

# Appendix F – Specification

This document sets out the Council's requirements, quality standards and key performance indicators with respect to the proposed contract. Please ensure that you read this carefully and ensure these requirements are incorporated into your pricing submission and the quality of services provided.

## 1. Council's Requirements

- Lambeth has a duty to monitor air quality in its area. To do so, Lambeth has three automated long-term continuous analysers located at:
  - Brixton Road (LB4) – a kerbside site installed in late 2003, which monitors NO2 & PM10. The authority is considering extending the monitoring at this site to include PM2.5.
  - Vauxhall Cross/Bondway Interchange (LB5) – originally a kerbside site in 2005, this site was reclassified as industrial. It monitors NO2, PM10 & SO2. The Vauxhall station will likely need to be moved as part of the Vauxhall Gyratory works in 2021 or 2022.
  - Streatham Green (LB6) - an urban background site commissioned in August 2009, which monitors NO2 & PM10.
- We are seeking a single supplier, who is ISO9001 approved, to provide the following services:
  - a. Scheduled fortnightly Local Site Operation (LSO) calibration visits to all three monitoring stations. Ad hoc visits to carry out any additional calibration checks/BAM tape changes as required.
  - a. 48-hour emergency callout cover and scheduled bi-annual service visits for the monitoring equipment at Brixton, Vauxhall and Streatham Green.
  - b. At the Authority's discretion, installation of MCERTS certified and Defra approved PM2.5 analyser at Brixton Road LB4 at some point throughout the contract.
  - c. Fully comprehensive maintenance, support and repair of air conditioning services for the Brixton, Vauxhall and Streatham Green sites.
  - d. Organisation and funding of the annual National Physical Laboratory (NPL) audit.
  - e. Participation to quarterly meetings with the Authority and submission of monthly performance reports.

In line with Lambeth commitment to Carbon Neutrality by 2030, and in order to minimise pollution from our operations, we encourage all supplier to use low-emission transport modes (e.g. electric vehicles, bikes) for all site visits. As per Appendix B – Instructions for Quotation, the suppliers that will be able to meet this requirement will receive a higher score against Criteria 3 "Social Value".

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## 2. Insurance Requirements

- All providers would need to have, and provide evidence of:
  - Employers Liability (minimum requirement £5m)
  - Public Liability (minimum requirement £5m)
  - Professional Indemnity cover (minimum requirements £2m)

## 3. Quality Standards

- The supplier must be ISO9001 certified. A copy of the certification must be submitted by the provider as part of this tender

## 4. Experience

- Demonstrable experience of working on similar tasks (i.e. provision of maintenance and repairing services to air quality monitoring sites) with other local authorities, in London and/or across the UK

## 5. Key Performance Indicators

- The Key Performance Indicators for this contract are:
  - The contractor responds to a breakdown callout within 2 working days and provides all necessary repairing within 5 working days
  - For each month, the data capture is greater than 90%, at each site
  - The contractor submits the monthly reports on time and attends all quarterly meetings
  - The contractor answers all non-urgent emails within 3 working days
- The contractor will present progresses against each of these KPIs at the quarterly meetings.

## 6. Frequency of Contract Meetings

- The provider will report to Sabrina Chiaretti [SChiaretti@lambeth.gov.uk](mailto:SChiaretti@lambeth.gov.uk) and Paul Keenlyside [PKeenlyside@lambeth.gov.uk](mailto:PKeenlyside@lambeth.gov.uk)
- As per Appendix D - Delivery milestones, a briefing meeting will occur between the successful tendered and the Authority on w/c 5<sup>th</sup> April
- There will be quarterly meetings between the Authority and the provider in June, September, December and March each year. Meetings will be held online – on Microsoft Teams or Skype – unless agreed by both parties in writing. Dates and timings will be agreed by both parties at the start of the contract.
- We anticipate discussing the following agenda at each meeting:
  - Review of the performance of the three sites – LB4, LB5 and LB6

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- The monthly reports covering the previous quarter
- Any issues experienced by the provider or by the Authority
- Any other business

### 7. Contract Management Arrangements

- The provider must submit monthly reports, in PDF format, on the first Friday of each month, to Sabrina Chiaretti [SChiaretti@lambeth.gov.uk](mailto:SChiaretti@lambeth.gov.uk)
- The reports must cover the following items:
  - The data capture from 1<sup>st</sup> of January to the end of the previous month
  - Data capture rate for each site
  - Details and costs of any maintenance and repairing services delivered in the previous quarter
  - An update on the condition of the equipment (analysers and enclosure) at each site
  - Dates of the next services and maintenance