shall ensure that Contractor Staff wear and have adequate supplies of relevant protective clothing for the handling of clinical waste.

1143.4.8 The Contractor shall provide all materials and consumables associated with the provision of the Service, including segregation bins, waste bags, containers and all other associated materials and supplies.

1143.5 The Contractor shall be aware from the Service Manager at each Affected Property of the location of clinical waste bins and the location where clinical waste needs to be stored either locally within an internal building or externally in a final waste holding area before collection by the disposal company.

Specification Name

External and Internal Window Cleaning Ad Hoc

Specification Reference Number

1145

1145. External and Internal Window Cleaning Ad Hoc

The Contractor shall take cognisance that at each Affected Property, the Employer may request through the Helpdesk an Ad-Hoc window cleaning service. The Contractor shall fulfil these additional requests at the relevant pro rata price set out in Section 4, Schedule 3 - Price List.

The Contractor shall include within the Prices for the following:

1145.1 The Contractor shall clean all internal and external glazing to each Affected Property where this Service applies. The following cleaning standard shall be applied:

1145.2.1 All floors and furniture shall be adequately protected before the commencement of work. Where Anti-shatter film has been applied to windows and contractor's staff are required to exercise care in the selection of cleaning materials.

1145.2.2 All glazing throughout each Affected Property shall be cleaned as requested. Glass shall mean both sides of glass of every description, including, but not limited to, interior window glazing (internal window frames, shall be treated as 'walls'), lantern lights and other roof lights, outside reflectors and lamps exterior glazing, exterior windows, external window frames, atria, in any position and including any which is provided with guard bars of any kind.

- 1145.2.3 The Contractor shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- 1145.2.4 Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall be left free from liquid spillage, smears and cleaning marks.
- 1145.2.5 The Contractor shall, before the commencement of the first cleaning operation, satisfy the Service Manager that safety procedures are sufficient to carry out the work and shall satisfy himself as to the adequacy of the safety facilities provided by the Employer and the provision of these facilities for the observance by the Contractor and the Contractor Staff of all safety precautions necessary or desirable for the protection of the Contractor, the Contractor Staff and/or any other person. For the avoidance of doubt the Contractor shall ensure that it satisfies itself as to the proper working order of any cleaning access equipment. Where such equipment is not provided by the Employer or available at the Affected Property, the Contractor shall provide all access equipment which shall include but shall not limited to safety tackle, ladders, utensils and when necessary, cradles, boats and any other special equipment for cleaning external glass not accessible from the inside. Any access equipment provided by the Contractor must be subject to safety inspections and latest certificates shall be made available to the Employer on request. The cost of providing such access equipment shall be borne by the Contractor.
- 1145.2.6 Standing on window boards, radiators, tables, desks or other furniture shall not be permitted.
- 1145.2.7 The Contractor shall ensure that all Contractor Staff carrying out this work are aware of and comply with the Health and Safety Executive Guidance Note GS 25 "*Prevention of falls to window cleaners*". Risk assessments

for each site must be carried out and a site-specific policy statement must be submitted and agreed with the Employer prior to the commencement of Service.

1145.2.8 The Contractor shall undertake method statements for each site and issue to the Employer for approval prior to the commencement of Service. The method statements must include reference to the treatment of “special” glass such as stained glass which is to be cleaned in accordance with best practice.

1145.2.9 The Contractor shall employ a competent supervisor at all times who shall be responsible for all window cleaners employed. He shall report to the Service Manager on arrival and advise it where the cleaners will be operating. An attendance book will be supplied by the Employer, in which window cleaners and supervisors must each sign and record their times of arrival and departure. The book will be the property of the Employer and will be kept in a place designated by the Service Manager. Completion of the work shall be reported to the Service Manager who shall sign for the satisfactory completion of the work.

1145.2.10 The Contractor shall ensure that all operatives using safety tackle, harnesses, ladders, cradles, boats and/or any other specialist equipment are trained and fully competent in the proper use of such equipment. Where the Contractor makes use of the Employer’s equipment i.e. window cleaning cradles, man-safe systems, etc, the Contractor shall ensure that the equipment is inspected by the Contractor prior to use and the Contractor satisfies itself that the equipment is fit for purpose. Employer’s equipment that the Contractor deems unfit for purpose should be reported immediately to the Employer. The Contractor shall ensure that any Contractor operatives operating the Employer’s equipment are trained and fully competent in the proper use of such equipment. The Contractor shall be responsible for making good any damage to the

Employer's equipment caused by the Contractor in performing the Services.

1145.2.11 Paraffin or paraffin cloths must not be used in carrying out the work.

Specification Name

Cleaning of External Building Fabric Ad Hoc

Specification Reference Number

1148

1148. Cleaning of Exterior Building Fabric – Ad Hoc

1148.1 This Service is not required by the Employer to be included within the Prices. Exceptionally the Employer may instruct external fabric cleans as additional elective works on a works quotation basis.

1148.2 The Contractor must ensure that all cleaning solutions employed for the cleaning of cladding and louvres are suitable for the purpose in order not to cause any damage to the finishes. The cleaning methods will comply with any manufacturer's recommendation for the cleaning of the external building fabric. This shall be provided as an Ad Hoc Service when requested by the Employer.

1148.3 The Contractor shall seek specialist technical advice prior to commencing any external cleaning on a Listed building or an Affected Property within a Conservation Area and shall provide method statements to the Employer and shall seek the Employer's approval before commencing the Service.

1148.4 The Contractor shall, before the commencement of the first cleaning operation, satisfy the Service Manager that safety procedures are sufficient to carry out the work and shall satisfy himself as to the adequacy of the safety facilities provided by the Employer and the provision of these facilities for the observance by the Contractor and the Contractor Staff of all safety precautions necessary or desirable

for the protection of the Contractor, the Contractor Staff and/or any other person. For the avoidance of doubt the Contractor shall ensure that it satisfies itself as to the proper working order of any cleaning access equipment. Where such equipment is not provided by the Employer or available at the Affected Property, the Contractor shall provide the specialist access equipment which shall include but shall not be limited to safety tackle, ladders, utensils and when necessary, cradles, boats and any other special equipment for cleaning external glass not accessible from the inside. Any access equipment provided by the Contractor must be subject to safety inspections and latest certificates shall be made available to the Employer on request. The cost of providing such access equipment shall be borne by the Contractor.

1148.5 The Contractor shall ensure that all operatives using safety tackle, harnesses, ladders, cradles, boats and/or any other specialist equipment are trained and fully competent in the proper use of such equipment. Where the Contractor makes use of the Employer's equipment i.e. window cleaning cradles, man-safe systems, etc, the Contractor shall ensure that the equipment is inspected by the Contractor prior to use and the Contractor satisfies itself that the equipment is fit for purpose. Employer's equipment that the Contractor deems unfit for purpose should be reported immediately to the Employer. The Contractor shall ensure that any Contractor operatives operating the Employer's equipment are trained and fully competent in the proper use of such equipment. The Contractor shall be responsible for making good any damage to the Employer's equipment caused by the Contractor in performing the Services.

1148.6 The Contractor shall provide a Call-off Service at a cost additional to the Section 4, Schedule 3 - Price List for the removal of staining from building fabric as caused by such events as atmospheric pollution, the accidental spillage of material and the application of unauthorised artwork and other graffiti. The Contractor shall ensure that all instances of graffiti and stain removal are recorded within the CAFM System.

1148.7 An appropriate cleaning method will be applied to remove atmospheric pollution, the accidental spillage of material and the application of unauthorised artwork and other graffiti to ensure the building fabric remains in good condition. The cleaning method will be one approved by the Employer.

Maintenance Specification Issue Sheet

Specification Name

Sanitary Equipment and Consumables

Specification Reference Number

1150

1150. Sanitary Equipment and Consumables

1150.1 The Employer requires a complete Sanitary Equipment Service, Washroom Supplies Service, and other ancillary consumables. The Contractor shall provide all sanitary equipment, and sanitary and ancillary consumables within Section 4, Schedule 3 - Price List.

1150.2 At a number of the Employer's Affected Property the Contractor shall provide a Sanitary Equipment Service. The location of dispensers provided under this Service shall be agreed with the Employer prior to installation. The Service shall include but shall not be limited to the provision and maintenance of:

- (a) Warm air hand dryers;
- (b) Soap dispensers;
- (c) Towel dispensers;
- (d) Lockable toilet tissue dispensers;
- (e) Feminine hygiene units / Sanitary vending units;
- (f) Air freshening units;
- (g) Nappy vending units;

(h) Nappy changing units.

1150.3 The Washroom Supplies Service, and other ancillary consumables Service may include but not be limited to the provision of:

- (a) paper towels (Employer's preference is for interleave);
- (b) roller towels;
- (c) toilet rolls / toilet tissues (single sheet dispenser type);
- (d) liquid soap;
- (e) sanitary towels (vending);
- (f) nappies (vending);
- (g) bin liners (excludes bin liners provided for waste bins as part of the Routine Cleaning Specification) ;
- (h) Bio-Hazard Spillage Kits.

1150.4 The Contractor shall be responsible for the removal of all non-functional dispensers.

Specification Name

Linen Services

Specification Reference Number

1151.2

1151. Linen Services

1151.1 The Contractor shall provide a Linen Service which includes prisoner uniform and shall be responsible for the organisation and control of all linen and prisoner uniform stocks. The Contractor shall ensure that an adequate stock of all linen and prisoner uniform is available and in good repair at all times. New stock should be ordered through the National Distribution Centre at Branston or through the Affected Properties local procedures.

1151.2.2 The contractor will provide this service in accordance with Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1151.2.3 At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

1151.2.4 Where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

1151.2.5 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide

the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

1151.3 The Contractor shall be responsible for the collection of used linen and prisoner uniform from centralised locations (generally on prison wings). The linen and prisoner uniform shall be taken by the Contractor to laundry collection points for collection by the Employer (the Employer will carry out the laundering function). Laundered linen and prisoner uniform will then be returned to the Contractor initially for storage followed by distribution to Prison staff as and when necessary. The Contractor shall be required to fully manage this process and liaise with Prison staff as appropriate.

1151.4 The Contractor may explore the synergies between all other services when considering resourcing this Service e.g. Stores Management

Specification Name

Pest Control

Specification Reference Number

1152

1152. Pest Control

1152.1.1 The Contractor shall provide a total Pest Control Service in order to keep each Affected Property free from rodents, birds, insects and other pests. The Contractor shall provide a full action plan for dealing with the range of pests encountered within each Affected Property including an agreed number of scheduled night visits to inspect and report on pest activity between 22.00hrs to 06.00hrs and treat all locations as necessary.

1152.2 A detailed survey of each Affected Property shall be necessary before any control is undertaken. The findings and results of the survey, together with other information, shall then be used in formulating the action plan, of which control is a major part.

1152.3 The Contractor must determine each Affected Property conditions and make a list of all the pests identified during the visit to each Affected Property. All Health and Safety issues must be addressed regarding access, dangers regarding the type of pest and possible treatments, and therefore the relevant legislation that has to be adhered to.

1152.4 The Employer requires a Pest Control Service that will control, if not eradicate all pests from each Affected Property, including the removal of dead creatures and associated material. The Employer will look for the Contractor to use the most effective and humane methods possible and to remove animal corpses with all due despatch.

- 1152.5 The Contractor is to provide and maintain a Pest Control register, to record all Inspections, Check Lists, COSHH sheets, Technicians qualification records Etc. The register should contain a specific section for food preparation areas. The Contractor should investigate reported sightings and infestations and update the register. All visits should be logged and a copy of the Technicians report should be retained in the site Register.
- 1152.6 The Contractor will submit a Technicians report stating all areas have been checked and monitoring has been carried out, any activity found and recommendations following each visit. The report will list all activity and treatment used and any housekeeping recommendations.
- 1152.7 Pest groups shall include but not be limited to Rats (All species), birds (All species) Mice (All species), Cockroach (All species), Ants, Fleas, Wasps & Bees, Firebrats & Silverfish, Squirrels, Moths etc
- 1152.8 Within the Pest Control Service the Contractor shall provide a pigeon, gull and other bird control Service, to minimise the presence of pigeons, gulls and other birds at each Affected Property, and to clean the exteriors of each Affected Property to keep each Affected Property regularly free of guano, detritus and/or related infestations.
- 1152.9 It is the responsibility of the Contractor to ensure that all measures taken to prevent avian access, such as nets and roosting wires, are maintained to a high standard at all times. This covers existing installations. New bird protection works shall be carried out on an Ad Hoc basis additional to the Prices.
- 1152.10 It will be the Contractor's responsibility to prepare a programme for the agreement of the Employer for the control of avian pests and to remedy the damage their droppings may do to each Affected Property. This Service shall be carried out on a request basis where a problem of avian fouling occurs.
- 1152.11 Inspection and Service will take place during visits to each Affected Property by the Contractor. Visits will be of three types and conditions may be developed covering each:

1152.11.1 A pre-arranged number of regular inspections shall be agreed with the Employer and shall be based on the frequency determined by the action plan. The Contractor shall carry out a minimum of four (4) inspections per year as fewer inspections will be insufficient to prevent infestations from developing. The Contractor will need to consider how it will deliver the Service to Affected Property

1152.11.2 Emergency call-outs and follow-up treatments shall be regarded as additional to routine inspections and shall be considered as reactive maintenance and subject to the Reactive Maintenance Threshold. The Contractor may include a routine inspection during an emergency call-out or follow-up only if a routine visit is due and if all inspection points are covered in addition to emergency or follow up work.

1152.11.3 Additional follow-up visits may be required to reinforce control measures. These additional visits shall be considered as reactive maintenance and subject to the Reactive Maintenance Threshold. These will often occur at the beginning of a Contract to rid the Affected Property of existing infestations and following emergency call-outs to ensure that actions taken prevent infestations from developing.

1152.12 Legislation restricts the use and application of pesticides. Only adequately trained Contractor Staff may use pesticides or make decisions about how they are used. Refer to the Control of Pesticides Regulations 1986 (as amended 1997), The Pesticide Manual, Fifteenth Edition 2009; The UK Pesticide Guide 2010, Wildlife & Countryside Act 1981. Selection of the appropriate pesticide shall be the Contractor's responsibility. Methods shall be efficient but carried out in a humane way. The Contractor shall keep all pesticides and materials under control and safekeeping at all times. All pesticides should be clearly and correctly labelled and identified. The Contractor shall, after completion of any treatment, remove all superfluous pesticides and materials.

- 1152.13 In compliance with the Employer's policy on Greening Operations, the Contractor shall make every effort to use Environmentally Preferable materials and equipment if available, provided that their efficacy is adequate for the purpose for which they are intended.
- 1152.14 Reports shall be written at the survey stage and after each Affected Property visit. They may need to be supplemented by annotated maps, plans or sketches. The reports shall be clear, concise and complete. They shall contain a summary of what was found, including the species involved, the degree and extent of infestation, its significance and possible origin(s). Comments on hygiene, proofing, structure, design and management practises as they affect pest infestation or control shall be included. These reports shall be submitted to the Employer, via the CAFM System.
- 1152.15 The Contractor or their specialist Sub-contractor must be affiliated to either of the two Pest Control Associations and show how long they have been affiliated with confirmation from the associations with certificates and relevant qualifications gained.
- 1152.16 Certificates must be provided showing each of the technician's qualifications and aptitudes in the Pest Control techniques and processes.
- 1152.17 The Contractor shall provide all materials and equipment associated with the Pest Control Service including all bait boxes. No material or equipment associated with this Service shall be stored at any Affected Property. For the avoidance of doubt, this includes existing fixed equipment such as bird wires etc. but the Contractor shall not be required to fit other fixed installations unless specifically instructed to do so by the Employer
- 1152.18 Where the Employer does not require routine visits, an Ad Hoc Call-out Service shall be provided evaluated on an elective basis

Specification Name

General Waste Disposal

Specification Reference Number

1154

1154. General Waste Disposal

1154.1 This Service consists of the collection, removal and disposal of all General waste material, which will include materials defined as clinical and hazardous waste. The Contractor shall ensure that all waste is removed from each Affected Property at intervals agreed with the Employer's Representative.

The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

Where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

1154.2 General waste is considered to be all other mixed, non-hazardous waste material that is unable to be processed for re-use, recycling or energy recovery and not represented on the following waste stream list:

1154.2.1 Paper products.

1154.2.2 Cardboard.

1154.2.3 Plastics.

1154.2.4 Glass.

1154.2.5 Metals.

1154.2.6 Bulky items (such as furniture)

1154.2.7 Medium density fibre board and wood.

1154.2.8 Biodegradable materials

1154.2.9 Construction waste.

1154.3 The Contractor shall collect and dispose of General waste in line with the Best Practice principles of the waste hierarchy, where waste will be re-used as a preference, processed for recycling, value recovered through energy-from-waste incineration, anaerobic digestion or composting. The Employer has an aspiration target of zero waste to landfill and therefore disposal to landfill is to be avoided and only used by the Contractor as the last option available when all other options in the waste hierarchy have not been possible.

1154.4 It shall be the responsibility of the Contractor to ensure all waste is transported and disposed of in accordance with all relevant legislation. Waste collections must be undertaken by a licensed (upper tier) waste carrier and all carriers used are to provide the Affected Property with a copy of the waste carriers licence. It shall be the responsibility of the Contractor to ensure the waste carrier(s) is competent and the Contractor is to inform the Employer and the applicable Affected Property should the waste carrier(s) employed have their licence revoked by the Environment Agency. In such circumstances, the

Contractor will provide a replacement, fully licensed carrier to ensure continuity of service provision.

1154.5 The Contractor shall ensure their services and activities delivered to the Employer, meet with all statutory obligations, duties and requirements under the applicable Environmental legislation i.e. The Environmental Protection Act - Duty of Care, The Controlled Waste Regulations, the Environmental Permitting (England and Wales) Regulations 2010, and The Hazardous Waste (England and Wales) Regulations to enable the Contractor and the Employer to meet their respective duties.

1154.6 The Contractor shall be aware of the need of the Employer to meet Government and specific Business Unit targets on waste and report on outcomes. The Contractor shall provide support to the Employer in achieving these targets and shall provide (in a format agreed with the Employer) management information to include but not limited to: weights, costs, reuse, recycling, recovery and disposal, to a reporting time line as agreed with the Employer, It shall be the Contractor's responsibility to ensure it is clear and up-to-date on current Government and specific Business Unit waste targets.

1154.7 The Contractor shall ensure that in the collection and disposal of non-hazardous waste and hazardous waste (as defined in Hazardous Waste Directive 91/689/EC), all legislative requirements are met, including the use of appropriately licensed carriers, the completion of 'Duty of Care' documentation and final disposal to an appropriately permitted facility.

1154.8 To enable the Employer to comply with their responsibilities under the Duty of Care, the Contractor shall provide copies of waste carrier's licences for all carriers employed, and also copies of permits for final disposal facilities to the applicable Affected Property. The Contractor shall also retain copies of these documents for a minimum of two (2) years from the date of issue and produce and present to the Employer upon request.

1154.9 The Contractor shall provide a Waste Consignment Note for the removal from an Affected Property and disposal of hazardous waste.

The Contractor shall retain this document for a minimum of three (3) years from the date of issue and provide the relevant copies to the Employer. The Contractor shall also provide copies of the applicable permits for the final disposal facilities for hazardous waste.

1154.10 The Employer requires the Contractor to provide full information on all waste materials managed by the Contractor for which the Affected property is identified as the 'holder' on the Waste Transfer Note or Consignment Note, and show clear evidence of using best practice disposal methods, as defined by the waste hierarchy. In particular, the Employer will wish to be assured that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill. The Contractor shall therefore ensure that waste management information is recorded per Affected Property, to include but not exclusive to: material tonnages (or part thereof), disposal methodology (landfill, energy from waste, anaerobic digestion, composting etc.), tonnages of specific waste streams directed to reuse and recycling, costs and revenues. The Contractor shall present waste management information in a standardised format (agreed in advance with the Employer) suitable (as a minimum shall accord to Greening Government Commitments reporting requirements) to the Employer in order that the Employer can extract the relevant data for reporting purposes.

1154.11 The Employer is mandated by Government to meet Greening Government Commitments targets and, additionally, has an aspiration target of zero waste to landfill and, as such, is reliant upon accurate reporting on waste and its management. The Contractor shall assist the Employer in its obligation to report waste management information, to identify poor Employer practice and to identify where best practice could be considered to improve performance against targets.

1154.12 The Contractor shall ensure it enables the Employer's targets to be achieved in respect of the Service and, where applicable and in consultation with the Employer, take responsibility for delivering waste campaigns and effecting behaviour change where this will bring about improved performance.

- 1154.13 The Service may be integrated into the general Cleaning Service so that, by the start of the Working Day, all areas are clear of all waste. The Contractor shall be responsible for a waste collection service at a time acceptable to the Affected property (usually during, but not exclusive to core hours). The Contractor shall ensure that cleaning staff (where cleaning forms part of the Service) segregate waste prior to disposal into the appropriate containers.
- 1154.14 It is an important aspect of this Service that the Employer requires the Contractor to demonstrate commitment to and compliance with the principles of Sustainable Development and seeks to continuously reduce the Employer's environmental impact as a result of waste management and waste disposal in general. The Employer requires the Contractor to review and report on, at regular intervals, any Contractor innovation proposals that seek to improve the performance outputs of the Service. This shall include but not be limited to the reduction of general, hazardous, clinical, confidential, and electrical waste stream outputs and proposals that increase re-use and waste recycling proportions.
- 1154.15 The Contractor shall have the ability throughout the Contract, to provide individual collections of waste, outside their normal collection and disposal routines. This Service will be made available to the Employer during Core Hours and in each Affected Property where a reactive Cleaning Service is required, the Contractor shall, upon request, ensure the provision of any collections.
- 1154.16 The Contractor shall have Health and Safety responsibilities in this respect and will ensure that any waste awaiting collection is secure from vermin or other pests, and does not pollute the surrounding environment.
- 1154.17 The Contractor shall carry out risk assessments and, as necessary, employ a safe system of working, to any activity involving the collection, transportation and disposal of waste from the Affected property, particularly those materials subject to controls such as for example the Control of Substances Hazardous to Health Regulations 2002 (as amended).

1154.18 The Contractor shall provide all materials and consumables associated with the provision of this Service, such as segregation bins, waste sacks, containers and all other associated materials and supplies.

1154.19 Closed Loop forms part of the Government Office Supplies Contract (GOSC) which is managed by HM Revenue & Customs on behalf of the CCS (Crown Commercial Service). The use of Closed Loop is mandated government policy for central government departments. A 'Closed Loop Provider' will be appointed by HMRC on behalf of all government departments.

The *Contractor* shall:

- Manage paper waste in accordance with the requirements set out in Specifications 1154, 1155 and 1156.
- Segregate Closed Loop waste paper from 'other' waste paper, ensuring that any Confidential or Secret waste paper is treated in accordance with Specification 1155.
- Ensure that the *Employer's* data is and remains protected in accordance with data protection legislation and policies issued by the *Employer*
- Agree the frequency of collection, method of transfer and collection point for the Closed Loop waste paper with the *Employer* and the Closed Loop Provider
- Liaise with the *Employer* and the Closed Loop Provider to facilitate and manage any non scheduled collection and destruction requirements
- Maintain responsibility for the Closed Loop waste paper until it is transferred to the nominated Closed Loop Provider at the agreed point of collection
- Oversee and witness the hand over of the Closed Loop waste paper to the Closed Loop Provider at the point at which the scheduled or ad hoc collection takes place. Witnessing the hand over shall be deemed to include signed verification by the *Contractor* of the weight of the Closed Loop waste paper transferred to and collected by the Closed Loop Provider

- Shall relinquish (at nil cost) all paper waste suitable for Closed Loop that it collects and transfers to the Closed Loop Provider

The waste paper suitable for Closed Loop is as follows:

- Any white based paper (including Confidential and pre shredded)
- Any white envelopes
- Staples and paper clips attached to the above

The waste that is not suitable for Closed Loop is as follows:

- Plastics
- Newspapers
- Card or cardboard
- Glossy magazines

As noted, confidential waste shall be stored within lockable containers as noted in Specification 1155. The *Contractor* shall ensure that the lockable containers meet the requirements of the Closed Loop Provider or use the lockable containers provided by the Closed Loop Provider.

The Closed Loop Provider will provide to the *Contractor* all materials and consumables for Closed Loop paper waste including waste paper bins, sacks, bags, consoles or other suitable paper waste containers as required.

The *Contractor* shall work with the Closed Loop Provider to ensure the absolute security of the confidential waste paper to the point at which the waste is handed over to the Closed Loop Provider.

Close Loop Management Information

The *Contractor* shall maintain and provide on request management information pertaining to the amount of Closed Loop waste paper collected (by weight) and the type of Closed Loop waste paper collected (e.g. confidential). The Management Information shall also provide dates, times of

collections, storage locations and date and time of transfer to and collection by the nominated Closed Loop Provider for destruction.

Responsibility for Closed Loop Management Information remains with the nominated Closed Loop Provider however, for assurance purposes, the ability to track waste to its source is required and the *Contractor* shall agree a process with the Closed Loop Provider for a consistent approach to the collection of management information. A full audit trail of waste management must be maintained by the Contractor and waste handling must be compliant with Environment Agency guidelines, information about which can be found at:

<http://www.environment-agency.gov.uk/business/topics/waste/default.aspx>

Copies of retention of Certificates of Destruction shall be kept by the *Contractor*.

Specification Name

Classified Waste Disposal

Specification Reference Number

1155

1155. Classified Waste Disposal

1155.1 The Contractor shall ensure the secure collection, storage, removal and disposal of all classified materials so that at no time are these materials out of the Contractor's possession or capable of being deciphered once disposed of. For the avoidance of doubt, all classified waste shall be securely contained during storage, collection, transportation and disposal. The only time classified waste is not securely contained is during an Employer approved controlled and recorded waste audit. These may take place at any time and without notice and may include a visit to and inspection of the site where classified waste is being disposed of.

1155.2 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1155.2.1 At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

1155.2.2 However, where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

- 1155.2.3 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.
- 1155.3 The Contractor shall record the weight of each classified waste collection and obtain and provide to the Employer a record/note of transfer. Waste transfer notes shall be provided by the Contractor; the Contractor shall retain their copy of this document for at least two (2) Years from the date of issue and produce and present to the Employer upon request.
- 1155.4 The Contractor shall collect and dispose of classified waste in line with the Best Practice principles of the waste hierarchy. Where classified waste cannot be re-used, the preference will be processing for recycling followed by value recovered through energy-from-waste incineration as an alternative. The Employer has an aspiration target of zero waste to landfill and therefore disposal to landfill is to be avoided and only used by the Contractor as the last option available when all other options in the waste hierarchy have not been possible.
- 1155.5 The Contractor shall be aware of the need of the Employer to meet Government and specific Business Unit targets on waste. The Contractor shall provide support to the Employer in achieving these targets and shall report (in a format agreed with the Employer in advance) on performance against these targets i.e. providing the Affected Property with data for quarterly waste management reporting and completing other recording sheets as required. It shall be the Contractor's responsibility to ensure it is clear and up-to-date on current Government and specific Business Unit waste targets.
- 1155.6 The Contractor shall ensure that any area where protectively marked waste is stored on site prior to collection is in a secure location (i.e. in a lockable room with limited access) with the area regularly monitored.

- 1155.7 The Contractor shall ensure that containers used to move material are lockable and only opened when the material is to be processed. If sacks are used for containment, they shall be sealed by the Contractor using serial numbered tags and only broken when the material is to be destroyed. The Contractor shall maintain full audit records of the movement of the material with tag numbers and with user and witness signatures. Material held on-site in lockable bins requiring off-site destruction shall be securely transferred to sacks which shall be subsequently sealed prior to transfer/carriage.
- 1155.8 The Contractor shall ensure that material classified as Confidential, Secret and Top Secret is only destroyed by a SEAP approved company or on-site using SEAP approved shredders to reduce the classification of the material to 'restricted or lower'. If material has a mix of classifications, the highest classification applies to all the material.
- 1155.9 The nominated Contractor Staff at the point of collection shall sign for classified waste and the Contractor Staff member shall further indicate on each disposal that it has been adequately destroyed. All Contractor Staff engaged in the disposal of classified waste must be security cleared to an appropriate level and the Contractor shall be responsible for ensuring that only those staff appropriately cleared have any access whatsoever to classified waste. The Employer shall confirm the security clearance required for the level of classification of the documents to be disposed of.
- 1155.10 Material classified as Restricted or below can be destroyed by shredding, energy-from-waste incineration or pulping. Any bulk on-site shredding requires the operatives to be cleared to CTC and for the area to be monitored by CCTV. As part of any audit, the Employer may request to see the operatives' clearance confirmation.
- 1155.11 Any security incidents resulting in potential or actual loss of protectively marked material need to be reported by the Contractor to the Employer with immediate effect and relevant security incident forms completed.

1155.12 The Employer shall, from time to time at the discretion of the Employer, audit the records of classified waste disposal.

1155.13 Closed Loop forms part of the Government Office Supplies Contract (GOSC) which is managed by HM Revenue & Customs on behalf of the CCS (Crown Commercial Service). The use of Closed Loop is mandated government policy for central government departments. A 'Closed Loop Provider' will be appointed by HMRC on behalf of all government departments.

The *Contractor* shall:

- Manage paper waste in accordance with the requirements set out in Specifications 1154, 1155 and 1156.
- Segregate Closed Loop waste paper from 'other' waste paper, ensuring that any Confidential or Secret waste paper is treated in accordance with Specification 1155.
- Ensure that the *Employer's* data is and remains protected in accordance with data protection legislation and policies issued by the *Employer*
- Agree the frequency of collection, method of transfer and collection point for the Closed Loop waste paper with the *Employer* and the Closed Loop Provider
- Liaise with the *Employer* and the Closed Loop Provider to facilitate and manage any non scheduled collection and destruction requirements
- Maintain responsibility for the Closed Loop waste paper until it is transferred to the nominated Closed Loop Provider at the agreed point of collection
- Oversee and witness the hand over of the Closed Loop waste paper to the Closed Loop Provider at the point at which the scheduled or ad hoc collection takes place. Witnessing the hand over shall be deemed to include signed verification by the *Contractor* of the weight of the Closed Loop waste paper transferred to and collected by the Closed Loop Provider
- Shall relinquish (at nil cost) all paper waste suitable for Closed Loop that it collects and transfers to the Closed Loop Provider

The waste paper suitable for Closed Loop is as follows:

- Any white based paper (including Confidential and pre shredded)
- Any white envelopes
- Staples and paper clips attached to the above

The waste that is not suitable for Closed Loop is as follows:

- Plastics
- Newspapers
- Card or cardboard
- Glossy magazines

As noted, confidential waste shall be stored within lockable containers as noted in Specification 1155. The *Contractor* shall ensure that the lockable containers meet the requirements of the Closed Loop Provider or use the lockable containers provided by the Closed Loop Provider.

The Closed Loop Provider will provide to the *Contractor* all materials and consumables for Closed Loop paper waste including waste paper bins, sacks, bags, consoles or other suitable paper waste containers as required.

The *Contractor* shall work with the Closed Loop Provider to ensure the absolute security of the confidential waste paper to the point at which the waste is handed over to the Closed Loop Provider.

Close Loop Management Information

The *Contractor* shall maintain and provide on request management information pertaining to the amount of Closed Loop waste paper collected (by weight) and the type of Closed Loop waste paper collected (e.g. confidential). The Management Information shall also provide dates, times of collections, storage locations and date and time of transfer to and collection by the nominated Closed Loop Provider for destruction.

Responsibility for Closed Loop Management Information remains with the nominated Closed Loop Provider however, for assurance purposes, the ability to track waste to its source is required and the *Contractor* shall agree a process with the Closed Loop Provider for a consistent approach to the collection of management information. A full audit trail of waste management must be maintained by the Contractor and waste handling must be compliant with Environment Agency guidelines, information about which can be found at:

<http://www.environment-agency.gov.uk/business/topics/waste/default.aspx>

Copies of retention of Certificates of Destruction shall be kept by the *Contractor*.

Specification Name

Recycled Waste Management

Specification Reference Number

1156

1156. Recycled Waste Management

1156.1 The Contractor shall on a continual basis seek to increase the volume and range of waste materials and substances directed to reuse, recycling and recovery options.

1156.2 It shall be the responsibility of the Contractor to ensure all waste is transported and disposed of in accordance with all relevant legislation. Waste collections must be undertaken by a licensed (upper tier) waste carrier and all carriers used are to provide the Affected Property with a copy of the waste carriers licence. It shall be the responsibility of the Contractor to ensure the waste carrier(s) is competent and the Contractor is to inform the Employer and the applicable Affected Property should the waste carrier(s) employed have their licence revoked by the Environment Agency. In such circumstances, the Contractor will provide a replacement, fully licensed carrier to ensure continuity of service provision.

1156.3 The Contractor shall ensure that their services and activities delivered to the Employer, including those of their sub-contractors, meet with all statutory obligations, duties and requirements under the applicable Environmental legislation [e.g. The Environmental Protection Act - Duty of Care, The Controlled Waste Regulations, the Environmental Permitting (England and Wales) Regulations 2010, and The Hazardous Waste (England and Wales) Regulations to enable the Contractor and the Employer to meet their respective duties .

- 1156.4 It shall be the Contractor's responsibility to ensure it is clear and up-to-date on current Government and specific Business Unit waste targets and be aware of the need of the Employer to meet or exceed targets
- 1156.5 The Contractor shall provide support to the Employer in achieving targets shall demonstrate its ability to furnish the Employer with management information, as required under Prison Service Instruction 15/2013 (i.e. completing the Waste Management Monitoring System as outlined in PSI 15/2013).
- 1156.6 The Contractor will analyse the waste management information and support the Employer in minimising waste by exploiting opportunities for the reuse of materials and substances (for example, the cleaning of fit-for-purpose mattresses and items of clothing and equipment for reuse).
- 1156.7 The Contractor shall process waste materials and substances in line with the Best Practice principles of the waste hierarchy, where waste will be re-used as a preference, processed for recycling, value recovered through energy-from-waste incineration, anaerobic digestion or composting. The Employer has an aspiration target of zero waste to landfill and therefore disposal to landfill is to be avoided and only used by the Contractor as the last option available when all other options in the waste hierarchy have not been possible
- 1156.8 The Contractor shall be aware of any local agreements the Employer may have with charity providers. The Employer is keen to retain these especially where local staff have long standing relationships. The Employer is prepared to discharge the Contractor's responsibility for the provision of any such part of this Service where the Contractor supports any local initiative as agreed with the Employer.
- 1156.9 The Contractor shall be responsible for the adequate provision of suitable receptacles together with highly visible and detailed signage for various material types (to enable material segregation) and will publish any additional guidelines or strategies for the promotion of reuse and recycling of waste materials and substances. The

Contractor shall provide awareness campaigns and a point of advice and guidance to promote best practice and continuous improvement.

1156.10 The Contractor will demonstrate, through formal reports to the Employer, that it remains aware of new technologies and strategies for disposing of waste in a manner that results in a lower adverse impact on the environment and provide this information to the Employer. The Employer will wish to assess the Contractor's knowledge in this respect from time to time and the Contractor's methods for its implementation.

1156.11 The Contractor shall ensure that the volumes of all materials recycled on a Monthly basis are recorded and made available to the Employer within the CAFM System, during normal reporting sessions or upon request. The Contractor shall present information/data in a format suitable to the Employer in order that the Employer can extract the relevant data for official governmental reporting purposes as described in Section 3, Schedule 11 - Sustainable Development.

1156.12 The Contractor shall ensure it achieves the Employer's targets in respect of the Service and take responsibility for running waste campaigns and effecting behaviour change to achieve the targets.

1156.13 The Employer promotes 'waste-to-resource' initiatives, subject to practical consideration and economic viability. The Contractor shall provide proposals on such initiatives to the Employer to further improve environmental performance.

1156.14 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1156.15 At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

1156.16 Where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractor's control), the contractor cannot provide that service to contracted

timeframes and/or standards required. There will be no relief from the key performance indicators.

1156.16.1 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

1156.17 Closed Loop

1156.17.1 Closed Loop forms part of the Government Office Supplies Contract (GOSC) which is managed by HM Revenue & Customs on behalf of the CCS (Crown Commercial Service). The use of Closed Loop is mandated government policy for central government departments. A 'Closed Loop Provider' will be appointed by HMRC on behalf of all government departments.

The *Contractor* shall:

- Manage paper waste in accordance with the requirements set out in Specifications 1154, 1155 and 1156.
- Segregate Closed Loop waste paper from 'other' waste paper, ensuring that any Confidential or Secret waste paper is treated in accordance with Specification 1155.
- Ensure that the *Employer's* data is and remains protected in accordance with data protection legislation and policies issued by the *Employer*
- Agree the frequency of collection, method of transfer and collection point for the Closed Loop waste paper with the *Employer* and the Closed Loop Provider
- Liaise with the *Employer* and the Closed Loop Provider to facilitate and manage any non scheduled collection and destruction requirements

- Maintain responsibility for the Closed Loop waste paper until it is transferred to the nominated Closed Loop Provider at the agreed point of collection
- Oversee and witness the hand over of the Closed Loop waste paper to the Closed Loop Provider at the point at which the scheduled or ad hoc collection takes place. Witnessing the hand over shall be deemed to include signed verification by the *Contractor* of the weight of the Closed Loop waste paper transferred to and collected by the Closed Loop Provider
- Shall relinquish (at nil cost) all paper waste suitable for Closed Loop that it collects and transfers to the Closed Loop Provider

The waste paper suitable for Closed Loop is as follows:

- Any white based paper (including Confidential and pre shredded)
- Any white envelopes
- Staples and paper clips attached to the above

The waste that is not suitable for Closed Loop is as follows:

- Plastics
- Newspapers
- Card or cardboard
- Glossy magazines

As noted, confidential waste shall be stored within lockable containers as noted in Specification 1155. The *Contractor* shall ensure that the lockable containers meet the requirements of the Closed Loop Provider or use the lockable containers provided by the Closed Loop Provider.

The Closed Loop Provider will provide to the *Contractor* all materials and consumables for Closed Loop paper waste including waste paper bins, sacks, bags, consoles or other suitable paper waste containers as required.

The *Contractor* shall work with the Closed Loop Provider to ensure the absolute security of the confidential waste paper to the point at which the waste is handed over to the Closed Loop Provider.

Close Loop Management Information

The *Contractor* shall maintain and provide on request management information pertaining to the amount of Closed Loop waste paper collected (by weight) and the type of Closed Loop waste paper collected (e.g. confidential). The Management Information shall also provide dates, times of collections, storage locations and date and time of transfer to and collection by the nominated Closed Loop Provider for destruction.

Responsibility for Closed Loop Management Information remains with the nominated Closed Loop Provider however, for assurance purposes, the ability to track waste to its source is required and the *Contractor* shall agree a process with the Closed Loop Provider for a consistent approach to the collection of management information. A full audit trail of waste management must be maintained by the Contractor and waste handling must be compliant with Environment Agency guidelines, information about which can be found at:

<http://www.environment-agency.gov.uk/business/topics/waste/default.aspx>

Copies of retention of Certificates of Destruction shall be kept by the *Contractor*.

Specification Name

Clinical Waste

Specification Reference Number

1157

1157. Clinical Waste

1157.1 General

1157.1.1 Clinical waste is defined in the Controlled Waste Regulations 1992 (CWR92) as:

- (a) Any waste which consists wholly or partially of human or animal tissue, blood or other bodily fluids, excretions, drugs or other pharmaceutical products, swabs and dressings or syringes, needles or other sharp instruments, being the waste which is useless, rendered safe and may prove hazardous to any person coming into contact with it, and:
- (b) Any other waste from medical, nursing, dental, veterinary, pharmaceutical or similar practice, investigation, treatment, care, teaching or research, or the collection of blood for transfusion, being waste which may cause infection to any person coming into contact with it.

1157.1.2 For the avoidance of doubt, Contractor Staff will encounter clinical waste in one of the following two environments:

- (a) Controlled.

(b) Uncontrolled.

1157.1.3 **Controlled**

- (a) Within a previously tagged yellow bag.
- (b) Within a yellow bag that has not been tagged
- (c) A sharps bin of varying size and types.
- (d) A clinical waste trolley bin of varying size and types.

1157.1.4 **Uncontrolled**

- (a) As linen and clothing soiled by blood or other bodily excretions.
- (b) Sharps items found as a part of conducting cleaning activities.
- (c) As part of a proactive or reactive cleaning process i.e. the cleaning of a reactive blood spill.

1157.1.5 The Contractor shall ensure in the collection and disposal of Clinical waste, all legislative requirements are met, including the use of appropriately licensed carriers, the completion of 'Duty of Care' documentation and the final disposal to an appropriately permitted facility.

1157.2 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1157.2.1 At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

1157.2.2 However, where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards

required. There will be no relief from the key performance indicators.

1157.2.3 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

1157.2.4 The Contractor shall ensure in the disposal of Clinical Waste that all records and disposal notes are produced and copies retained at all times. Records should also include volumes of waste generated and details of disposal. The Contractor shall retain copies of these documents for the statutory period from the date of issue and produce and present to the Employer upon request.

1157.2.5 The Employer requires the Contractor to provide full information on all clinical waste managed by the Contractor for which the Affected Property is identified as the 'holder' and show clear evidence of using best practice disposal methods, as defined by the waste hierarchy. In particular, the Employer will wish to be assured that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill. The Contractor shall therefore ensure that waste management information is recorded per affected property, to include but not exclusive to: material tonnages (or part thereof), disposal methodology (energy-from-waste, anaerobic digestion, composting, landfill etc.). The Contractor shall present waste management information in a standardised format (agreed in advance with the Employer)

1157.2.6 The Contractor shall be aware of the need of the Employer to meet Government and specific Business Unit targets on waste. The Contractor shall provide support to the Employer in achieving these targets and shall report (in a format agreed with the Employer in advance) on performance

against these targets. It shall be the Contractor's responsibility to ensure it is clear and up-to-date on current Government and specific Business Unit waste targets.

1157.2.7 The Contractor shall ensure that both the waste carrier (i.e. the company collecting the waste) and the waste management facility are licensed to collect/dispose of waste. The Contractor shall obtain either a Waste Management Licence or an Environmental Permit from the relevant collection/disposal company(s); the Contractor shall retain these documents for at least two (2) Years from the date of issue and produce and present to the Employer upon request. The Contractor shall obtain a Waste Consignment Note when disposing of Clinical waste; the Contractor shall retain this document for at least three (3) Years from the date of issue and produce and present to the Employer upon request.

1157.3 Contractor Staff

1157.3.1 The Contractor shall undertake the Services with strict regard to safe methods of work in order to protect the environment the Health and Safety of the Contractor Staff, visitors, Employer's Representatives and all other persons affected.

1157.3.2 The Contractor shall provide Services in a planned and controlled manner to ensure compliance with all relevant legislation, statutes, statutory instruments, orders and regulations as are applicable and any amendments and modifications thereto which may be in or come into force during the period of the Contract.

1157.3.3 The Contractor shall ensure at all times that Contractor Staff coming into contact with clinical waste have received adequate training in the safe handling and storage of the waste, for example in the detection and handling of sharps.

1157.3.4 The Contractor shall ensure that Contractor Staff wear and have adequate supplies of any necessary protective

clothing and equipment required for the safe handling and movement of clinical waste.

1157.4 Equipment

1157.4.1 The Contractor shall provide all materials and consumables associated with the provision of the Service, including segregation bins, waste sacks, containers and all other associated materials and supplies.

1157.5 Storage and Movement

1157.5.1 The Contractor shall be aware from the Service Delivery Manager at each Affected Property of the location of clinical waste bins and the location where clinical waste is required to be stored either locally within an internal building or externally in a final waste holding area before collection by the waste carrier.

1157.5.2 Clinical waste shall always, without exception, be placed in the appropriate yellow containers i.e. yellow clinical waste sacks.

1157.5.3 Contractor Staff are required to tag all clinical waste sacks using an industry standard tagging system. This system will be at the Contractor's expense.

1157.5.4 Clinical waste shall be stored safely in accordance with the relevant local protocol and will be removed by Contractor Staff in accordance with its locally agreed schedule.

1157.5.5 Clinical waste shall be moved to the waste transfer compound / location / area by the Contractor Staff and stored safely in accordance with the local procedure prior to collection.

1157.5.6 The Contractor shall be able throughout the Contract to provide individual collections of clinical waste outside its normal collection and disposal routines. The Service will be made available to the Employer during Core Hours and in each Affected Property where a reactive Cleaning Service is

required. The Contractor shall, upon request, ensure the provision of any collections.

1157.6 Sharps

1157.6.1 The Contractor shall provide for the removal of sharps waste. Sharps waste shall be disposed as controlled waste.

1157.6.2 Sharps bins must only be moved by Contractor Staff when the lid is firmly secured and the label has been completed on the side of the bin. The bin must then be moved to the designated clinical waste storage area safely and securely and stored appropriately until collection by the waste carrier.

1157.6.3 The Contractor shall provide sharps waste disposal kits (commonly for the disposal of glass, needles, razors, etc.) at each Affected Property.

1157.7 Sanitary and Nappy Disposal Bins

1157.7.1 All ladies toilets throughout each Affected Property require sanitary bins that shall be emptied as a minimum on a weekly basis. All nappy disposal bins shall be checked on a daily basis to ensure they are not overfilled, do not emit odour, and do not present a health risk. Bins containing used nappies shall be emptied as a minimum on a weekly basis or more frequently as required to prevent overfilling, odours or risk to human health and the environment.

1157.8 Contaminated Laundry

1157.8.1 Any laundry soiled with body fluids must be placed in a disposable laundry bag (alginate bag). In no circumstances should soiled laundry be placed into a general refuse sack or container.

1157.8.2 Alginate bags need to be moved to the holding area and kept in a designated container in readiness for collection by the laundry cleaning company.

1157.8.3 If laundry is processed on site in an Affected Property, the Contractor shall follow the local procedure for storing contaminated laundry prior to processing.

1157.9 Waste Bed Mattresses

1157.9.1 A waste bed mattress can be considered as clinical waste when one or more of the following apply:

- (a) It is being disposed of from a Healthcare Unit.
- (b) It is being disposed of due to contamination by blood or other body fluids.
- (c) It has been used by a prisoner known to have an infectious disease which could be transmitted through contact with the mattress.

1157.9.2 Before placing any clinical waste mattress in the waste transfer holding area it is essential that the Service Delivery Manager for each Affected Property be contacted first in order to gain permission and / or acknowledgement of its movement and storage.

1157.10 Other Clinical Waste

1157.10.1 The Contractor may from time to time encounter other clinical waste or bio-hazard that may prove hazardous to any person coming into contact with it (e.g. scabies). The Contractor shall seek appropriate advice on the measures that need to be taken and ensure it complies with relevant standards / Best Practice in the execution of processing the materials, their storage and disposal.

Whistleblowing

1157.10.2 Contractor Staff are required to notify the Service Delivery Manager at each Affected Property if they notice inappropriately stored clinical waste, faulty or inappropriate equipment or any obvious failure to operate or follow a system

or procedure in the execution of storage or disposing of clinical waste.

Specification Name

Food Waste Management

Specification Reference Number

1159

1159. Food Waste Management

1159.1 The Contractor and Employer shall be required to cooperate to ensure compliance with current legislation, specifically Section 34 of the Environment Protection Act 1990, and subsequent relevant legislation. The Contractor shall also comply with Best Practice standards set out in the Employer's policies. The Contractor shall also in cooperation with the Employer seek to meet best industry practices that result in the least hazard to human health and the environment.

1159.2 The Contractor shall collect and dispose of food waste in line with the Best Practice principles of the waste hierarchy, where waste will be re-used as a preference, processed for recycling, value recovered through energy-from-waste incineration, anaerobic digestion or composting. The Employer has an aspiration target of zero waste to landfill and therefore disposal to landfill is to be avoided and only used by the Contractor as the last option available when all other options in the waste hierarchy have not been possible.

1159.3 Food waste and other waste materials shall be kept segregated and collected by the Contractor from all food preparation areas after each food service and removed to the designated areas. There the Contractor shall place it into appropriate containers for recycling and composting with the residue safely stored for disposal as waste. The Contractor shall ensure collecting points and containers related to kitchen waste are kept clean and tidy with all spillages cleaned immediately.

- 1159.4 It shall be the responsibility of the Contractor to ensure all wet waste (principally liquid waste) is disposed of through approved means in compliance with legislation and the Employer's procedures.
- 1159.5 The Contractor shall be responsible for appropriately collecting and storing used cooking oils in appropriate containers before transporting it in a timely manner to its designated area within the Affected Property for collection. The Contractor shall not discharge any fats, oils and grease into drains; any failure to comply with this provision will result in the Contractor being charged for any costs, charges or expenses involved in the opening, cleaning or repairing of drainage systems.
- 1159.6 It shall be the Contractor's responsibility to ensure all spillages are cleaned with immediate effect and also for the correct and safe storage of all oil on each Affected Property, whether used or unused, in conjunction with minimising the amount of oil stored at each Affected Property.
- 1159.7 The Contractor shall be aware of the need of the Employer to meet Government and specific Business Unit targets on waste. The Contractor shall provide support to the Employer in achieving these targets and shall report (in a format agreed with the Employer in advance) on performance against these targets (i.e. providing the Affected Property with data for quarterly waste management reporting and completing other recording sheets as required).
- 1159.8 The Contractor shall where ever possible provide the means to encourage users to place their waste in segregated bins within the Affected Property and actively encourage programmes that advocate a reduction in the amount of waste generated. Any costs incurred shall be allocated proportionally and the cost may be re-charged by the Contractor.
- 1159.9 Where catering is part of the Service, the Contractor shall be directly responsible for minimising all food and material waste, whether the waste is through poor stock management, ineffective portion control or preparation and cooking of too much food. Food waste shall be recorded, costed and analysed by the Contractor.

1159.10 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1159.10.1 At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

1159.10.2 However, where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

1159.10.3 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

Specification Name

Porterage - Ad Hoc

Specification Reference Number

1181

1181. Porterage – Ad Hoc

- 1181.1 The Contractor shall provide a professionally managed ad hoc Porterage Service, at each Affected Property identified as requiring the service in Section 4, Schedule 3 – Price List
- 1181.2 In delivering the Porterage Service, the Contractor shall at all times, seek to optimise his staffing arrangements, to take advantage of any synergies between other services delivered at each Affected Property i.e. Handyman, Flag Flying, therefore demonstrating Value for Money to the Employer. The Porterage Service shall be capable of carrying out the required duties at the Affected Property given 48-hours prior notice.
- 1181.3 The Porterage Service provided shall be flexible in nature and able to accomplish small office moves, the transport of inter-departmental supplies, and to assist other facilities management services as required including the delivery of internal and external post, parcels, delivering stationery to allocated store areas and move heavy packages.
- 1181.4 The Porterage Service shall also include general tasks (e.g. change clock batteries; flag flying; arrange office layout and connecting laptops, teleconference phones as requested before conference and meetings) managed through the Helpdesk.
- 1181.5 Porterage Services may be required for small tasks (for example, moving a filing cabinet) or for those requiring more time and effort (for example, moving an entire management unit, as part of a project).

- 1181.6 The Porterage Service shall be controlled entirely by the Helpdesk and shall be subject to the relevant performance measures.
- 1181.7 All Staff shall have undertaken appropriate training such as manual handling course and customer service skills and be otherwise appropriately professionally trained for their duties.
- 1181.8 The Contractor shall schedule the workload of porters through its Helpdesk Service, in order to ensure the adequate provision of manpower to accomplish scheduled tasks. The Helpdesk shall publicise the provision of the Porterage Service on the intranet service, including any guidelines on minimum Response Times for the Service to be available to the Business Units within the Affected Property.
- 1181.9 Porters shall obtain appropriate signatures indicating the safe delivery of goods and/or completion of the Service in all instances. Closure of portering requests shall be handled as other reactive Service Requests through the Helpdesk. For the avoidance of doubt this shall apply for both porters based on an Affected Property and those delivering items such as court papers / files, etc. between sites and the Contractor has the responsibility for recording the porterage tasks as complete on the CAFM System.
- 1181.10 It will be the Contractor's responsibility to ensure that porters are used judiciously to enable the Employer to continue to carry out its responsibilities. The Contractor shall continue to monitor Ad Hoc requests made to individual porters, and to report these through the Helpdesk, to help inform any views as to whether the Service is adequately, under or over provisioned.
- 1181.11 The Contractor shall ensure that porters are available to accomplish minor moves, as required by the Managed Service. In addition, porters shall be available to assist with other facilities management responsibilities if necessary (such as providing cover for messenger duties or moving supplier goods).
- 1181.12 It is anticipated that porters will primarily be required during Core Hours. For major moves, or moves that would otherwise

inconvenience the workings of the Employer, weekend work may be scheduled by the Contractor, with prior agreement with the Helpdesk at rates agreed in advance and approved by an authorised representative of the Employer. However, in the case of overtime work for porters, the Contractor shall have to justify the expenditure on a case-by-case basis, to demonstrate to the Employer its necessity.

Specification Name

Stationery Supply

Specification Reference Number

1182

1182. Stationery Supply

1182.1 The Contractor shall procure, supply and manage the stationery requirement of the Employer. The Contractor shall order and distribute the items following procedures agreed with the Employer.

1182.1.1 The Contractor shall obtain all stationery materials and equipment necessary from any current HMPS supply contract Stationery Product List (Current Supplier catalogue) contained within Section 3, Schedule 10 - Employers Policies and Procedures.

1182.1.2 The contractor is to note that the National Distribution Centre at Branston should be used for all prison service standard documentation such as Prisoner records etc.

Specification Name

Statutory Inspections / Compliance Plans Ad Hoc

Specification Reference Number

1188

1188. Statutory Inspections / Compliance Plans – Ad Hoc

1188.1 Output is a statement of whether the building in its current condition and in the way it is currently used complies with statutory requirements, and what would be needed to achieve compliance.

1188.2 The scope shall include but shall not be limited to:

1188.2.1 EA audits (note that in terms of EA, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works).

1188.2.2 Health and Safety inspections (where not required by the Employer under Specification 1100 Statutory Test and Inspections.

1188.2.3 Pollution audits.

1188.2.4 Deleterious materials.

1188.2.5 Environmental audits i.e. kitchens, water, ventilation

1188.2.6 Insurance inspections (where not required by the Employer under Specification 1100 Statutory Test and Inspections.

1188.2.7 Fire Risk Assessments

1188.2.8 Fire Safety Plans

1188.3 The Contractor shall produce and submit a Compliance Plan detailing remedial action required to ensure compliance with the Employer's statutory or insurance obligations.

1188.4 This Service shall be provided on an Ad Hoc basis and shall not be included within the Prices.

Specification Name

Furniture Management – Ad Hoc

Specification Reference Number

1192

1192. Furniture Management - Ad Hoc

- 1192.1 The overall management and procurement of office furniture is generally outside the scope of work for this Contract. The Contractor may however be required to procure and/or repair furniture on an exceptional basis only, if required by the Employer.
- 1192.2 However, the Contractor shall procure furniture only with the sanction of the Employer and shall use departmental and pan-Government contracts approved by the Employer. The Contractor is invited to review the use of such contracts for furniture procurement and to make proposals for alternative procurement routes if these can be demonstrated to provide value for money.
- 1192.3 The Contractor shall remove any packing materials for equipment immediately on delivery at its intended place, and assemble any furniture (irrespective of whether the furniture has been ordered through the Contractor or via another procurement route) as necessary in such a way as to produce minimal disruption to the workings of the Employer. Any packing materials will be recycled in accordance with the principles set out in the Employer's policy on Greening Operations.

- 1192.4 The Contractor shall ensure that all Service Manager's are aware of the contact point for collection, replacement or addition to all furniture and equipment.
- 1192.5 The Contractor shall keep the CAFM updated to enable the Helpdesk to respond to the Service Request originator with anticipated time-scales for deliveries and removals.
- 1192.6 All redundant or unserviceable furniture will be disposed of in accordance with the principles set out in the Employer's policy on Greening Operations and shall be certificated by a licensed disposal company. The proceeds of any furniture disposal shall be returned to the Employer and may be shared with the Contractor subject to the terms of any prior agreement with the Employer. The Contractor shall indemnify the Employer against any claims resulting from the sale of such furniture. This Service shall be provided on an Ad Hoc basis when required by the Employer.
- 1192.7 The Contractor shall provide professional knowledge of business standards in the specification of office furniture, including the provision of flexible working spaces, acceptable environmental conditions etc. whether delivered directly or through a specialist Sub-contractor.
- 1192.8 The Contractor (or Contractor's supply chain) shall bring innovation to the provision of this Service, by remaining constantly updated as to new types of furniture entering the marketplace that could be of use, by remaining conversant with sustainable development/green procurement guidelines and new standards being applied to the industry that the Employer should comply with.
- 1192.9 The Contractor shall keep detailed records of issued/recycled/disposed furniture on a department-by-department basis for audit purposes, demonstrating any cost. This shall include recycling or disposal in an auditable environmental manner. These records will be available to the Employer on request, and will be kept for the duration of the Contract. These records shall be handed on to the Employer at the end of the Contract as part of the handover documentation.

1192.10 The Contractor shall repair furniture and white goods on a call out basis as and when required. This is to be undertaken on the basis of the Red Route approval process.

Specification Name

Signage

Specification Reference Number

1193

1193. Signage

- 1193.1 With the exclusion of all signage relating to exhibitions the Contractor shall be responsible for the maintenance and replacement of all signage in each Affected Property. Signage associated with all Health & Safety and EA 2004 matters, means of escape identification and any other statutory/mandatory signage shall be included in Section 4, Schedule 3 - Price List. Signage used for directional and identification purposes, and any other internal and external signage shall be maintained on a pass through basis. Signage for specifically security issues, such as searching, will bear working as directed by the Employer.
- 1193.2 The Contractor shall, whilst carrying out the Setting-Up Operations, undertake a review of the signage currently installed within the Employer premises and bring to the attention of the Employer any matter, which could materially affect the price submitted, together with rectification proposals and costs where appropriate. By the end of this period the Contractor shall be deemed fully aware of the condition of the installed signage and to be fully satisfied with its condition unless the Employer has been notified to the contrary.
- 1193.3 The Contractor shall be aware that signage provided in Affected Property in Wales is to be dual language; English and Welsh. The Contractor shall provide dual language signage where requested by the Employer. The Contractor shall also take cognisance that signage may be required in Makaton. The Contractor shall include

within the Prices for providing a dual language and Makaton Signage Service.

- 1193.4 The Contractor shall take full responsibility for the adequate provision of all statutorily required signage on the premises as the Service Manager at the Affected Property.
- 1193.5 The Contractor shall be responsible for the provision of all other signage on the premises, including the notification of dangerous areas and directional signage as required. The Employer will expect the Contractor to be pro-active in the provision of this Service and to advise them on any further signage that may be of benefit to the Employer staff or the public throughout the course of the Contract.
- 1193.6 The Employer reserves the right to use Signage supplied by HMPS Industries. It will remain the responsibility of the Contractor to replace, attach or fix as necessary.
- 1193.7 The Contractor shall agree design elements for all signs with the Employer and shall ensure only agreed formats and wording are installed.
- 1193.8 The Employer will conduct spot checks, with no notice, of the adequacy of existing signage from the commencement of the Contract Period, to be satisfied of adherence to this Service.
- 1193.9 Where throughout the course of the contract the Employer identifies a need for additional signage and this is deemed to be an addition to the contract scope then this additional signage will be supplied by the Contractor at the material supply rates detailed within the tender return.
- 1193.10 The Contractor shall be responsible for updating all relevant signage following the completion of any minor churn or any other movement of personnel.

Specification Name

Condition Surveys

Specification Reference Number

1194

1194. Condition Surveys

- 1194.1 The Contractor shall provide a professionally managed Condition Survey Service, at each Affected Property identified as requiring the service in Section 4, Schedule 3 - Price List.
- 1194.2 CAIP the MoJ's Capital Asset Investment Programme database is to be periodically updated by way of annual surveys utilising Atrium SDE (Single Data Entry) tool or by any other agreed means. Costings should come from either Spon's (<http://www.sponpress.com/pricebooks/>) Spon's Mechanical & Electrical Services Price Book and Spon's Building Price Book. or Manufacturers Quotes where specialised equipment is not included in the Price Books. See Annex A.
- 1194.3 The Employer requires the Contractor to carry out Condition Surveys and Dilapidations Surveys if survey data is to be provided by the Contractor where necessary in the provision of the Services. The Employer requires detailed surveys and reports on the current condition of an Affected Property or Asset including estimates of costs and priorities to bring the Affected Property to an agreed acceptable standard, optimum timing of maintenance and repairs, statutory obligations (including asbestos), Health & Safety issues/risks and whole life costs. During the inspection the contractor is to assess all internal lighting levels to ensure that the light fittings perform within acceptable limits compared to their designed lighting levels at all times in accordance with 1018, the Forward Maintenance Programme and 1020.2 the Maintenance

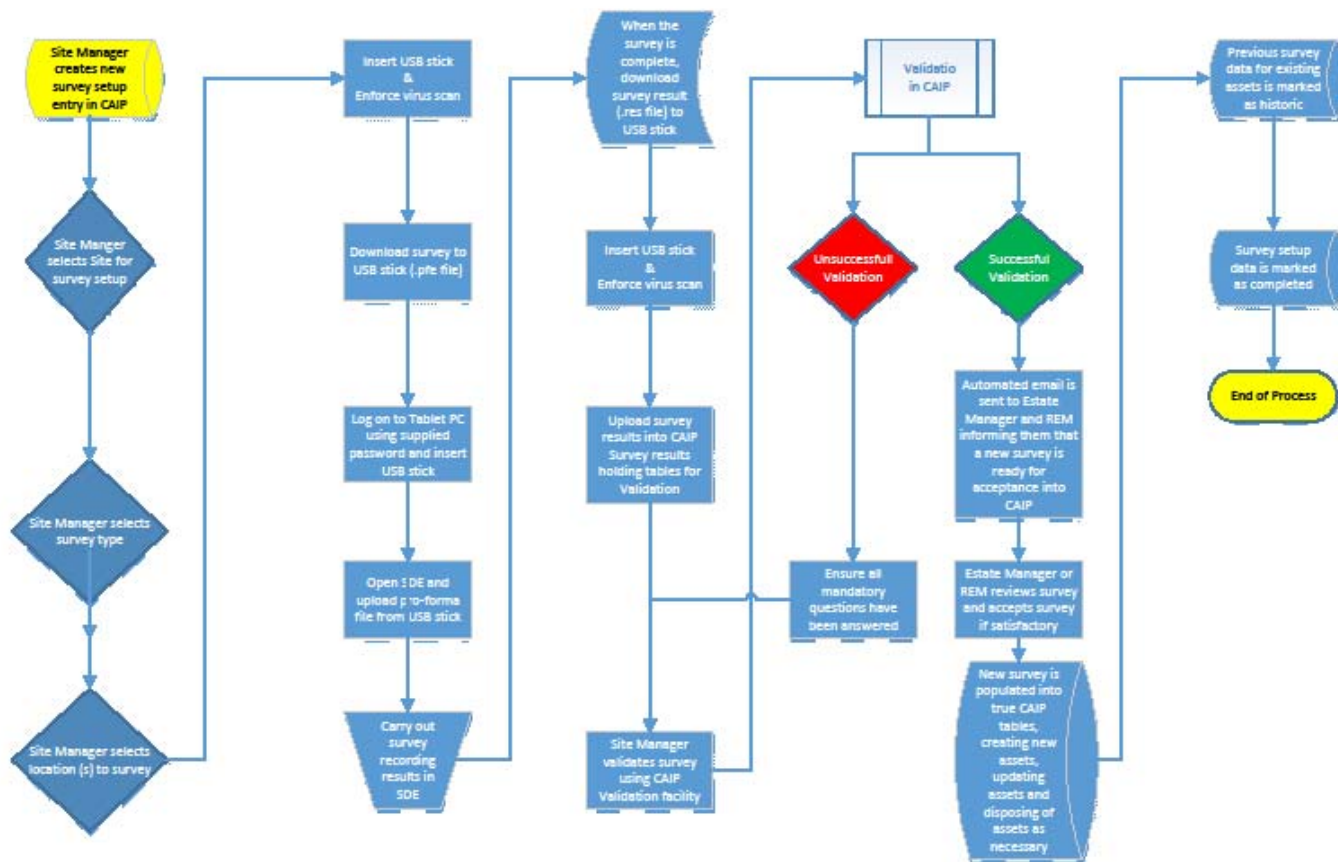
Strategy. The Condition Surveys shall be carried out annually by competent persons on each building under the control of the Employer including the perimeter wall as per building Inspections stored in the CAFM system; however the Contractor shall carry out additional annual desk top surveys and will form part and up-date the overall site wide Condition Survey. The Condition Survey and desk top survey shall form the basis of the Forward Maintenance Programme. The Contractor shall include the costs for providing the Service within the Prices.

1194.4 Condition Surveys shall have the results entered against the relevant Assets and a link to or the document stored in the CAFM and any other relevant Employer databases including CAIP.

1194.5 The contractor is to carry out an annual perambulation survey with the Governing Governor or his representative regarding the maintenance of property and boundaries under the control of the establishment and boundary marks are in good condition and in accordance with Prison Plans and all public rights of way are as shown thereon and that there are no unauthorised buildings or encroachments against an enclosure wall or on the grounds. Following the survey the Contract is to issue a full written report to Service Delivery Manager.

1194.6 The Contractor shall also provide a detailed Condition Survey Service on an Ad Hoc basis and shall be additional to the Prices.

Annex A CAIP Up-Date Flowchart



Specification Name

Provision of Flag Flying Service

Specification Reference Number

1196

1196. Provision of Flag Flying Service

- 1196.1 The Contractor shall provide a Flag Flying Service. The times and types of flag to be flown are to be in accordance with official guidance obtained from the relevant Business Units and the published instructions of the Department for Culture, Media and Sport (DCMS). The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions. An indicative schedule for hoisting flags on Government buildings is provided in Section 3, Schedule 10 - Employer's Policies.
- 1196.2 The Contractor may explore the synergies between all other services when considering resourcing this Service i.e. Security.
- 1196.3 The Contractor shall compile a schedule of all flag poles, masts, aerals and other high level structures. The Contractor shall carry out six monthly inspections and checks immediately after periods of high winds of the high level structures to satisfy himself of the structural integrity of the installations and to enable planning of any necessary Planned Preventative Maintenance.

Specification Name

Escort Service

Specification Reference Number

1198

1198. Escort Service (HMPS Affected Property Only)

- 1198.1 The Contractor shall provide an Ad Hoc Escort Service to escort visiting contractors and consultants attending each Affected Property for purposes other than performing the Services under this Contract, which shall include but shall not be limited to, carrying out technical and non-technical maintenance (other than required under this Contract), major capital/major maintenance projects, servicing (other than required under this Contract) and repairs (other than required under this Contract) including any vehicle escorting associated with additional work. This Service shall be provided as an Ad Hoc Service. For the avoidance of doubt the Contractor shall include within the Prices the cost of any escort provision required to enable the Contractor perform the Services under this Contract.
- 1198.2 The Escort Service shall be available at each Affected Property requested during Core Hours and by special request from the Employer during Non-Core Hours, provided an agreed period of notice is given to the Contractor.
- 1198.3 The period of notice for all Ad Hoc Escort Services will be subject to obtain necessary security clearance training and induction.
- 1198.4 Escorts shall be fully trained and competent but will be instructed on the actual work required by the Service Manager prior to being assigned to a particular escorting task. If required it is the Contractors responsibility to ensure staff are competent and compliant with the Construction Skills Certification Scheme (CSCS).

1198.5 The Contractor is responsible for obtaining all necessary security clearance prior to staff attending site. This will include varying levels required for the High Security Estate and Young Offender Estate etc

1198.6 The Contractor is responsible for the provision of all PPE required for escorting staff employed under this service.

The Contractor may explore the synergies between all other services when considering resourcing this Service e.g. Handyman.

Specification Name

Stores Management

Specification Reference Number

1201

1201. Stores Management

1201.1 The general stores core function is to supply consumable items to Prisoner Accommodation Units to help them function on a day to day basis. This generally excludes individual Prison Industries and manufacturing stores and kitchens although these may be included as Ad Hoc services if required. All the items in the store are on a Prison Service Inventory system. All items have a specific code. A minimum and maximum level for each item is set on the inventory system. Items are requested then an Inventory picking and packing slip is produced. The items are picked from the relevant shelf and then signed for on delivery. Once the stock level for a certain item falls below its minimum level it will automatically re-order when an order is requested. Items will then be ordered up to their maximum level. The ordering is done by the Prison finance department. The following list of General Stores duties included but are not limited to;

1201.1.1 Following the collection of goods from the designated drop off area the Contractor is to monitor, log and x-ray all deliveries to the Affected Property in accordance with Local Security procedures and deliver to the relevant internal / external location and undertake administrative duties relating to the area of work as required

1201.1.2 Respond appropriately to invoke emergency procedures in line with Local Security Strategy and National Security Framework. Any initial decisions or actions will need to be referred to the Service Manager for further action

- 1201.1.3 Request, process and receive goods using Prison finance system and prepare and process requisitions, receipt goods in and ensure stock levels are maintained through inventory systems Advise on sufficient levels of stock and request procurement of goods and services and ensure all materials used are correctly logged and are fit for purpose.
- 1201.1.4 Stock items range from toilet paper to tooth brushes. All the items are sourced from current Government contracts through the Iproc System.
- 1201.1.5 Requisitions are given to the Stores Operatives for each Unit at a set and designated time these may be emailed via a stores function mailbox. Following items being receipted stock will be delivered at set agreed times. All requisitions must be approved by the Head of Function. The Contractor is expected to look for efficiencies in replenishment count of local wing storage systems on a weekly basis.
- 1201.1.6 Monitor outside storage areas and containers maintaining accurate details
- 1201.1.7 Comply with waste management adhering to Control of Substances Hazardous to Health (COSHH) regulations. Undertake activities in such a way to ensure that waste is reduced and that areas of work are safe, clean and tidy whilst work is in progress
- 1201.1.8 As required undertake general fork lift truck and Heavy Goods Vehicle (HGV) duties
- 1201.1.9 Distribute and assemble small items of office furniture/ equipment such as individual desks or filing cabinets etc as required including the removal of all old furniture/equipment liaising with the establishments re-cycling centre where applicable.
- 1201.1.10 Deliveries are done to all other departments in the Prison on their request this is mainly for stationery and prepare

completed manufactured goods for distribution to other establishments

1201.2 The Contractor shall provide a Linen and Laundry Service in accordance with Specification 1151.2 where required.

1201.3 Some Affected Properties currently employ prisoners to undertake General Store Services. The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1201.4 The Contractor may explore the synergies between all other services when considering resourcing this Service e.g. Stores Management.

1201.5 Contractor shall provide an Ad Hoc Service for elements of work not covered in this specification that are currently undertaken as local establishment variations. This may include but not limited to vehicle servicing and maintenance, preparation of prisoner reception packs, on site and off site archiving etc. These elements of work are an Ad Hoc Service and shall not be priced within Section 4, Schedule 3 - Price List.

1201.6 Receive and distribute staff uniform

1201.7 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1201.7.1 At effected properties the contractor will be expected to, as a minimum, maintain the existing number of prisoner employment places involved in the delivery of the service.

1201.7.2 However, where the contractor uses prisoner labour to provide a service, and as a result on non-availability of labour (outside of the contractors control), the contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

1201.7.3 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the

required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

Specification Name

Utilities Validation and Authorisation Service

Specification Reference Number

1204

1204. Utilities Validation and Authorisation Service

1204.1 The Contractor shall provide an efficient and prompt Utilities Validation and Authorisation Service. The Contractor shall assist the Employer in streamlining and approving the payment of invoices by providing the relevant drafts to time for approval and submitting agreed invoices promptly in accordance with Section 5, Schedule 5 - Invoicing.

1204.2 This Service is required on a cost per each Affected Property basis and the Employer may or may not elect to use this Service at any or all Affected Property.

Specification Name

Specialist Equipment Maintenance

Specification Reference Number

1205

1205. Specialist Equipment Maintenance

The Contractor shall provide an innovative management solution to the maintenance of the Specialist Equipment Assets. This shall be a composite approach combining Planned Preventative Maintenance, Condition Based Monitoring, Reliability Centred Maintenance, Hours Run Scheduling, Reactive Maintenance and Breakdown Maintenance / Run to Fail as appropriate to the level of Service required, the criticality of the item of plant and the stipulated maintenance strategy for the particular Affected Property.

This shall provide the appropriate level of systems reliability, whilst optimising value for money for lower priority buildings which are not either Business Critical or cannot be economically maintained to the same standard as the priority Affected Property, either because of their condition, limitations on use, constraints imposed by estates strategy or ease of accessibility. The Contractor shall seek confirmation from the Employer on the correct maintenance strategy to be adopted where the requirement for a particular building is unclear.

The Employer requires a professionally managed, high quality mechanical and electrical maintenance Service which, through a regular and organised scheme ensures the maintenance and operation of all items of plant and equipment within each Affected Property in accordance with the Employer's required maintenance

strategy for the Affected Property and in compliance with the Employer's obligations under the terms of the Lease, where this is applicable.

The Contractor shall ensure the successful operation and the best achievable condition of all of the Employer's mechanical, electrical, plumbing and drainage systems.

The Contractor shall ensure the systems are maintained in accordance with manufacturers' and installers' recommendations and statutory obligations. The plant and systems to be maintained are listed within the Asset Registers.

The maintenance regime of all equipment associated with the operation of specialist systems listed below shall be implemented in such a way as to fully meet the maintenance requirements specified by the manufacturers, CIBSE (Chartered Institute of Building Services Engineers) / B&ES (Building and Engineering Services Association); the British Standards Institute and other professional bodies, where applicable. The overriding responsibility of the Contractor shall be to ensure that the maintenance Services to the built and installed Assets within each Affected Property are delivered as required for the duration of the Contract.

This specification details the maintenance requirements of the following Specialist Equipment;

- Biometrics
- Visitors Recognition System
- Metal Detectors and Portals
- Archway
- Fixed X-Ray
- X-Ray Machines
- Portable X-Ray
- Body Scanners

- Heartbeat
- Key Tagging
- Biometric Key issue equipment (Traka)
- Wands
- Door Jack Maintenance
- Night Pegging
- Night Sanitation
- Personal Alarms
- Category A Perimeter Security (CAPS) System
- Passive Intrusion Detection System (PIDS)
- Heras Taut Wire
- Heralert Sensors
- Perimeter CCTV
- High Mast Cameras
- Video Motion Detection
- Video Analytics
- Vidicom
- Infra-Red Detection
- Compacting Facilities
- Test Equipment Calibration
- MEWP, Forklift and Other Heavy Plant
- Anti-Drop and Anti Contraband Netting
- Gymnasium and Sports Equipment Maintenance
- Window Cleaning Equipment

- Electronically Operated External Speed Control Systems
- Mobile Phone Blocking Equipment

The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:

- MOJ specification reference 1027- general requirements
- Original equipment manufacturers' recommendations.
- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Security Systems Operation and Testing Manual
- Health and Safety Executive guidelines and procedures
- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation

detailed above to determine the full extent of service and maintenance requirements.

The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be retained on site for inspection by the Service Manager.

The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the planned preventive maintenance schedules for comment and approval by the Employer

The Services delivered to the HMPS Affected Properties shall comply with Prison Service Orders (PSO), in particular PSO 5900 contained in the Data Pack, and Prison Service Instructions (PSI). In the event that a PSO or PSI does not meet current Best Practice, statutory legislation, etc., the Contractor shall deliver a Service commensurate with the higher / more onerous standard. The Contractor shall include the higher / more onerous standard within the Prices as set out in Section 4, Schedule 3 –Price List, and shall not be entitled to any payment in respect of the Services in the event that a PSO or PSI is updated to meet current (at the time the Contract is executed) Best Practice, statutory legislation, etc.

The systems detailed within this specification are such that require the detailed knowledge of either the system manufacturer or a specialist maintenance contractor, with this in mind it is expected that the Contractor is to employ the services of such a specialist to ensure the continued operation of the systems herein.

Due to the nature of the systems included with this document it is imperative that a continuity of service is upheld in line with the employer's requirements and that where necessary specific response times are adhered to. These response times are system specific and shall be detailed within the sub-sections of this document.

The Employer may request the Contractor to provide expert advice / training associated for the use and operation of specialist equipment i.e. X-Ray Machines including risk assessment and training of radiation supervisor. This requirement shall be provided on an ad hoc basis as a chargeable event.

1205.1 Biometrics

Response time – Within 4 hours first time fix

The Biometric System is used to prevent the unauthorised exit of prisoners from a secure establishment. It is also used to prevent the entry of unauthorized visitor's and contractors to the prison. The Biometric System operates from a central computer system usually located in the Gate Lodge area and has finger recognition readers at each entry/exit routes from the prison.

1. The contractor is to provide in the tender price for, twenty four hour, three hundred and sixty five day maintenance/repair cover and call outs for all faults reported by the Service Manager (except malicious acts, vandalism etc.).
2. The Contractor is to provide in the tender price for, unlimited 24-hour telephone support to the establishments. The response telephone number is to be supplied to the Service Manager at each establishment, and also provide verbal support within thirty minutes of a telephone call from the Service Manager.
3. If deemed necessary by Service Manager the Contractor is, within 4 hours of a request, to attend site/s.
4. The Contractor is to provide a Service Log, to be kept to record all Visits, Test Certificates, Reports, Inspections, Check Lists, and Faults Etc. The Contractor should investigate all faults/breakdowns

and update the Logbook. All servicing and maintenance should be recorded in the site Logbook. A copy of the engineer's report/s will be recorded in the site Logbook.

5. The Contractor is to provide personnel who are suitably trained, conversant with and having proven working experience of the Biometric Systems installed.
6. The contractor is to visit each site at least once every 12 months to perform a Complete System Audit during the contract period.
7. Carry out a comprehensive diagnostic and configuration check to the Operator Terminals and associated workstation hardware.
8. Check Hardware integrity to outstations and system interface units to prove satisfactory operation individually and as a network.
9. Check all system software routines for correct operation and calibrate where necessary.
10. Disable the power to the PC and ensure the UPS operates correctly.
11. Check power supply voltages and adjust where necessary.
12. Check security and safety of all cables and connections both mechanically and electrically.
13. Check correct operation of terminals, printers, monitors and PC.
14. Check all alarm registers, verify conditions and report.
15. Employers personnel are to be instructed on the operation of the system during routine maintenance visits.
16. All software updates are to be included in the tender price making available such updates to the programs as are reasonably feasible and necessary for the programs to operate under new releases of the operating system applicable to the Equipment.
17. All hardware spares and materials, "hot swaps by next day exchange" are to be provided by the Contractor and included within the tender price.

18. All the replacement parts supplied by the contractor are to have a 1-year warranty from date fitted.
19. The contractor shall acknowledge that all Data shall belong to the Authority and undertakes that it shall not be used by any of its employees for any purpose other than is strictly necessary to provide the maintenance services hereunder on behalf of the Authority. The contractor undertakes that any data or part thereof which may be so used or accessed shall not be disclosed to any third party notwithstanding that the Data may not otherwise be capable of protection as confidential information. For the purposes of this clause "Data" means information, which is the property of the Authority, recorded in a form in which it can be processed by equipment operating automatically in response to instructions given for that purpose. This obligation shall survive the termination of this Agreement for any reason.

1205.2 Visitors Recognition System

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.3 Metal Detectors and Portals

Response time – Earliest date available

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.4 Archway

Response time – Within 12 hours

A Price shall be submitted by the contractor, and a maintenance schedule for maintaining a metal detector portal, on a 3 monthly basis. This schedule will also be utilised to cover existing Rapiscan AMD750 portals at establishments where required.

Visual Examination;

The following parts shall be subjected to a through critical examination and replaced/refitted if necessary to ensure continuity of service.

1. All indicator lamps and lenses
2. Bar – Graphs
3. All external panels
4. All painted services
5. All plugs, sockets, connectors and cables
6. Any test buttons

Mechanical Tests and Alignment Checks;

1. Ensure all walk through Archway detectors are firmly bolted to the floor
2. Ensure all panels are secure
3. Ensure there are no sharp edges and projections that may cause injury to operator or passengers.

Electrical Tests;

1. The sensitivity of the detector shall be checked by means of a plug in calibration meter and/or approved test pieces to ensure compliance with Prison Service requirements.
2. Recalibrate as necessary all AMDs in accordance with manufacturers' recommendations and instructions.

Cleaning;

1. Externally – The portal is seen by all persons entering the establishment, a high standard of cleanliness is required on all surfaces.

2. Internally – The internal surfaces shall be kept clean and dust free. All edge connectors/circuit boards etc. shall be kept in a dust free state.

1205.5 Fixed X-Ray

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.6 X-Ray Machines

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations, current regulations and industry standards. The service provider shall undertake to carry out the following checks, although not exhaustive:-

1. Check machine for physical damage and unusual wear and or noise – issue report.
2. Open all service panels and remove accumulated rubbish and dust.
3. Check conveyor belt for tension and tracking, correct as necessary. Inspect conveyor motor for signs of excessive wear and gross damage. Inspect all rollers for build-up of dirt and clean as necessary.
4. Check X-Ray generator for evidence of oil leaks, tighten as necessary. Check oil level in reservoir and remove any air bubbles and tubing. Check that generator is securely clamped and aligned. Check that the generator is isolated from ground.
5. Check opto to sensors for build-up of dust, clean, re-align and check operation.
6. Check LXDA boxes. Remove any dust; check that they are securely clamped in position.

7. Check and insure that all PCB's and connections are fully mated; remove any dust from PCB's.
8. Physically inspect all plugs and sockets, ensure that all PCB's and connectors are fully mated; remove any dust from PCB's.
9. Check electronic chassis, remove dust ensure that relays are securely plugged and that contacts are in a serviceable condition. With a DVM check that the outputs from the power supply are to specification and adjust as necessary.
10. Check control console; ensure that all lenses on push buttons are in place and intact. Check all bulbs and replace as necessary. Check monitor controls, ensure they are working and are secure.
11. Check kv and ma output and adjust as necessary.
12. Check collimation and adjust as necessary.
13. Carry out complete system check and ensure that picture quality is up to specification, make adjustment as necessary.
14. Carry out radiation checks using appropriate meter.
15. Issue a full report covering work carried out plus work to be completed giving a time estimate of when that work will be completed.

1205.7 Portable X-Ray

Response time – Earliest date available

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.8 Body Scanners

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.9 Heartbeat

Response time – Within 4 hours first time fix

QUARTERLY PREVENTIVE MAINTENANCE PROCEDURES

INTRODUCTION

The procedure is described below and a checklist is provided at the end of this document.

VISUAL INSPECTION

Check the external components of the MicroSearch System;

1. Check the computer and power cord for dirt and damage.
2. Check the external mouse for dirt around the trackball.
3. Check the electronics (grey) cable and its connectors for external cuts and damages.
4. Check the sensor cables (black) and its connectors for external cuts and damages.
5. Check the sensors (magnetic and standard) and its connectors for external damages.
6. Check the electronics box and its connectors for external damages.

Check the resistance of the geophones in each of the magnetic and standard sensor boxes;

1. Open the sensor box by loosening the 4screws at the top of the box.
2. Use a multi-meter and check the resistance between the 2 poles of the geophone. The resistance should be in the range of 825 +/- 50 ohms.

Use appropriate Allen keys and screwdrivers to tighten the screws on the sensors, electronics box and cable connectors (especially stress relief on the cable backshells).

QUARTERLY PREVENTIVE MAINTENANCE CHECKLIST

Visual Inspection;

1. Check the computer and power cord
2. Check the external mouse
3. Check the electronics (grey) cable and its connector's
4. Check the sensor cables (black) and its connectors
5. Check the sensors (magnetic and standard) and its connectors
6. Check the electronics box and its connectors
7. Check the geophone resistance on sensors (825 +/- 50 ohms)
 - a) Magnetic Sensor #1
 - b) Magnetic Sensor #2
 - c) Standard Sensor #1
 - d) Sensor #2 Standard Sensor
8. Tighten the screws on:
 - a) Magnetic Sensors
 - b) Standard Sensors
 - c) Electronics Box
 - d) Sensor Cables
 - e) Electronics Cable

Computer Checkups;

1. Check HASP
2. Colours and brightness on the screen
3. Resolution of the screen
4. Remove unwanted icons from Desktop
5. Remove unwanted programmes
6. Defragment available drives
7. Run Scandisk

Complete System Check-up;

1. Electronics Box (Sensor 1 attached) LED check
2. Electronics Box (Sensor 2 attached) LED check
3. Electronics Box (Ground Sensor) LED check
4. Assemble Complete System LED Check (All LEDs on)
5. Initial Sensor Tests
 - a) Stable Ground Floor Test
 - b) Sensor 1 in hand
 - c) Sensor 2 in hand
 - d) Both Sensor 1 and Sensor 2 in hand
6. Tests with Sensors on Vehicles
 - a) Sensors at same location on Vehicle
 - b) Sensors at different location on vehicle
7. Tests with Sensors on Vehicles (if required)
8. Sensors at same location on vehicle
9. Sensors at different location on vehicle
10. DriverLINX Diagnostics:

- a) Electronics Box (no sensors connected) Channel 3 voltage is 4.8 +/- 0.8V
- b) Electronics Box (no sensors connected) signal outputs
 - i. Channel 0 (2.5 +/- 0.1V)
 - ii. Channel 1 (2.5 +/- 0.1V)
 - iii. Channel 2 (2.5 +/- 0.1V)
- c) Electronics Box (all sensors connected) Channel 3 voltage is 0 +/- 0.4V

System Backup;

1. Zip drive recognized
2. Zip Disk created
3. Reports printed out (give details in comments section)

1205.10

Key Tagging

Response time – As detailed below.

In the event of defective equipment the contractor shall provide a 24-hour call out facilities for the whole of the contract period and shall attend site within the following times;

a)	Total failure	4 hours
b)	None critical faults	24 hours
c)	Others	1 week

Wherever practicable the contractor shall endeavour to fix any defective equipment on site minimising any reduction of operational capacity. In the event of any component part being required to be removed from site for repair, prior permission will be obtained from the Service Manager or his representative.

SPECIFIC MAINTENANCE

Maintenance shall include but not be limited to the following: -

The statutory legislation shown below must be considered as a whole with all other statutory legislation.

- Health & Safety at Work Act 1974.
- The Management of Health and Safety Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Prison Service Order 5900 (PSO 5900) Maintenance of Prison Service Buildings

SPECIFIC WORK;

The Key Tagging System is used to prevent the unauthorized removal of security keys from a prison. The Key Tagging System operates from a central computer in the Gatehouse and detection systems at each entry and exit routes. The installed equipment and all its associated parts are to be covered under this contract.

The contractor is to provide in the tender price for, twenty four hour, three hundred and sixty five day maintenance/repair cover and call outs for all faults reported by the employer. The service visits will be during the core working hours as set in the Price List. Outside the core working hours and Call Out costs are to be provided in the schedule of rates.

The Contractor is to provide in the tender price, unlimited 24-hour telephone support to the establishments. The response telephone number is to be supplied to the Service Manager at each establishment, and also provide verbal support within thirty minutes of a telephone call from the Service Manager.

If deemed necessary by Service Manager the Contractor is, within 4 hours of a request, to attend site/s.

Every 12 months the contractor will visit each site and carry out 1No. Complete System Audit, including all the service/maintenance tasks as per the manufacturers' recommendations.

The Contractor is to provide a Service Logbook, to be kept to record all Visits, Test Certificates, Reports, Inspections, Check Lists, and Faults Etc. The Contractor should investigate all faults/breakdowns and update the Logbook. All servicing and maintenance should be recorded in the site Logbook and on the establishment/s maintenance documents by the contractor. A copy of the engineer's report/s will be recorded in the site Logbook.

The Contractor is to provide personnel who are suitably trained, conversant with and having proven working experience of the installed Key Tagging Systems.

Maintenance activities shall include but not be limited to the following;

1. Carry out a comprehensive diagnostic and configuration check to the Operator Terminals and associated workstation hardware.
2. Check for any warning indications since the last test and investigate. If there have been a high number of occurrences, check the operators are properly trained and that they are using the system correctly.
3. Employers personnel are to be instructed/updated on the operation of the system during routine maintenance visits.
4. Check all system software routines for correct operation and calibrate where necessary.
5. Check power supply voltages and adjust where necessary.

6. Check correct operation of terminals, printers, monitors and PC.
7. Check all alarm registers, verify conditions and report.
8. Check for any failed or “Low Battery” tags and advise Service Manager if replacements are necessary.
9. Check Key Tags (10%) for any damage and advise Service Manager if replacements are necessary.
10. Check and inspect all cables and connections both mechanically and electrically, key tag readers, antenna decoder boxes (inside and out) etc. for visible damage and advise Estates Department/s if replacement of any equipment is necessary.
11. Disable the power to the PSU and ensure the battery backup works.
12. Disconnect the power to the reader and ensure the system raises an alarm indicating it has lost communications with the reader.
13. Present a tag with a low battery to the key issuing chute. Ensure the system warns the Key Officer that the tag battery is low and MUST be replaced.
14. Completion of service visit report as detailed. The contractor is to record all results for the service and maintenance that they have carried out and that they complete all documentation in relation to this.

All software updates are to be included in the tender price and making available such updates to the programs as are reasonably feasible, and necessary for the programs to operate under new releases of the operating system applicable to the Equipment.

The contractor is to price for the supply of spare key tags and spare parts as detailed in the schedule of rates. All the

replacement parts supplied by the contractor are to have a 1-year warranty with the key tags having a 3 year warranty.

All replacement parts/equipment supplied by the contractor, including expired key tags are to be disposed of by the contractor in the correct manner and a waste transfer certificate to be retained.

The contractor shall acknowledge that all Data shall belong to the Authority and undertakes that it shall not be used by any of its employees for any purpose other than is strictly necessary to provide the maintenance services hereunder on behalf of the Authority. The contractor undertakes that any data or part thereof which may be so used or accessed shall not be disclosed to any third party notwithstanding that the Data may not otherwise be capable of protection as confidential information. For the purposes of this clause "Data" means information, which is the property of the Authority, recorded in a form in which it can be processed by equipment operating automatically in response to instructions given for that purpose. This obligation shall survive the termination of this Agreement for any reason.

1205.11 **Biometric Key Issue Equipment (Traka)**

The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type. The equipment shall be maintained strictly in accordance with manufacturers' recommendations

Following any warranty period or expiry of current NOMS service contracts the Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

In the event of defective equipment the contractor shall provide a 24-hour call out facilities for the whole of the contract period and shall attend site within the following times;

a)	Total failure	4 hours
b)	None critical faults	24 hours
c)	Others	1 week

Wherever practicable the contractor shall endeavour to fix any defective equipment on site minimising any reduction of operational capacity. In the event of any component part being required to be removed from site for repair, prior permission will be obtained from the Service Manager or his representative.

1205.12 **Wands**

Response time – Earliest date available

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.13 **Door Jack Maintenance**

Response time – Earliest date available

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations, current regulations, industry standards and Prison Service Orders.

1205.14 **Night Pegging**

Response time – Within 12 hours

The components that make up the system shall be such that in the event of a breakdown or failure, units can be replaced and configured locally without recourse to the manufacturer for attendance on site.

The provision of all spare parts required for the maintenance of the system, other than printer consumables, shall be included to keep it functioning in good condition.

The Contractor shall provide qualified operative/s on site in response to any emergency call out by the Establishment. At

the time of tender the Contractor shall provide details of the technical capability of the specified number of staff who will be made available for the call out facility.

The maintenance regime shall be available 24 hours a day, 365 days a year and shall include a call out service for emergencies. This shall provide attendance on site as described below and full repair within a further 24 hours.

The response time, which will be from receipt of the call to reporting at the Gatehouse of the Establishment, shall be within 12 hours. If the time should expire outside 0800 hours to 1800 hours, Monday to Friday, attendance shall be at 0800 hours on the next working day.

The attending operative/s shall;

Carry out all remedial works required to prevent further damage to equipment and/or the Establishment.

Evaluate the situation and cause of the problem.

Remedy the problem with the use of on-site spare parts as necessary.

Where not possible to remedy the problem, arrange for the necessary parts, labour and materials to be delivered to the Establishment within 24 hours, to return the equipment to full working order.

Advise the Establishment of all actions taken and any further action necessary.

The Contractor shall, quarterly, carry out a system health check on 25% of the system and shall produce a written report on the findings. Each quarter a different 25% of the system shall be the subject of the health check. Such that each year the whole system will be checked.

The quarterly check shall consist of a comprehensive visual condition survey of the component parts of the system,

together with an operational test of 25% of the devices on each system. All tests are to be carried out in accordance with manufacturers' recommendations.

Any faults found shall be notified to the Establishment and rectified.

1205.15

Night Sanitation

Response time – Within 4 hours first time fix

SIX MONTHLY HEALTH CHECK

This will take two days (per site) and will be carried out by two engineers, one located in the Control Room and one visiting all the Wing Equipment. The system will be put in test mode for the duration of the works and the following routines will be carried out, which comprise of standard commissioning and customer acceptance operations for Night Sanitation systems:-

Cell Plates;

1. Check Plate for physical wear or damage
2. Initiate intercom call from Cell.
3. Initiate intercom call from Control Room.
4. Confirm speech quality and that all indications are working correctly.
5. Test all control buttons working freely and indicate correctly.
6. With the system in Door Test Mode carry out test procedure.
7. Check all LED's are working correctly.
8. Confirm electric lock functioning correctly and note any excessive mechanical wear.

Access Doors;

1. Check intercom outstations for physical wear or damage.
2. Initiate intercom calls from each outstation.
3. Initiate intercom calls from Control Room.
4. Confirm speech quality and that all indications are working correctly.
5. Unlock door from Control Room.
6. Confirm electric lock functioning correctly and note any excessive mechanical wear.

Stair Well Door Safes;

1. Check unit for physical wear or damage.
2. Simulate operation from Control Room and confirm operation.
3. Confirm all relevant LED's and Tamper Switches operating correctly.

Wing Equipment Rooms;

1. Check equipment racks for physical wear or damage.
2. Check condition of 24VDC batteries and chargers.
3. Confirm all relevant LED's and Tamper Switches are operating correctly.
4. Confirm EPROM installed.
5. Check condition of PLC battery.
6. Confirm condition of cross site data transmission equipment.

Wing Office Equipment;

1. Check all equipment for physical wear or damage.

2. Confirm correct operation of equipment to local requirements.
3. Confirm Wing Mimics (where applicable) are working correctly.
4. Confirm all relevant LED's and Tamper Switches operating correctly.

Control Room Equipment;

1. Check all control equipment for physical wear or damage.
2. Check all Monitors for image "burn".
3. Confirm operation of all relevant LED's and Key switches.

Control Room Equipment Room;

1. Check control racks for physical wear or damage.
2. Check condition of 24VDC batteries and chargers.
3. Confirm EPROM installed.
4. Check condition of PLC battery.
5. Confirm condition of cross site data transmission equipment.

Central Server;

1. Download copy of system operation and data files for off site evaluation.
2. Off-site check system, data and temporary files for correct system operation.

Post Visit;

1. Retain a comprehensive printed report on all equipment and systems, highlighting immediate and potential problems and remedial proposals.

1205.16 **Personal Alarms**

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

The Contractor shall take note that the panic alarms, personal alarms/pagers, Fray alarms are considered as Business Critical at all Affected Property because of the potential Health and Safety implications of failure in service.

1205.17 **Category A Perimeter Security (CAPS) System**

Response time – Within 4 hours first time fix

The CAPS System (Category A Perimeter Security) is used to prevent breaches of perimeter security by prisoners or external unauthorised personnel from and to a secure establishment. The installed equipment and all its associated parts that make up the complete system/s, are of approved and recommended manufacturers such as Gueterbruk, Mayertech, Cortech Ltd.

The Contractor is to provide in the tender price for, twenty four hour, seven days per week, three hundred and sixty five days per year, software/repair cover and call outs for all faults reported and approved by the Service Manager.

The Contractor is to provide in the tender price for, unlimited 24-hour telephone support to the establishments. A response telephone number is to be supplied to the Service Manager for each establishment.

If deemed necessary by Service Manager the Contractor is, within 4 hours of a request, to attend site/s.

The Contractor is to provide a Service Log, to be kept to record all Visits, Test Certificates, Reports, Inspections, Check Lists, and Faults Etc. The Contractor shall

investigate all software faults and update the Logbook. All servicing and maintenance should be recorded in the site Logbook. A copy of the engineer's report/s will be recorded in the site Logbook.

The Contractor is to provide personnel who are suitably trained, conversant with and having proven working experience of the installed CAPS Systems.

The Contractor is to visit each site at least once every 12 months to perform a Complete System Audit during the contract period.

All software updates to installed equipment, are to be included in the tender price, making available such updates to the programs as are reasonably feasible and necessary for the programs to operate under new releases of the operating system applicable to the equipment.

All serial servers for the Alarm Management System shall be supplied to the establishment/s fully configured to ensure that they are compatible in a like for like replacement in the event of change over and invoiced accordingly.

Carry out a comprehensive diagnostic and configuration check to the Operator Terminals and associated workstation hardware.

Check Hardware integrity to outstations and system interface units to prove satisfactory operation individually and as a network.

Check all system software routines for correct operation and calibrate where necessary.

Check power supply voltages and adjust where necessary.

Check security and safety of all cables and connections both mechanically and electrically.

Check correct operation of terminals, printers, monitors and PC.

Check all alarm registers, verify conditions and report.

The Service Manager is to be instructed on the operation of the system during routine maintenance visits.

The Contractors is to provide a list of critical spares to be held on site and advise of any spares with long lead in periods or potential spares that may become obsolete.

All the replacement parts supplied by the contractor are to have a 1-year warranty from date fitted.

The contractor shall acknowledge that all Data shall belong to the Authority and undertakes that it shall not be used by any of its employees for any purpose other than is strictly necessary to provide the maintenance services hereunder on behalf of the Authority. The contractor undertakes that any data or part thereof which may be so used or accessed shall not be disclosed to any third party notwithstanding that the Data may not otherwise be capable of protection as confidential information. For the purposes of this clause “Data” means information, which is the property of the Authority, recorded in a form in which it can be processed by equipment operating automatically in response to instructions given for that purpose. This obligation shall survive the termination of this Agreement for any reason.

1205.18

Passive Intrusion Detection System (PIDS)

Response time – Within 4 hours first time fix

DESCRIPTION OF THE SYSTEM

The fence mounted PIDS system will normally consist of a sensor cable or point sensor devices attached to the perimeter fence. The PIDS system is designed to detect attempted cutting and climbing of the fence.

The PIDS system will normally be divided into zones of around 50 metres in length and these zones will be viewed by a CCTV system.

The main objective of the testing on fence mounted PIDS is to ensure that attempted over climb and cut through attacks on the fence are detected and the relevant zone displayed in the control room

TEST FOR FENCE MOUNTED PIDS - DAILY

1. Walk round the perimeter fence and visually inspect the PIDS sensor cables for signs of damage.
2. Visually inspect the “S” Wire on (also known as Flexible Security Topping (FST)) the fence for signs of debris or rubbish. This may cause nuisance alarms in windy conditions and arrangements should be made to remove any debris attached to the fence.
3. Carry out impact tests using the standard impact tester on a fence panel in each of the perimeter alarm zones. This shall be as follows;
 - i. At a point approximately 150mm from the base of the fence in the middle of the fence panel apply 2 impacts approximately 2 seconds apart. This should generate an alarm in the control room.
 - ii. Check that the alarm has been generated and the CCTV cameras associated with the PIDS zones display the correct fence zone. Ensure that the operative carrying out the impact test can be viewed on the monitors in the control room and ensure that the operator attributes the alarm cause on the GUI as a “TEST”.
 - iii. Note any zones which fail to alarm and report to the Service Manager for further investigation/action.
4. Check with the control room that activation of the fence alarm caused the CCTV system to respond by moving the associated PTZ cameras to the correct preset positions.

5. Note that the test has been completed and a report recorded in the service log and any faults have been fully investigated and if not remedied reported to the Service Manager for further action.

NOTE: Fences with cladding to a height of 2.4 metres may not consistently alarm using the impact test in the location described above. These fences should be impact tested at a point 150mm above the level of the cladding.

TEST FOR FENCE MOUNTED PIDS – MONTHLY

1. Carry out a “pull-down” test on the “S” wire, using the extendable 5 metre pole supplied, on a fence panel in each of the perimeter alarm zones. This test is designed to simulate and attempted over-climb of the fence using a grapnel or ladder placed on the “S” wire. The test shall be as follows;
 - i. Engage the hook of the extendable pole in the lower coil of “S” wire being careful not to cause an impact on the “S” wire which may set off an alarm.
 - ii. Pull the extendable pole sharply downwards 4 times within a 30 second period agitating the “S” wire coil.
 - iii. Check that an alarm has been generated and the CCTV cameras associated with the PIDS zones display the correct fence zone. Ensure that the person carrying out the impact test can be viewed on the monitors in the control room and ensure that the operator attributes the alarm cause on the GUI as a “TEST”.

NOTE: any zones which fail to alarm and report to works site manager for further investigation/action.

TEST FOR FENCE MOUNTED PIDS – 6 MONTHLY

1. The system's sensitivity should be checked by a fully competent specialist to ensure it is operating within the designed parameters. This test should include an audit of the alarm log to identify zones where unusually high numbers of nuisance alarms are being generated.

TESTING PROCEDURES - LASER ALARM SYSTEMS

DESCRIPTION OF THE SYSTEM

The laser perimeter alarm system will normally consist of a number of laser head units mounted on columns around the perimeter of the prison.

The object of the laser alarm system is to detect over-climb attempts on any part of the perimeter fence and present information of this in the form of an audible alert and a visual indication, on the GUI mimic of the appropriate zone to the operator.

Normally the Laser Detection System will be required to protect the upper section of a partially clad weld-mesh fence and the Laser beams are normally aimed at the upper section of the metal cladding attached to the perimeter fence at a point between 2.1m and 2.4m from ground level.

The Alarm field is set 150mm from the fence and extends for a distance of 3.5m out from and parallel to the fence.

The time settings for a target to remain in zone before alarms generated are as follows: -

- a. Active Field - 1.5 seconds
- b. Non-Active Field - 10 seconds

The main purpose of the regular testing is to ensure that an attempted over-climb of the perimeter fence is detected.

TEST EQUIPMENT

The following equipment will have been supplied to Prisons where the Laser Alarm system has been installed.

Test Targets

1. Small - 80mm wide and 1m long - plain wood.
2. Medium - 125mm wide and 1m long - plain wood.
3. Large - 150mm x 250mm x 1m - Polystyrene - painted light brown

Test targets should be attached to lightweight poles of sufficient length to carry out required testing.

LASER ALARM TESTING – DAILY

- 1 Walk round the perimeter fence and visually inspect the Laser Heads for signs of damage.
- 2 Visually inspect the perimeter fence for signs of debris or rubbish. This may cause nuisance alarms in windy conditions and arrangements should be made to remove any debris attached to the fence.
- 3 Carry out the following test, using the large test target, in each of the perimeter alarm zones. This shall be as follows;
 - a) At any point along the alarm zone lift the large target up to a point where the middle of the target is approximately 50 mm above the level of the fence cladding and hold it there for approximately 5 seconds. This should generate an alarm in the control room.
 - b) Check that the alarm has been generated and the CCTV cameras associated with the alarm zones display the correct fence zone. Ensure that the person carrying out the test can be viewed on the monitors in the control room and ensure that the operator attributes the alarm cause on the GUI as a "TEST".

- c) Note any zones which fail to alarm should be recorded in the service log and have been fully investigated and if not remedied reported to the Service Manager for further action.

FENCE ALARM MAINTENANCE AND TESTING

Testing and maintenance of the complete fence mounted detection system including the field and head end equipment is to be carried out to Manufacturers recommendations and NOMs specifications.

- d) Documented confirmation of the work carried out is to be provided in the Service report after each visit. Any defects or failures must be fully investigated and if not remedied reported to the Service Manager for further action..

DATA RETRIEVAL AND REVIEW (6 MONTHLY)

- 1.1. Log into the head end G.U.I (graphical User Interface)
- 1.2. Using the Report analytics tool within the Head end G.U.I review all alarm data by zone to ascertain the level of alarms against each Zone. Log and record all data onto the reports sheets. Together with sensitivity and set up criteria for any problem zones.
- 1.3. Identify zone(s) that are performing outside of the NOMS specification. Review associated data using the reporting tool within the head end GUI and review operator logging to ensure correct identification of alarm has been entered in each case. Recommend action to reduce alarms.
- 1.4. Using the engineering function of the head end GUI check system sensitivity settings and set up criteria for each zone in turn against the last recorded sensitivity sheets in the PIDS file.
- 1.5. Log onto the report any differences / changes.

GRAPHICAL USER INTERFACE (6 MONTHLY)

- 2.1 Carry out a visual inspection of the GUI equipment including, computer / server and data printer, including cables, harness and any maintained supplies.
- 2.2 Inspect and clean filters.
- 2.3 Check and record software versions.
- 2.4 Upgrade all units to latest Version of software.
- 2.5 Check integrity of any password protection.
- 2.6 Check stored set up files are correct for the GUI latest system set up files.

TEST OPERATION OF ALARM MANAGEMENT OF THE GUI (6 MONTHLY)

- 3.1 Create a single alarm from 3 separate zones

Acknowledge each alarm in turn as it appears on the system, but do not reset these alarms

Check the following: -
 - a) Alarm received and displayed in chronological order.
 - b) Check wind speed and direction are displayed in the alarm banner of each alarm.
 - c) Correct graphic is displayed and the correct zone in alarm is displayed within the graphic.
 - d) Audio is clearly heard from each zone during the alarm activation.
 - e) The video camera images are displayed on the main and collateral alarm screens.

- f) Switch between each alarm in turn and ensure that the video displays switch to view the live and collateral image associated with that alarm and that the GUI graphic displays correctly
- 3.2 By reviewing the historical data ensure that keyboard comments on 'causes of Alarms' are recording correctly
- 3.3 Ensure that zone disable/enable, date/time, and zone number is recorded within the historical log
- 3.4 Ensure that when an item is disabled/enabled that the on screen icons are updated on screen
- 3.5 Check via the historical log, that any automatic zone isolations are correctly configured and fully operational
- 3.6 Check that no zones have been disabled and held in a permanent disabled state. (Report immediately if this is the case).
- 3.7 Initiate command to print total of 'Alarms' for the current day and check that print out is correct
- 3.8 Initiate command to print total of 'Alarms' for the 28th day preceding the current day and check that the print out is correct. Attach the log to the finished report.

ANCILLARIES (6 MONTHLY)

4.1 Mimic diagram

If a mimic diagram is installed ensure that all indicators on the Mimic Panel operate. Replace any faulty.

4.2 Atomic clock (LAN or serial).

- a) Check the correct time display on the control unit against speaking clock.
- b) Check the time on the Head end GUI PC clock time against the correct clock time.
- c) Check each DVR time against the correct clock time
- d) Change each DVR time by 5 minutes. Return to each DVR after 15 minutes to ensure the time has been updated and corrected to the correct clock time
- e) Initiate an alarm on the PIDs system and check the alarm time against the correct clock time

LASER SYSTEM TESTING AND MAINTENANCE (6 MONTHLY)

The system sensitivity should be checked by a fully competent specialist to ensure it is operating within the designed parameters. This test should include an audit of the alarm log to identify zones where unusually high numbers of nuisance alarms are being generated. The purpose of the full system audit is to ensure that the laser heads are set to perform as designed.

The system sensitivity shall be demonstrated to perform using targets as follows: -

(Guidance on this procedure can be found in STD/E/SPEC/034)

- a) Small target in both active field, for a period of 1.5 seconds, and non-active field, for a period of 10 seconds – no alarms shall be generated.
- b) Medium target in active field up to 20m distance from the laser head unit for a period of 1.5 seconds – alarm shall be generated.

- c) Large target at extreme ends of the active field for a period of 1.5 seconds – alarm shall be generated.
- d) Large target in any part of the non-active field for a period of 10 seconds- alarm shall be generated.

1205.19 **Heras Taut Wire**

Response time – Within 12 hours

DESCRIPTION OF THE SYSTEM

The Heras / Binns FST Anti - climb alarm system is located at the top of the perimeter wall / fence.

The object of the alarm system is to detect over-climb attempts on any part of the perimeter and present information of this in the form of an audible alert and a visual indication, on the GUI mimic of the appropriate zone to the operator.

HERAS / BINNS FST ANTI-CLIMB ALARM TESTING – DAILY

1. Walk round the perimeter wall / fence and visually inspect the PIDS sensor cables for signs of damage.
2. Visually inspect the “S” Wire on the wall / fence for signs of debris or rubbish. This may cause nuisance alarms in windy conditions and arrangements should be made to remove any debris
3. Carry out a “pull-down” test on the “S” wire, using an extendable 5 metre pole, in each of the perimeter alarm zones. This test is designed to simulate and attempted over-climb using a grapnel or ladder placed on the “S” wire.
4. Check that the alarm has been generated and the CCTV cameras associated with the PIDS zones display the correct wall / fence zone.
5. Ensure that the operative carrying out the test can be viewed on the monitors in the control room and ensure

that the operator attributes the alarm cause on the GUI as a "TEST".

Note any zones which fail to alarm should be recorded in the service log and have been fully investigated and if not remedied reported to the Service Manager for further action.

HERAS / BINNS FST ANTI-CLIMB ALARM TEST (6 MONTHLY)

The Heras / Binns FST Anti - climb alarm system is located at the top of the perimeter wall.

1. The specialist person will check the installation and all the sensors. In addition the specialist person will check the sensitivity settings through the use of software.
2. Check that the appropriate LED has registered on the control room mimic panel.
3. Carry out a test by simulating attacks using the extended pole at two points in each zone. The tests should be detected and displayed in the control room within five seconds of attack.
4. Check that the correct cameras are activated and present the correct view as per original design.
5. When the test has been completed, record the results on the test diary sheet

1205.20

Heralert Sensors

Response time – Within 12 hours

The specialist contractor will check the installation and all sensors. In addition the specialist contractor will check the sensitivity settings through the use of software.

Check appropriate LED has registered on the control room mimic panel. Carry out a test in the equipment rack room using the micro terminal and PC.

Check with the control room to ensure the test has been successful.

On completion of the test, the control room supervisor is to complete the test diary page to confirm that the test has been carried out.

Make all adjustments as necessary to systems.

1205.21

Perimeter CCTV

Response time – Within 4 hours first time fix

DESCRIPTION OF THE SYSTEM

The perimeter CCTV system will normally consist of a number of cameras, either fixed or PTZ, positioned such that full coverage of the perimeter security system alarm zones is achieved.

The CCTV system will be configured in such a way that on activation of a perimeter alarm the images associated with that zone will be automatically displayed in the control room on the alarm monitors.

The images from the CCTV system will either be recorded on VCRs or a digital recording system.

PERIMETER CCTV SYSTEMS ALARM TESTING – DAILY

There may be a number of cameras located around the perimeter of the site. The daily testing shall be limited to checking the normal operation of the cameras whilst in use. These tests should be:

1. Check that PTZ cameras turn and tilt as required.
2. Check that PTZ cameras zoom in and out as required.
3. Check that the screen images are clear and in focus (Fixed and PTZ).

4. Check that lighting levels associated with images are adequate. (Fixed and PTZ).

If the cameras fail any of the above checks; report the matter immediately to the Control Room supervisor, who should inform the Service Manager.

PERIMETER CCTV SYSTEMS ALARM TESTING – 6 MONTHLY

A fully competent specialist should make the following tests every six months.

Mechanical Elements

Inspect each camera head assembly and junction box for the following;

1. Visually inspect exterior/housing of camera assembly for evidence of deterioration in finish, i.e. corrosion.
2. Inspect mounting brackets and where relevant the pan and tilt unit. Check condition of fixing structures.
3. Inspect housing and junction box flexible cable entries and check for signs of damage and that no foreign objects are present.
4. Check housing seals, bolts and glands for signs of ingress of water and for security of fixings. All seals should be checked and replaced as necessary.
5. Remove any obstructions (such as foliage) from cameras field of view.
6. Check for moisture in camera housing and/or associated junction boxes. Remove housing cover and again check for ingress of water.
7. Check all accessible cables and flexible conduit connectors for damage, security/tightness including earth connections and carry out remedial work.
8. Check all connectors and terminals for correct tension.

9. Where fitted, check wiper blades and arms, and ensure correct operation over the complete areas to be wiped, replace as required.
10. Clean all lenses and housing windows with a lint-free cloth moistened with a non-silicone based glass cleaner.
11. Manually operate the lens zoom, focus the iris mechanism and check for smooth operation, ease and adjust or replace defective components as necessary.
12. If applicable set and test limit stops for pan and tilt units.
13. Fixed cameras must be realigned to original position.

Electrical Elements

Inspect each camera head assembly and junction box for the following:

1. Connect a local monitor to the video output socket, power up the camera and inspect the resulting picture. Place a neutral density filter directly in front of the lens (to simulate night conditions) and check the full aperture opening and lens focus to infinity.
2. Check with an oscilloscope the video output at each camera, the normal reading would be 1 volt peak to peak.
3. Check and adjust, if required, the automatic iris function of the lens using a neutral density filter to simulate night conditions.
4. Check the operation of the camera housing heater/demister and thermostat.
5. For fixed lens cameras ensure the focus is correctly set, as recommendations in the manufacturers maintenance manuals.

6. Fixed cameras must be realigned to original position.
7. When the test has been completed, enter the results on the test diary sheet.
8. Fixed cameras must be realigned to original position.
9. Make any repairs or adjustments necessary to ensure that the performance of the system is maintained as per the original performance specification and demonstrate to the authority.

Monitors

1. Visually inspect all monitoring equipment, switching systems and remote control equipment.
2. Check terminations of all system cables and re-terminate where necessary. Inspect the condition of plug terminations and ensure correct position of termination switches and make any necessary adjustments, repair or replace any defective parts.
3. Test the Video loss system on each associated camera.
4. Check all terminations and connectors are at correct tension.
5. Clean monitor screens and keyboards.
6. Check the operation of all controller push buttons and keypads, repair and replace as necessary.
7. Check controller positions for corrosion, wear and rigidity.
8. Using an oscilloscope, check the incoming levels, as measured at the inputs to the matrix rack, these are normally 1 volt peak to peak.
9. Using a pattern generator check the monitors for resolution and adjust as required.

10. Check the following functions on all cameras where applicable:
 - i. Pan right/left to check for continuous rotation.
 - ii. Tilt up/down to extent of pre-set limits.
 - iii. Zoom in/out
 - iv. Focus near/far
 - v. Wiper operation on/off.
11. Check video switching and sequential timing operation.
12. Carry out a test recording/replay on VCR or Digital recorder.
13. Check monitor controls and brightness levels and check for "soft" tubes.
14. Check monitor controls for noise free operation.
15. Ensure correct multiplexer functions.
16. Check operation of VCR/DVR.
17. Make any repairs or adjustments necessary to ensure that the performance of the system is maintained as per the original installation.
18. Repair or replace any defective monitors as necessary.
19. When the tests have been completed, enter the results on the test diary sheets.

VCR's

1. Inspect video recorders for ingress of moisture or dust.
 2. Remove tapes and store in a safe and secure manner.
- Carry out a full unit test of operational functions.

3. Using a standard test tape, carry out a full recording test by making a ten minute recording in 24-hour mode, playback in real time mode and note the results.
4. Carry out a service in accordance with the manufacturers' instructions.
5. Inspect the client tapes and report any findings advising renewal if appropriate.
6. Re-set date and time generators associated with the VCR's.
7. Clean VCR heads.
8. Check correct field delay on multiplex unit.
9. Ensure all cameras de-code correctly on Multiplexer.
10. Adjust out any vertical jitter in "still" mode.
11. Set tracking controls.

Digital Recording System

1. Check that the recorded images are archived for the specified period of time for the system.
2. Check that each camera is being constantly recorded and that the frame recording speed for each camera is as required.
3. Check that each camera viewing an alarmed zone is a recording at the specified recording rate.
4. Ensure that date and time are synchronised with other component parts of the system.
5. Check replay for each camera.
6. During replay check all functions (i.e. ff/rw/stop/pause/etc).

7. Video loss from individual cameras should be indicated on the recorded images.
8. Check correct operation in power fail mode via UPS.

PERIMETER CCTV SYSTEMS ALARM TESTING - ANNUALLY

A competent specialist should make the following tests every twelve months.

1. Test each camera resolution and compare the results with the as fitted resolution drawings.
2. When the test has been completed, enter the results on the test diary sheet.

Any defect should be reported to the Service Manager and arrangements should be made to rectify the issue.

1205.22 High Mast Cameras

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

Within this service the Contractor shall include for the maintenance of the mast itself in addition to that of the High Mast Cameras. This shall include, but not be limited to, the following;

- Foundations
- Ground fixings
- Mast structure and/or column
- Mast head assembly
- Winches (manual or automatic)
- Steel wire ropes

1205.23 Video Motion Detection

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.24 **Video Analytics**

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.25 **Vidicom**

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

The contractor will be required on an annual basis to carry out the maintenance as per S.S.O.T.M manual test 13c:-

Check the quality and standard of video picture to see if deterioration is evident.

Check installation for signs of physical damage.

When the test has been completed, enter the results on the test diary sheet.

1. The contractor is to attend site within 4 hours in the event of system breakdown or failure.
2. The contractor is to provide a Specialist who is suitably trained, experienced and conversant with and having proven working experience on this specific type of equipment.
3. When called upon to attend a breakdown or failure of the system or any part thereof, the contractor will be required to fully appraise and interrogate the system, diagnose faults/problems and repair the same. Any spares or components which are not on site that are

required in order to carryout repairs are to be provided by the contractor.

4. A full report of all works carried out is to be completed by the Contractor and retained on site stating faults found and repairs carried out.

1205.26 **Infra-Red Detection**

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.27 **Compacting Facilities**

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.28 **Test Equipment Calibration**

Response time – Earliest date available

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

A full list of equipment to be calibrated under this contract can be obtained at each site.

1205.29 **MEWPs, Forklifts and Other Heavy Plant**

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations, current legislation and regulations. A list of all assets forming part of Establishments plant and equipment schedule can be obtained at each site.

1205.30 **Anti-Drop and Anti Contraband Netting**

Response time – Within 4 hours first time fix

The Contractor shall provide maintenance in accordance with the manufacturers' recommendations.

1205.31 **Gymnasium and Sports Equipment Maintenance**

The Contractor shall maintain all gymnasium and sports equipment in accordance with the manufacturer's maintenance recommendations and recognised industry standards to ensure their continued operation and safety in use. The Contractor shall submit to the Employer a proposed maintenance regime for this equipment for approval. A schedule of equipment is available at each site.

1205.32 Window Cleaning Equipment

The Contractor shall maintain all window cleaning equipment in accordance with the manufacturer's maintenance recommendations and recognised industry standards to ensure their continued operation and safety in use. The Contractor shall submit to the Employer a proposed maintenance regime for this equipment for approval. A schedule of equipment is available at each site.

1205.33 Electronically Operated External Speed Control Systems

The Contractor shall maintain all Speed control equipment in accordance with the manufacturer's maintenance recommendations and recognised industry standards to ensure their continued operation and safety in use. The Contractor shall submit to the Employer a proposed maintenance regime for this equipment for approval. A schedule of equipment is available at each site.

1205.34 Mobile Phone Blocking Equipment.

The Contractor shall maintain all Mobile phone blocking equipment in accordance with the manufacturer's maintenance recommendations and recognised industry standards to ensure their continued operation and safety in use. The Contractor shall submit to the Employer a proposed maintenance regime for this equipment for approval. A schedule of equipment is available at each site.

Specification Name

Standby Generator Maintenance

Specification Reference Number

1206

1206. Standby Generator Maintenance

- 1206.1 The Contractor shall provide a professional and comprehensive maintenance service covering all generators at the establishment.
- 1206.2 Scope; This specification is for the maintenance of the following generators;
- Fixed generators
 - Mobile generators
- 1206.3 The Contractor shall maintain this equipment by using relevant Specialist Contractors who have the capability to meet the Employer's Response and Resolution Times and who are experienced in the maintenance of equipment of this type.
- 1206.4 The maintenance shall be carried out to comply with and adhere to all relevant standards, including but not limited to the following:
- Original equipment manufacturers' recommendations.
 - B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
 - MoJ Prison Service Order 5900 (PSO5900)
 - Health and Safety Executive guidelines and procedures

- CIBSE guidelines.
- Building Research Establishment Conservation Support Unit.
- BSRIA.
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- Special note shall be made of specific warranty period maintenance requirements.
- All relevant and future British Standards and European standards.

1206.5 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1206.4 to determine the full extent of service and maintenance requirements.

1206.6 The Contractor shall ensure that the maintenance services are sufficiently documented throughout the contract period; this shall include but not be limited to the production of site visit reports and the updating of service schedules, system log books, asset registers as required by the Employer and all relevant legislation, regulations and standards. A copy of this information shall be retained on site for inspection by the Service Manager.

1206.7 The Contractor shall provide/review the Planned Preventative Maintenance schedule during the period of Setting-Up Operations, where this is available. The Contractor shall ensure the maintenance and operation of the built and installed Assets are undertaken in line with PSO 5900 standards within each Affected Property for the duration of the Contract. The Contractor shall submit during the tender period the proposed maintenance regime to be adopted and during the mobilisation period produce within the CAFM System, the

planned preventive maintenance schedules for comment and approval by the Employer

- 1206.8 The contract is to carry out Scheduled Maintenance visits, provide an Emergency Breakdown Facility and carry out repairs when instructed by the Service Manager on the Standby Generators.
- 1206.9 All work is to be carried out and completed in accordance with the manufacturers maintenance specification, recommendations and instructions.
- 1206.10 All the work is to be carried out in accordance with, the Health & Safety at Work Act, Current I.E.E. Regulations, British Standards, The Hazardous Waste (England & Wales) Regulations 2005, The List of Waste (England) Regulations 2005 and all relevant Codes of Practice and any other applicable Regulations and current legislation not specifically mentioned.
- 1206.11 The Contractor will provide 24 hour Emergency Call out/repair cover. When the Service Manager notifies the Contractor of an emergency breakdown, then an Engineer is to attend site promptly (Within 4 Hours) of such notification being given and being instructed to attend.
- 1206.12 An Engineer is to attend site within 24 hours in any other case, not specifically deemed an emergency, upon receipt of a telephone or other form of request.
- 1206.13 The Contractor is to inform the Service Managers as soon as possible but in all cases within 5 working days of acceptance, the procedures to be followed for emergency call outs, to include contact name, phone number and identification code if required.
- 1206.14 The Contractor is to supply all necessary labour. All Engineers and/or Tradesmen are to be suitably qualified, experienced and fully trained to carry out the work required/specified on the Standby Generators.
- 1206.15 The Contractor is to issue to the Service Manager as soon as possible but in all cases within 5 working days of acceptance, written

proof of competence of all his employees who will or are likely to work on the Sites. The Contractor is also to allow for providing proof of competence of any additional employees who may need to visit Sites from time to time.

- 1206.16 The Contractor is to supply all necessary equipment and tools, including any specialist tools, instruments, plant, ladders, steps and/or access equipment. Insurance and expenses required to carryout the work in a safe and controlled manner and in accordance with the manufacturers maintenance specification, recommendations and instructions.
- 1206.17 The Contractor is to allow within his price for the supply and fitting of all materials and sundries, including oils and lubricants, water, anti-freeze, filters, seals and gaskets, used to carry out the scheduled service in accordance with the manufacturers service specification, recommendations and this Specification.
- 1206.18 The Contractor is to supply all fuel used in the process of undertaking all servicing and testing. Storage levels must be maintained at all times to give a maximum running period agreed with the Service Manager. Fuel levels should not fall lower than running time dictated by delivery.
- 1206.19 Fuel used in the event of an emergency will be subject to the terms and conditions set out in the reactive maintenance and the Maintenance strategy Specifications.
- 1206.20 Any faults or failures of equipment to meet the required standard must be brought to the attention of the Service Manager and permission sought to carry out the required remedial work while on site.
- 1206.21 In the event that remedial work is required which cannot be completed while on site, then the Contractor will inform the Service Manager of all outstanding faults and failures and receive instruction on how to proceed. If so instructed the Contractor will provide the authority as soon as is practical a fixed price based on the agreed Schedule of Rates to carry out the remedial work.

- 1206.22 At the end of each Scheduled Service Visit or after any breakdown or repair visit the Contractor is to test the correct operation of all items serviced or repaired before leaving site.
- 1206.23 After each Scheduled Service Visit or after any breakdown or repair visit the Contractor will provide to the Service Manager a detailed report in a standard format, detailing the items of work carried out.
- 1206.24 At the end of each Scheduled Service Visit the Contractor is to issue a Certificate to the Service Manager confirming satisfactory operation of all systems.
- 1206.25 At the end of each visit to site the Contractor will remove all waste (oil, dirt, dust, debris and rubbish) caused by the work from the site. Where applicable the Contractor will dispose of all such waste in accordance with The Hazardous Waste (England & Wales) Regulations 2005, which came into force on 16th July 2005 along with The List of Waste (England) Regulations 2005. If required the Contractor will inform the authority in writing how he intends to dispose of any waste he removes.
- 1206.26 **SPECIFIC WORK**
- 1206.27 During the contract period there are to be 2 scheduled maintenance visits per 12 month period at 6 monthly intervals, to be arranged with each Establishments Service Manager for mutually agreed dates.
- 1206.28 During each 12 month period of the contract, one visit will be a 12 monthly (major) service carried out during summer months. The second visit will be a 6 monthly service.
- 1206.29 All work is to be completed in accordance with the manufacturers recommendations and specification and is to include the following where applicable.
- 1206.30 **Six Monthly Service Visit Specific Work Section**
- 1206.30.1 All controls and safety features to be checked for correct operation.
- 1206.30.2 Run the generator (off load) for 5 – 10 minutes, check for fuel, oil or coolant leaks and carry out a thorough visual inspection. If any

significant problems are observed at this stage they must be brought to the attention of the Head of Works or his on site Representative before continuing with the Service.

1206.30.3 Check voltage and frequency with a meter and if incorrect adjust to correct settings.

1206.31 **Six Monthly: Mechanical**

1206.31.1 Check oil levels.

1206.31.2 Drain sediment tap.

1206.31.3 Inspect air filters, clean if necessary.

1206.31.4 Check concentration of anti-freeze.

1206.31.5 Check all hoses (recommend for change every 46 months maximum)

1206.31.6 Check condition/tension of all belts and adjust if necessary (recommended for change every 24 months).

1206.31.7 Check radiator matrix and remove debris (report if steam cleaning is required). Check internal condition of radiator visually through filter neck.

1206.31.8 Check engine/alternator coupling for security of bolts and visual integrity.

1206.31.9 Check holding down bolts, retaining bolts and all other fixings.

1206.31.10 Check all anti-vibration mountings.

1206.31.11 Check condition of exhaust system. Drain any fluid where possible.

1206.31.12 Check turbo chargers. Check turbines for excessive play and scoring.

1206.31.13 .Check cooling airflow path visually.

1206.31.14 Visually check breather/crankcase for excessive blow by gas.

1206.31.15 Check governor lubricant and operation. Drain and refill where applicable.

- 1206.31.16 Check fuel supply lines, integrity, non-return valves etc.
- 1206.31.17 Visually check fuel transfer pump, float switches, etc where possible.
- 1206.31.18 Check fire valve integrity and operation.
- 1206.31.19 Grease all nipples, water pump, pulleys etc.
- 1206.31.20 Check, clean and lubricate all linkages.
- 1206.31.21 Check all mechanical gauges for correct operation.
- 1206.32 **Six Monthly: Electrical DC**
 - 1206.32.1 Check battery condition, fluid level terminals and leads for security/corrosion.
 - 1206.32.2 Rapid discharge – test the battery where possible.
 - 1206.32.3 Check starter motor operation and 3 attempts to start if fitted.
 - 1206.32.4 Check battery charging alternator for output.
 - 1206.32.5 Check type and operation of static battery charger.
 - 1206.32.6 Check all shutdown protection devices, (low oil pressure, high coolant temperature, overspeed, etc).
 - 1206.32.7 Check all meters, indicators switches etc.
 - 1206.32.8 Check condition of wiring loom, insulation, clips, grommets, etc.
 - 1206.32.9 Check movement and operation of fuel control solenoid, especially seating on twin coil units.
 - 1206.32.10 Check electronic governor.
 - 1206.32.11 Check all fuses where practicable.
 - 1206.32.12 Ensure that shutdown flaps (where fitted), are latched on.
- 1206.33 **Six Monthly: Electrical AC**
 - 1206.33.1 Remove terminal box covers and inspect main load connections.
 - 1206.33.2 Remove alternator covers, inspect and clean.

- 1206.33.3 Visually check condition of AVR, SCM, droop kit, control electronics.
- 1206.33.4 Visually check panel connections, insulation etc.
- 1206.33.5 Check all meters, switches, indicators, etc.
- 1206.33.6 Visually check changeover switch/contractors.
- 1206.33.7 Visually check bypass switch.
- 1206.33.8 Visually check synchronising equipment integrity, "check synch" relays, reverse power relays, etc.
- 1206.33.9 Visually inspect circuit breaker, trips, isolators, etc.
- 1206.33.10 Check all fuses.
- 1206.33.11 Visually check all relays.
- 1206.33.12 Clean out all panels, terminal boxes, etc.
- 1206.33.13 Check heater operation and efficiency.
- 1206.33.14 Adjust voltage and frequency if permission has been obtained.
- 1206.34 **Six Monthly: Safety**
- 1206.34.1 Check that the medicine is properly guarded around all moving parts.
- 1206.34.2 Check that there are proper notice warnings that the set can start automatically.
- 1206.34.3 Check for oil, fuel, etc on the floor in the proximity of the set.
- 1206.34.4 Check that batteries are properly boxed and bare terminals covered.
- 1206.34.5 Check that panels, terminal boxes, etc are properly secured.
- 1206.34.6 Check earthing system and all equipotential bonding for compliance with IEE Regulation.
- 1206.34.7 Check that the area is uncluttered.
- 1206.34.8 Check security of generator house.
- 1206.34.9 Check safety mat by any panel.

1206.34.10 Thoroughly clean the machine and immediate surroundings. Empty dip trays.

1206.34.11 Check that filter stickers are in place.

1206.34.12 Run the generator for at least 15 minutes, (on load if possible).

1206.34.13 Ensure that battery terminals are secured and all switches, selectors, circuit breakers, etc are in their proper operational positions.

1206.35 Twelve Monthly Service Visit Specific Work Section

1206.35.1 All controls and safety features to be checked for correct operation.

1206.35.2 Run the generator (off load) for 5 – 10 minutes, check for fuel, oil or coolant leaks and carry out a thorough visual inspection.

1206.35.3 If any significant problems are observed at this stage they must be brought to the attention of the Head of Works or his on site Representative before continuing with the Service.

1206.35.4 Check voltage and frequency with a meter and if incorrect adjust to correct settings.

1206.35.5 Carry out 100% load test on load bank. Record temperatures and pressures every 15 minutes, ensure full load for a minimum of 2 hours or in accordance with the manufacturers instructions.

1206.36 Twelve Monthly mechanical

1206.36.1 Check oil levels.

1206.36.2 Change lubricant oil.

1206.36.3 Change oil filters.

1206.36.4 Change fuel filters.

1206.36.5 Drain sediment tap.

1206.36.6 Inspect air filters, change disposable element.

1206.36.7 Remove coolant and replace with 50% antifreeze/50% clean water solution.

- 1206.36.8 Replace coolant filters.
- 1206.36.9 Replace oil by-pass filters.
- 1206.36.10 Check all hoses (recommend for change every 46 months maximum)
- 1206.36.11 Check condition/tension of all belts and adjust if necessary (recommended for change every 24 months).
- 1206.36.12 Check and adjust valve clearances.
- 1206.36.13 Remove and test injectors.
- 1206.36.14 Check radiator matrix and remove debris (report if steam cleaning is required). Check internal condition of radiator visually through filter neck.
- 1206.36.15 Check engine/alternator coupling for security of bolts and visual integrity.
- 1206.36.16 Check holding down bolts, retaining bolts and all other fixings.
- 1206.36.17 Check all anti-vibration mountings.
- 1206.36.18 Check condition of exhaust system. Drain any fluid where possible.
- 1206.36.19 Check turbo chargers. Check turbines for excessive play and scoring.
- 1206.36.20 Check cooling airflow path visually.
- 1206.36.21 Visually check breather/crankcase for excessive blow by gas.
- 1206.36.22 Check governor lubricant and operation. Drain and refill where applicable.
- 1206.36.23 Check fuel supply lines, integrity, non-return valves etc.
- 1206.36.24 Visually check fuel transfer pump, float switches, etc where possible.
- 1206.36.25 .Check fire valve integrity and operation.
- 1206.36.26 Grease all nipples, water pump, pulleys, etc.
- 1206.36.27 Check, clean and lubricate all linkages.

1206.36.28 Check all mechanical gauges for correct operation.

1206.37 Twelve Monthly Electrical DC

1206.37.1 Check battery condition, fluid level terminals and leads for security/corrosion.

1206.37.2 Rapid discharge – test the battery where possible.

1206.37.3 Check starter motor operation and 3 attempts to start if fitted.

1206.37.4 Check battery charging alternator for output.

1206.37.5 Check type and operation of static battery charger.

1206.37.6 Check all shutdown protection devices, (low oil pressure, high coolant temperature, over speed, etc).

1206.37.7 Check all meters, indicators switches etc.

1206.37.8 Check condition of wiring loom, insulation, clips, grommets, etc.

1206.37.9 Check movement and operation of fuel control solenoid, especially seating on twin coil units.

1206.37.10 Check electronic governor.

1206.37.11 Check all fuses where practicable.

1206.37.12 Ensure that shutdown flaps (where fitted), are latched on.

1206.38 Twelve Monthly Electrical AC

1206.38.1 Remove terminal box covers and inspect main load connections.

1206.38.2 Remove alternator covers, inspect and clean.

1206.38.3 Visually check condition of AVR, SCM, droop kit, control electronics.

1206.38.4 Visually check panel connections, insulation, etc.

1206.38.5 Check all meters, switches, indicators, etc.

1206.38.6 Visually check changeover switch/contractors.

1206.38.7 Visually check bypass switch.

- 1206.38.8 Visually check synchronising equipment integrity, “check synch” relays, reverse power relays, etc.
- 1206.38.9 Visually inspect circuit breaker, trips, isolators, etc.
- 1206.38.10 Check all fuses.
- 1206.38.11 Visually check all relays.
- 1206.38.12 Clean out all panels, terminal boxes, etc.
- 1206.38.13 Check heater operation and efficiency.
- 1206.38.14 Adjust voltage and frequency if permission has been obtained.
- 1206.39 **Twelve Monthly safety**
- 1206.39.1 Check that the machine is properly guarded around all moving parts.
- 1206.39.2 Check that there are proper notice warnings that the set can start automatically. Check ear defender notice and availability.
- 1206.39.3 Check for oil, fuel, etc on the floor in the proximity of the set.
- 1206.39.4 Check that batteries are properly boxed and bare terminals covered.
- 1206.39.5 Check that panels, terminal boxes, etc are properly secured.
- 1206.39.6 Check earthing system and all equipotential bonding for compliance with IEE Regulation.
- 1206.39.7 Check that the area is uncluttered.
- 1206.39.8 Check security of generator house.
- 1206.39.9 Check safety mat by any panel.
- 1206.39.10 Thoroughly clean the machine and immediate surroundings. Empty dip trays.
- 1206.39.11 Check that filter stickers are in place.
- 1206.39.12 Run the generator for at least 15 minutes, (on load if possible).

1206.39.13 Ensure that battery terminals are secured and all switches, selectors, circuit breakers, etc, are in their proper operational positions.

Specification Name

Prisoner Labour & Prison Industries

Specification Reference Number

1207

1207.1 Prisoner Labour

1207.1.1 The Government aims to demonstrate more prisoners working, and working increased hours, in an 'employment like' atmosphere.

1207.1.2 The types of activities performed using Prisoner Labour will vary by Affected Property and are dependant on a number of factors, such as; the size and category of Affected Property. The below specifications are provided by Prisoner Labour to varying degrees depending on the requirement of the establishment, the risk assessment of Prisoners and availability of Prisoner Labour. Where the contractor intends to use Prisoner Labour to deliver the service(s) (where that service is not provided by the Employer) the Contractor should ensure that the work is directed and supervised by appropriate numbers of and appropriately qualified Contractor Staff.

1207.1.3 Decoration (Spec 1024.1)

1207.1.4 External & Internal Grounds & Gardens (Hard Surfaces) (Spec 1093)

1207.1.5 Soft Landscapes Maintenance (Spec 1094)

1207.1.6 Reservoirs, Flood Planning, River Walls and Other Water Features (Spec 1095)

1207.1.7 Cleaning of External Areas (Spec 1143)

1207.1.8 Linen Services (Spec 1151.2)

1207.1.9 General Waste Disposal (Spec 1154)

- 1207.1.10 Classified Waste Disposal (Spec 1155)
- 1207.1.11 Recycled Waste Management (Spec 1156)
- 1207.1.12 Clinical Waste (Spec 1157)
- 1207.1.13 Food Waste Management (Spec 1159)
- 1207.1.14 Stores Management (Spec 1201)

1207.2 Prisoner Availability

- 1207.2.1 The Employer shall endeavour to provide the agreed number of Prisoners and hours of work on a daily basis. The Employer is committed to providing agreed levels in line with PSI 03/2012 Activity Allocation (please refer to Annex E), and PSI 04/2012 Enablers of Health, Library, Education, and Jobcentre Plus Services in Prisons (please refer to Annex F). The amount of Prisoner Labour available to the Contractor will be agreed with the Service Delivery Manager or their representative.
- 1207.2.2 However, due to the unique nature of an operational Prison, and specific issues associated to Prisoners (please refer to Annex D) it is unrealistic to assume a full quota of Prisoners will be provided on every occasion. Where the Contractor uses Prisoner Labour to provide a service, and as a result of non-availability of labour (outside of the Contractor's control), the Contractor cannot provide that service to contracted timeframes and/or standards required. there will be no relief from the Key Performance Indicators..
- 1207.2.3 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

1207.3 Prisoner Wages

- 1207.3.1 Prisoner wages are paid directly from the Employers budget. Where Prisoner Labour is used to provide a service (as per

1207.1.4) this labour is provided 'free' to the Contractor. The Employer shall be responsible for payment of Prisoner wages.

1207.3.2 The Contractor shall be responsible for the management of order and compliance with the Affected Properties Incentive & Earned Privileges (IEP) Policies, as provided within PSI 30 2013 (Please refer to Appendix C).

1207.4 Prisoner Benchmarks

1207.4.1 The Contractor shall be required to capture, monitor and report on use of Prisoner Labour, for contracted Services from the Service Commencement Date of the Contract. This information shall be made available to the Contractor through NOMS Database; 'P-NOMIS'.

Further details of reporting requirements can be found within Document 3, Section 3, Schedule 5, Management Information and ICT Requirements.

1207.5 Prisoner Management

1207.5.1 The Contractor shall manage Prisoner Labour whilst they perform their tasks/duties which will include, but not limited to;

1207.5.1.1 Risk Management of prisoners, as identified in Appendix E - PSI 03/2012 – Activity Allocation, specifically:

“Executive Summary:

1.5 - Staff must be aware of the importance of establishing prisoner's risk, need and suitability prior to allocating them to an activity.

Annex A:

2.1 – Prior to allocating a prisoner to an activity their risk and sentence planning requirements should be taken into account.

2.7 – ...Consideration should be given to a range of factors to include risk of harm, risk of re-offending and time left to serve.”

1207.5.1.2 Management of daily inventory of tools, equipment, materials and PPE¹, as identified in Appendix E – PSI 03/2012 – Activity Allocation: Annex B – PSI 2011/57 – Security & Management of Tools; specifically:

“2.1 A risk assessment must be undertaken of all tools including those held by outside works departments (taking into consideration tool type, location, and who will have access/use of it) in order to determine which items must be marked. The risk assessment must take into account:

- The Security Category of the prison, age and profile of the population;
- The potential danger each tool, tool type/item of equipment would pose to the security of the prison if it were lost;
- The likelihood of the item being taken for unauthorised use (i.e. if it is a tool not issued or accessible to prisoners, or if it is used in an area to which prisoners may have access);
- Equipment (including cutlery or servery tools) located in staff rest areas/kitchens which are adjacent to either prisoner

¹ PPE requirements for Prisoners will be paid for by The Authority. PPE will be ordered through the existing PPE National Contract, with ARCO Limited, other than footwear which is available ('hard charged') from ONE3ONE

accommodation or prisoner recreational areas.”

- The Contractor shall immediately notify local Security in the event of an issued tool being lost/misplaced whether as an act of carelessness or maliciousness. In the event of tools or equipment being broken all pieces and elements must be accounted for and the breakage reported to Security and the item removed from the tools and equipment inventory.

1207.5.1.3 Provision of training in the use of equipment (both the Employers & the Contractor’s) and materials,

1207.5.1.4 Management and maintenance of Prisoner Records; specifically through the “F2055” documentation,

1207.5.1.5 Provision of supervision whilst the task is performed,

1207.5.1.6 Quality control; supervisors will be responsible for the quality control of the task,

1207.5.1.7 At an appropriate time, be a pro-active representative at the Quality Improvement Group and use all reasonable endeavours in assisting the Governor in the formulation and delivery of learning and skills for Offenders at the Affected Property,

1207.5.1.8 Maintain accurate records which will include;

1207.5.1.8.1 The attendance hours of offenders including any interruptions to working hours for any reason,

1207.5.1.8.2 All records that are required by Law within a workplace including without limitation those relating to the activities undertaken at site, for example Health & Safety and Risk Assessments and any UK Food Regulations,

1207.5.1.9 Make good any damage caused to the Affected Property as a result of the task carried out by any Offender while under the sole supervision of the Contractor's staff, whether accidental or negligent,

1207.5.1.10 Ensure the Employer and the Contractor's equipment and materials are kept and maintained in safe and secure conditions, are kept in good working order and fit for their purpose, and are prominently and indelibly marked to identify the respective owners and shall keep the Governor indemnified against loss, liability or expense incurred by the Governor in connection with the performance of or failure to perform its obligations under 1207.5.1,

1207.5.1.11 Use best endeavours to assist and co-operate with The Governor and his/her authorised representatives in the release of Offenders from their performance of the task for the purpose of their undertaking learning, training and skills development.

1207.5.2 ONE3ONE Solutions (O3O) supports Affected Properties in developing business opportunities, increasing revenue, and through increased work in Prisons, offset the operational cost of the NOMS Estate. ONE3ONE Solutions (O3O) was launched in May 2012 as the rebranded name for the commercial face for NOMS (National Offender Management Service) Prisoner Labour &

Prisoner Industries. Their purpose: to increase the amount of, and number of Prisoners in productive activity (employment).

The Government has set O3O the target of increasing the numbers of Prisoners employed to 20,000 and hours worked to 27 million per annum by 2022.

1207.5.3 O3O oversee the manufacture and supply of goods produced by NOMS Prison Industries through the use of Prisoner Labour externally (to 3rd party contractors); which are charged “Commercially” (Please refer to Appendix A) and internally within the NOMS Estate which are “Hard” or “Soft” Charged:

1207.5.3.1 Hard Charged – Where the consuming Prison pays on a cost per item basis and payment is received by the establishment that produces it. The cost is made up of material costs + weighted labour costs. These items are generally classed as essential clothing and equipment, for example; Plastic Mug (half pint) @ £0.09 each.

1207.5.3.2 Soft Charged – Where the consuming prison receives the item ‘free’, as the budget is held centrally by O3O, who administer and allocate the budget to the manufacturing establishments. The producing establishment purchase the materials used for manufacture. These items are generally bespoke such as gates, grilles or joinery items. It should be noted any installation work, once produced is managed by the Service Manager. Exceptionally, Soft Charged Land Based activities produce materials; costs are within existing Affected Property budgets and funded locally.

There are over 1250 products currently produced as Hard Charged and up to 3000 incorporating Soft Charged items – this list is not exhaustive (please refer to Appendix B).

The Contractor shall utilise the product list (Appendix B), and discuss any bespoke requirements with O3O before approaching the wider market or their supply chain. These products may be commercially, hard or soft charged depending on the product. The Employer does not impose the use of O3O where the product cannot be manufactured or delivered within required timescales, or the Contractor can source the product at less cost.

Appendices

Appendix A: Code of Practice for Work in Prisons



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Appendix B: ONE3ONE Solutions Product List



Product List.xls (93
KB)

Appendix C: PSI 30 2013 – Incentives & Earned Privileges



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Annex D: Offender Employment – Key Facts



Employment Fact
Sheet.doc (41 ...

Annex E: PSI 03/2012 – Activity Allocation



PSI 03-2012.doc
(127 KB)

Annex F: PSI 04/2012 – Enablers of Health, Library, and Jobcentre Plus Services in Prisons



PSI04-2012
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3

Specification Name

Decoration

Specification Reference Number

1024.1

1024.1 Decoration

1024.1.1 In respect of all decorations, the Contractor shall provide a comprehensive system in accordance with industry Best Practice.

1024.1.2 All decoration shall be carried out to comply with and adhere to all relevant documentation and standards, including but not limited to the following:

- B&ES Standard Maintenance Specification for Building Services, SFG20 and/or BS EN 15221-5 Facilities Management Processes.
- MoJ Prison Service Order 5900 (PSO5900)
- Custodial Property Colour Design Guide
- Health and Safety Executive guidelines and procedures
- The Health Act 2006
- Defra (Sustainable Development Unit).
- Good practice and industry standards.
- All other relevant statutory regulations introduced during the course of the Contract and requirements not specifically mentioned above.
- All relevant and future British Standards and European standards.

1024.1.3 This specification sets out the requirements generally; the Contractor shall read the specification in conjunction with the documentation detailed within clause 1024.1.2 to determine the full extent of service and maintenance requirements.

1024.1.4 On occupation of the Affected Property the Contractor is to produce an initial annual programme of re-decoration. Following this an annual decoration programme shall be submitted at least eight (8) weeks prior to 1st April each year to be approved by the Service Manager and with involvement from Affected Property Senior

Management prioritising areas of greatest need. The Contractor should continually review the redecoration programme to maintain priorities and any additional requirements and to calculate where savings can be made in line with available funding. In programming the redecoration works the Contractor should

- Review records of previous redecorations and decoration programmes and refurbishments
- Ensure decorations to the building fabric are monitored at least annually to establish no further deterioration has taken place
- Inspect the site to assess condition and any preparatory or other specialist works required (e.g. replacement of decayed joinery)
- Continually look to co-ordinate re-decoration with other works

1024.1.5 Decoration tasks shall be generated through the CAFM System (Planet FMe) in line with the annual programme of redecoration.

1024.1.6 Task Sheets shall clearly identify the, location and work required including any task specific information such as access, SSOW and Health & Safety arrangements. The Contractor shall on all occasions agree access arrangements for restricted areas in advance in order to avoid being denied entry and delaying the execution of the works.

1024.1.7 The Contractor shall avoid the use of hazardous substances. On the occasions where there are no alternatives, these must be stored, used and disposed of in accordance with the instructions of the supplier, COSHH regulations and all relevant legislation. The Contractor shall also record its use on the Employer's hazardous waste register.

1024.1.8 All internal finishes, including solvents and paints, must be inert and meet Best Practice standards for using low levels of Volatile Organic Compounds (VOC) during their manufacture. Consideration shall be given to using products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and glues.

1024.1.9 The Contractor shall prohibit the use of lead-based paints and primers.

1024.1.10 Decorations including paintwork, fabric and special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements at all times should be.

- Safe and do not pose or cause a hazard or risk to health and safety
- Sound, clean and secure and function as intended and are free from damage, fading, discolouration, surface blemishes, cracks, excessive wear and tear, irremovable stains, corrosion or degradation inconsistent with a building maintained in accordance with industry Best Practice
- The complete decoration of all internal surfaces is carried out at least every **6** years throughout the contract period
- The complete decoration of all external surfaces is carried out at least every **5** years throughout the contract period

1024.1.11 Following the introduction of the hygiene code, which is part of The Health Act 2006, Hygiene and infection control is of paramount importance in kitchens, food preparations areas, washing facilities, medical and treatment rooms etc and the use of anti bacterial coatings and materials such as mastics and fillers should be used on all surfaces to reduce bacteria developing. Where applicable areas identified as medical facilities within each Affected Property need to comply with NHS Standards.

1024.1.12 Washing and showering facilities are subject to high levels of use and moisture so paints and decoration materials should contribute towards the reduction of moisture and therefore the growth of mould. Surfaces are subject to high levels of cleaning so products should be used that are practical, durable and washable. Moisture extraction vents should not become blocked as a result of excess paint or decoration materials.

1024.1.13 Before designing a new colour scheme the Contractor is to refer to part M of the Building Regulations and the Custodial Property

Colour Design Guide particularly in relation to access and egress and use of buildings in regard of colour contrasts for the visually impaired.

1024.1.14 Consideration shall be given to the use of prisoner labour to support the delivery of the decoration programme and the Contractor should look to decorate certain areas with the employment of prisoner labour, particularly cellular accommodation.

1024.1.15 The contractor will provide this service in accordance with 1207 - Prisoner Labour & Prisoner Industries instructions regarding the use of and management of Prisoner Labour & Prisoner Industry Products

1024.1.16 Any proposal to use prisoner labour shall be submitted to the Service Manager and the establishment SMT for consideration.

1024.1.17 The Contractor must work closely with the Employer to ensure that approved prisoner labour is supervised properly at all times and that security and quality is not compromised.

1024.1.18 At effected properties the contractor will be expected, as a minimum, to maintain the existing number of prisoner employment places.

1024.1.19 However, where the Contractor uses Prisoner Labour to provide a service, and as a result of non-availability of labour (outside of the Contractor's control), the Contractor cannot provide that service to contracted timeframes and/or standards required. There will be no relief from the key performance indicators.

1024.1.20 Whilst the Employer encourages innovation in the use of prisoner labour and will make reasonable efforts to provide the required amount of labour. The Contractor should consider and have contingencies in place to manage non-availability. For example, if one (1) Prisoner is not available for work, the effect will be more acutely felt where a low number of Prisoners provide the service.

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