



Ministry  
of Justice



Crown  
Commercial  
Service

## **VOLUME 3A: SERVICE SPECIFICATION**

FOR

**Hard FM Services:**

**WORK PACKAGE A – HARD FM – NORTH**

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## PART A. GENERAL REQUIREMENTS

### 1 INTEGRATION

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 1.1 The Supplier shall provide an integrated service across a range of disciplines.
- 1.2 The Supplier shall ensure a seamless and coordinated delivery of the required Services, taking advantage of synergies between different Services and the benefits that integration will bring. Hard Services, Soft Services and the Integrator, although working off three separate contracts, are to co-ordinate services to the Affected Properties to ensure services are delivered efficiently and effectively.
- 1.3 The Supplier shall focus on cross / multi-skilling of Supplier Personnel to allow for efficiencies when delivering the required Services.
- 1.4 The Supplier shall be alert to and provide the benefits of working together between the various Services being delivered to the Authority, and provide the most advantageous options, in relation to the deployment of Supplier Personnel, to deliver the required Services in the most efficient, cost effective and sensible manner.
- 1.5 The Supplier shall deliver the contracted Service but also work closely with other delivery partners and the Integrator where the work is more complex or the nature of the work requires multiple providers to work with one another in the delivery of the service.
- 1.6 The Supplier shall integrate the supply chain as and when required, ensuring that each member of the supply chain fully understands the deliverables of the Contract to ensure a single solution is provided to the Authority. This will require the Supplier to enter into arrangements with their supply chain ensuring Contract requirements are delegated down and met throughout those delivering the service in accordance with the NEC3 Contract clause 91.2.
- 1.7 The Supplier shall deal with persistent non-delivery of the Services by members of its supply chain (both internal and external). In instances where a supply chain partner or the Supplier's Subcontractor's performance breaches the Service Level Agreement (SLA) the Authority retains the right to instruct that the Sub-Contractor is replaced and the Supplier is required to comply with that instruction at no additional cost or impact on the service delivery. The Supplier is to act proactively to avoid the Authority having to instruct removal of any supply chain partner.
- 1.8 The Supplier shall deal with dispute resolution within its supply chain (both internal and external).

### 2 HEALTH AND SAFETY

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

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- 2.1 The Supplier is required to be competent on all Health and Safety matters related to ensuring the Services are delivered in full compliance with legal, statutory obligations and Approved Code of Practices (ACOPs). The Supplier must be able to provide professional advice to their own staff, sub-contractors and to the Client where required.
- 2.2 The Services shall be limited to Affected Property and Facilities Management (FM) issues. The Supplier shall notify the Authority in writing of any potential implications of not implementing the recommendations of any advice given.
- 2.3 The Supplier shall provide a single point of contact for professional advice pertaining to Health and Safety matters as they relate to the delivery of the Services and management at each Affected Property.
- 2.4 The Supplier shall be required to provide a Health and Safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a professionally recognised organisation. The 'Health and Safety practitioner' must also be able to demonstrate relevant competence across the full scope of Health and Safety responsibilities.
- 2.5 The Supplier will protect staff, customers and members of the public at all Affected Properties. This will be through statutory compliance with all relevant legal obligations and Authority policies as shown in the Data Room relevant to the particular activities and works undertaken at an Affected Property delivered as part of the Contract. The Supplier must utilise their Health and Safety expertise (in accordance with 2.4 above) to approve, manage and audit all their and any sub-contractors Risk Assessments and Method Statements to ensure these are suitable and sufficient to manage all activities and works undertaken as part of the Contract. Supplier expertise will be required to support any investigation into breaches of statutory compliance or failure to follow Risk Assessments, Method Statements or Safe Systems of Work. Supplier expertise will also be required to provide lessons learnt and change processes to prevent any re-occurrences. Such lessons learnt shall be shared and communicated to the Authority within five (5) working days.
- 2.6 The Supplier will be responsible, in conjunction with the Authority Representatives, for inputting relevant knowledge and data into the combined completion of the Authority's Health and Safety Annual Risk Assessments at each Affected Property. The Supplier will be responsible for undertaking any actions arising from these reports within the timeframes agreed with the Authority, including in year reviews to ensure they remain fit for purpose. The Supplier will ensure the action logs are updated and both the reports and logs are available for the Authority's inspection and are uploaded to both the Supplier and Integrator Computer Aided Facilities Management (CAFM) systems within four (4) working days on an individual Affected Property basis.
  - 2.6.1 In relation to the updating of action plans this shall be included within the Lump Sum. In relation to activities arising from the action plans the Comprehensive Liability Threshold will apply. Costs above the Comprehensive Liability Threshold will be subject to the New Works process.
- 2.7 In addition to compliance and adherence with all Authority's Policies, as provided at tender but also covering any and all changes and updates to the Authority's Policies during the life of the Contract, the Supplier is required to hold, or be working towards obtaining the following:

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- ISO 9000 Quality;
  - ISO 11000 Collaborative Business Relationships;
  - ISO 14000 Environmental;
  - ISO 17000 Conformity;
  - ISO 31000- Risk Management; and
  - BS OHAS 18001 Health and Safety (with the requirement to obtain ISO 45001:2016 once this replaces 18001).
- 2.8 The Supplier is to provide an action plan with timescales of progress towards these accreditations.
- 2.9 All Supplier operatives and sub-contracted staff must sign-in to the Site Log Book when attending the Affected Property and must read the section highlighting known building hazards. By signing in, the operative is declaring that they have made themselves aware of the known building hazards before any work commences. No work must commence until staff have signed in and properly assessed any risk related to the building and the impact on their proposed work. The Hard Services Supplier will be responsible for the creation, data gathering and on site provision of the Affected Properties Site Log Book during Mobilisation. The Site Log Book is to be the central control document for the Person in Charge (PiC) of the premises. It also serves as a hard copy record of information held on site and will supplement the Supplier and Integrator CAFM systems where all electronic documentation will be held.
- 2.10 The Supplier will be required to sign into the Site Log Book and make themselves aware of the hazards and to populate those sections pertinent to Hard Services. The Supplier must therefore have processes to ensure the Site Log Book is available at all times for this purpose.
- 2.11 The Log book shall include, as a minimum, the following sections and information:
- 2.11.1 **Suppliers' Instruction Sheet** - Statement to all visiting Supplier staff and Sub-Contractors that they must sign into and make themselves aware of all the key Health and Safety information for the site including the site asbestos management plan, asbestos register and Hazard Checklist (Annex Cc).
- 2.11.2 **Section One - Health and Safety Information for contractors and the Person in Charge of premises** -This section should include but not be limited to the following information:
- Hazard and Controls register and location plans for the site;
  - Record of Contractor attendance on site;
  - Asbestos Register and associated drawings;
  - Isolation points for gas, water, electricity and vent plant shut down;
  - Permit to Work guidance and hot work checklist;
  - Risk assessment summary; and
  - Job Specific Risk Assessments, Safe Systems of Work, Safety Method Statements and Permits to Work where provided by the Supplier.
- 2.11.3 **Section Two - Building Information** - This section should include but not be limited to the following information:
- All relevant certificates or records of maintenance are to be filed as listed in the index; and

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- All relevant operating and maintenance information is to be filed as listed in the index.
- 2.11.4 **Section Three - Fire Safety** - This section should include but not be limited to the following information:
- Any relevant information on Fire Safety
- 2.11.5 **Section Four - Compliance drawings** - This section should include but not be limited to the following information:
- Any relevant drawings or schematics of the site e.g. water systems schematic or its location within the building
- 2.11.6 **Section Five - Information and guidance for the Person in Charge** - This section should include but not be limited to the following information:
- Office Maintenance Plan; and
  - The cleaning schedule or service charter as appropriate.
- 2.11.7 **Section Six – Environment** - This section should include but not be limited to the following information:
- Information about waste management and recycling

### 3 MANAGEMENT SERVICES

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 3.1 The Supplier shall ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Supplier Personnel for the duration of the Contract.
- 3.2 The Supplier shall develop and maintain appropriate management and staffing levels for the delivery of the Services as documented in the Service Delivery Plan within the CCS FM Service Standards (Annex J, Data Room). All staff should have the necessary competence and capability to undertake the work they have been assigned. Details of workforce competency shall be logged on the Supplier CAFM and also uploaded to the Integrator's system.
- 3.3 The Supplier shall develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are delivered to the required CCS FM Service Standards (Annex J, Data Room). The Supplier shall follow these Standards at all times.
- 3.4 The Supplier shall inform the Authority of any changes to the management structure no less than one (1) month in advance of any planned departure or change of responsibilities, lines of communication and any new working practices and/or service delivery timings. Replacement staff shall be of the same or greater level of experience and competency than those they replace. The calibre of the Supplier's management team is to be maintained or improved throughout the contract.



#### 4 SERVICE DELIVERY PLANS

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 4.1 The Supplier shall prepare a Service Delivery Plan, following Specific, Measurable, Action-oriented, Realistic and Times (SMART) principles, for each of the Authority's requirements, describing its approach to providing the required Services as per the required CCS FM Service Standards (Annex J, Data Room). This plan should outline, as a minimum, specific services to be delivered, resources required, personnel involved and timeframes.

#### 5 FIRE SAFETY

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 5.1 The Supplier shall provide support and guidance upon the maintenance, compliance and functionality of all systems and features within the Affected Properties relating to fire safety to assist the Integrator in the production of Fire Risk Assessments and Fire Safety Plans. The Supplier, as an in-scope service, shall then take responsibility for completing all actions they are responsible for within the timeframe indicated in the Fire Risk Assessment.
- 5.2 The Supplier shall be required to provide information and maintenance records to assist the Authority and the Integrator in the compilation of the relevant Fire Risk Assessments, Fire Safety Plans, and to support assurance statements or when requested to do so during any inspections or investigations relating to compliance at each Affected Property occupied by the Authority.
- 5.3 Fire Risk Assessments are reviewed annually and new Fire Risk Assessments completed at a frequency dependent upon their risk profile at a frequency between one (1) and three (3) years. Therefore, the Supplier will receive new and updated Fire Risk Assessments throughout the Contract duration. High risk Affected Properties are those of significant size and or height and those with overnight sleeping risks or where other significant Fire Risks are identified. As this is a rolling process new Fire Risk Assessments will be created throughout the Contract term and will require the Supplier to undertake remedial action. Not all actions will be complete upon Contract start due to the rolling programme of Fire Risk Assessments and the Supplier will also be required to complete such activity.

#### 6 PERMIT TO WORK

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

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- 6.1 The Supplier shall be responsible for issuing and managing all Permits to Work, including hot works permits for each Affected Property as required by the Authority. The Supplier will be responsible for ensuring the works are undertaken safely and in accordance with the Permit, Method Statements and Risk Assessments. All works shall be in compliance with all statutory, mandatory or industry standards covering the activity.
- 6.2 The Service shall also include the management and compliance with Business Unit specific access control requirements.
- 6.3 The Supplier shall be required to manage all third-party consents as part of this process (for example landlords or Sub-Contractors delivering large projects) before commencement of works or Services. The Supplier shall organise their works and maintenance to reflect any impact of planned project works and to maintain a safe system of work. In some instances, it may be required for the Supplier and a third-party contractor to issue a Permit to Work to one another (process to be agreed at specific project pre-start and progress meetings). For avoidance of doubt the Supplier is responsible for issuing a Permit to Work at Affected Properties under this Contract. Only when a site is a construction site covered by Construction Design and Management (CDM) Regulations 2015 will the third party take responsibility for issuing a Permit to Work to the Supplier (for the duration of the CDM applicable project). The Supplier shall liaise with the Integrator Helpdesk and any estates management Supplier, Project Sponsor and Technical Advisory Team in order to comply with any third-party requirements of Permits to Work. All Permits to Work shall be supported by suitable and sufficient Risk Assessments and Method Statements for undertaking the work.
- 6.4 The Supplier 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 Supplier shall ensure that Supplier Personnel who are undertaking work at the Affected Properties consult the asbestos register and sign to indicate that this has been carried out.
- 6.5 The Supplier shall operate the Permit to Work system through the Supplier CAFM System and upload records to the Integrator CAFM system together with filing all copies of all Permits to Work into the Site Log Book. The Supplier shall ensure that the timing for the work is agreed with the Authority.
- 6.6 During Mobilisation, the Supplier is to produce Risk Assessments and Method Statements for all Planned Maintenance Activity and is to ensure these are available on the Integrator system prior to Service Commencement Date.
- 6.7 The Supplier shall contact the Authority PiC to confirm that the Permit to Work has been received and all the relevant parties are aware of the programmed work or Services and the timescales for delivery of the work or Services.
- 6.8 **Risk Assessment**
  - (a) The Supplier must have a Risk Assessment and safe systems of work for each job the Supplier carries out; and
  - (b) Upon request the Supplier must show and explain their written safe systems of work to the Authority's Person in Charge of the premises, the Authority's Client Unit staff, Trade Union representatives or consultants.

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- (c) If the work changes, the Supplier's Representative must stop and review the Risk Assessment.
- 6.9 The Supplier must complete the 'Permit to Work Record Form' (Annex Ca) to log each Permit to Work issued at the Affected Property. The Supplier must ensure each completed Permit to Work and Hot Work checklist are filed in the site log book and uploaded onto the supplier and Integrator CAFM system.
- 6.10 As a contractor or subcontractor working at an Affected Property, the Supplier is responsible for issuing, authorising, operating and supervising a permit to work system for the work listed below:
- Hot work, including completion of the Hot Work Checklist (Annex Cb);
  - Confined space working;
  - Live electrical working;
  - Working on or near high voltage services;
  - Excavations and demolition with the potential to disturb utility services;
  - Any temporary disconnection of safety systems, e.g. fire warning systems or emergency lighting; and
  - Working at height (including adjacent to changes of levels and light wells where a fall is possible).
- 6.11 **Note:** The PiC does not authorise the Health and Safety aspects of the Permit to Work.
- 6.12 The PiC may impose a permit to access for working in restricted areas such as security rooms.
- 6.13 The Supplier is required to ensure their Representative issuing, authorising and supervising permits must be competent to do so. Each Permit to Work must show, in writing, the:
- Name of the person who issues and authorises the Permit to Work;
  - Location of the work;
  - Specific identified hazards and risks;
  - Necessary precautions e.g. isolation, air testing, emergency arrangements;
  - Equipment that will be used to carry out work and if required the proposed method and location of safe storage of the equipment;
  - Names of the operatives who will do the work and who is in charge;
  - Times and dates during which the permit to work will operate;
  - How the work will be monitored to ensure that the safety method statement is followed; and
  - Records of final inspections.
- 6.14 Additional instructions apply to Hot work and excavations - For Hot works the Supplier must ensure the Permit to Work confirms that:
- (a) Hot work is necessary because there is no practical alternative method of completing the job;
- (b) The location has been examined and all combustible substances in and around the working space have been identified (including any that may be concealed e.g. within walls and cladding);

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- (c) All fire alarm/fire detection or fire suppression systems (sprinkler or gas) are operational  
**Note:** Where any fire detection or suppression system has been temporarily deactivated for the purposes of carrying out hot works, alternative warning arrangements must be in place and communicated to all persons within the Affected Property. All systems must be reinstated as soon as practically possible;
  - (d) The Supplier is to ensure there are competent person(s) appointed to act as firefighting marshal(s) and have suitable and adequate means of firefighting readily available;
  - (e) The Supplier is required to ensure arrangements are in place to thoroughly examine the location and surrounding area where the hot works have taken place, on completion of the works;
  - (f) The location and surrounding area where the hot works have taken place will be checked and monitored by the Supplier for at least two (2) hours after the work has been completed.  
**Note:** The opening hours of the premises must be taken into account when planning work so that two (2) hours of monitoring can take place;
  - (g) If in exceptional circumstances it is required to store transportable cylinders on site for the duration of the works the total numbers of cylinders and quantity of gas must be kept to a minimum. The transportable cylinders must be stored externally in a well-ventilated, secure enclosure; and
  - (h) The Supplier is required to provide confirmation to the PiC when the work is completed and control of the area handed over to the PiC.  
**Note:** The PiC may agree to carry out the two (2) hour monitoring provided that clear instructions are given and that the monitoring may be carried out without placing the PiC at risk from additional hazards e.g. working at height.
- 6.15 For excavations and demolition with the potential to disturb utility services the Permit to Work must confirm that:
- Drawings of the building and external areas are/are not available in the Site Log Book;
  - A survey of the areas to be opened up has been carried out, with details of the type and extent of the survey; and
  - The methods that will be used to minimise the risk of striking hidden utility services.
- 6.16 There may be occasions when the work that is being undertaken by the Supplier is hindering the Employer's operation and the Contractor may be asked by the Authority to cease that operation or leave site until the visit can be rearranged.
- 6.17 Within the Authority's Leasehold Affected Properties, the terms of the lease will always supersede the requirements. Where a Landlord operates a Contractor Access or Permit to Work system the Supplier will be required to operate and comply with that process or system. The Supplier will need to agree with the Authority as to what other aspects of this contractual requirement will be needed in addition to the Landlord's requirements.

## 7 ACCESSIBILITY SERVICES

**The costs associated with the delivery of this specification are within the Lump Sum Price with actions arising included within the New Works Process.**

- 7.1 The Supplier shall provide advice relating to the Equality Act 2010 including but not limited to Health and Safety matters.
- 7.2 The Supplier shall ensure continuous interactions with the Authority's staff and stakeholders, including any Disability Advisor and the Occupational Health and Safety representatives.
- 7.3 The Supplier shall provide advice on further special needs issues including but not limited to technical problem-solving regarding access and signage.
- 7.4 The Supplier shall provide advice on Health and Safety matters as they relate to those with accessibility needs. The Supplier shall also take a pro-active approach and advise the Authority of any investment that shall be made to improve the Affected Property. This includes but is not limited to access and egress for use of those with disabilities and to comply with the Equality Act 2010.
- 7.5 The Supplier when requested will provide qualified resources to undertake any specific Accessibility Audits to assess the compliance of Affected Properties against the Equality Act 2010 or later revisions or replacement acts. Formats for these audits will be agreed with the Authority prior to this work taking place and will include prioritised recommendations for adaptations required to meet compliance. Works arising from these audits will be undertaken under the New Works process.

## 8 RISK MANAGEMENT

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 8.1 In conjunction with the Authority, the Supplier shall construct a contract-wide Risk Register for the management of risks. This should also follow the NEC3 Early Warning Notice (NEC3 EWR) procedure for management of risk. The Risk Register will be constructed so that it will be filterable to allow for separation of registers to cover each Business Unit as well as Affected Property listed within the Service Data Matrix (Annex K). The Supplier shall have sole responsibility for the drafting and updating of the Risk Register on a Quarterly basis. The layout and content of the Risk Register is to be agreed with the Authority during Mobilisation.
- 8.2 The risks that the Supplier will monitor shall include (but not be limited to): contract risks, maintenance risks, operational service risks, service continuity risks and supplier management and staffing risks.
- 8.3 The Supplier shall also be required, as indicated, to operate Business Unit specific risk management systems including the drafting and updating of such systems. The Supplier Risk Register will use the Authority's Standard 5 x 5 Risk Assessment Matrix (Annex D) where the Supplier shall report any risk with a score of fifteen (15) or over to the Authority immediately, via the NEC3 EWN process.

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- 8.4 The Supplier shall include in the risk register all risks as identified within the Forward Maintenance Plan, Asset Surveys and all other sources of information available. (i.e. but not limited to, Asbestos Management Plans and five (5) Yearly electrical testing etc.). These risks are to be appropriately rated for each Affected Property to allow the Authority to understand the potential risks at each Affected Property. The risk register is to be uploaded to both the Supplier and Integrator CAFM systems to allow the Integrator to consolidate this information for the Authority.

## 9 CUSTOMER SATISFACTION

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 9.1 The Supplier shall ensure that they have processes in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Framework Period.
- 9.2 The Authority places considerable importance on customer satisfaction and the handling of complaints, service failures and works recalls. The Supplier shall ensure that they have in place processes for managing customer satisfaction, ensuring satisfactory customer service is provided to the Authority, Building Users, all stakeholders and customers at all times.
- 9.3 The Supplier shall ensure that they administer the formal process for handling service failures, complaints and works recalls as developed with the Authority and Integrator during mobilisation
- 9.4 **Customer Satisfaction Surveys.**
- 9.4.1 The Supplier shall conduct Customer Satisfaction Surveys as part of their ongoing commitment to continuous improvement and performance management (in addition to the requirements of Framework Schedule 12 (Value for Money)). The Authority intends to apply the standard approach to the Net Promoter Score whereby:

The NPS Calculation

Calculate your NPS using the answer to a key question, using a 0-10 scale: How likely is it that you would recommend [brand] to a friend or colleague?

Respondents are grouped as follows:

- Promoters (score 9-10) are loyal enthusiasts who will refer others.
- Passives (score 7-8) are satisfied but unenthusiastic customers.
- Detractors (score 0-6) are unhappy customers who can damage your brand through negative word-of-mouth.

Subtracting the percentage of Detractors from the percentage of Promoters yields the Net Promoter Score, which can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter).

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- 9.4.2 The Integrator will be sending surveys to end users in relation to a percentage (c30%) of closed service requests at the point that these are indicated as completed by the Supplier; within the survey will be the Net Promoter Score question as above. The Authority would encourage the Supplier to work with both the Authority and the Integrator to develop a mature approach to reviewing, analysing and acting on service feedback during mobilisation.
- 9.4.3 The Supplier's Service Delivery Plans shall contain details of the proposed methodology for carrying out the Customer Satisfaction Surveys including but not limited to:
- Survey method / medium (on line, paper based etc.);
  - Approach to maximising survey responses;
  - Sample / draft questionnaire; and
  - Approach to the analysis of results.
- 9.4.4 Where the Customer Satisfaction Survey results are of a score less than the agreed satisfaction level as detailed in the percentage scores required within the Key Performance Indicators, the Supplier shall investigate the cause of the dissatisfaction and produce an action plan to address the root cause of customer dissatisfaction, and where appropriate carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.

## 10 REPORTING

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 10.1 The Supplier shall ensure that all data including certification, test results and associated Meta-Data used to generate reports is held within or is accessible by the Supplier CAFM System and uploaded to the Integrator on a timely basis and in accordance with the requirements as set out in the Supplier Systems and CAFM and Reporting Requirements (Annex F). The Supplier must operate a quality assurance process to ensure that all data loaded into Supplier systems and transferred to the Integrator, is accurate. Records of quality assurance checks and data validation must be maintained by the Supplier and the records should be available on request and prior to assurance audits.
- 10.2 The Supplier shall ensure that the format, standard and frequency of reporting is developed and agreed with the Authority and delivered in accordance with their requirements including those relating to the role of the Integrator. Suppliers are required to ensure that in developing their reporting solution, they take account of and meet the requirements of working with the Integrator as set out in the Supplier Systems and CAFM and Reporting Requirements (Annex F).

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10.3 The Supplier shall ensure that the information required to report against its agreed Key Performance Indicators (KPIs) is contained and maintained accurately at all times within the CAFM System and uploaded to the Integrator's CAFM system. The Authority have established the Integrator's CAFM system as the 'one version of the truth' for management information reports. The Supplier shall provide all the necessary interfaces and updates directly through the Integrator's CAFM system, User interface or an automated interface. KPI's will be measured based on the information on the Integrator's CAFM system alone.

#### 10.4 Reporting Types

10.4.1 The Supplier shall provide a broad and comprehensive reporting solution under the following categories:

- Industry standard FM reports; and
- Performance measurement and statistical reporting.

10.5 The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being delivered including but not limited to:

(a) Expert analysis reports;

- i) The Supplier shall compile and analyse a suite of specific reports, to be agreed with the Authority and Integrator during the Mobilisation Period, in support of the Authority's performance measurement and management of the Services. The Supplier shall interpret the reports and provide a written commentary of its expert analysis, as specified by the Authority;

(b) Ad hoc reporting requirements;

- i) The Authority may request the Supplier to create and generate ad hoc reports on its behalf;
- ii) Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Authority; and
- iii) The Authority is answerable to Parliament and, on occasion, is required to respond to Parliamentary Questions regarding the Authority's Affected Property on an urgent basis. The Supplier shall comply with any such reasonable request in the event information is required under these circumstances;

(c) Self-service reporting capability;

- i) The Supplier shall provide the Authority and Integrator with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the Authority;

(d) Performance measurement and reporting.

- i) The Supplier shall report on the Supplier's own performance against the agreed Service Levels and other measures reasonably requested by the Authority. These reports shall include, but not be limited to, summaries at region, business and service level, as appropriate, for the following:
  - Achievement against Response and Rectification Times (Annex H);
  - Reasons for failure to meet any Response and Rectification Times (Annex H);
  - Performance failures accruing as a result of failure to meet Response and Rectification Times (Annex H);
  - Progress on outstanding actions; and



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- Details of action plans for the following Month which will be reviewed to check progress and track actions carried out to completion. The Authority shall not unreasonably withhold or delay agreement of these action plans with the Supplier;
  - ii) The Supplier shall ensure that the CAFM System has the reporting functionality to report against their contractual performance measures that will be agreed between the Authority, Integrator and the Supplier.
- 10.6 Supplier performance measurement and reporting. The Supplier shall report against its performance through:
- (a) Collection of performance Data and associated information;
    - i) The Supplier shall be required to input performance Data relating to its KPIs into the CAFM System and uploaded in real time to the Integrator system. The Supplier shall collate the Data required to calculate its performance against the obligations in the Supplier Performance Mechanism as shown in Schedule L, Contract (Services and KPIs); and transfer this information to the Integrator and Authority. The Integrator will validate and assure the completeness and accuracy of the reported data for the Authority;
  - (b) Calculation of Supplier performance results against Response and Rectification Times (Annex H) in the Supplier Performance Mechanism;
    - i) The Integrator shall measure the Suppliers performance each Month against each of their KPIs and calculate Payment Mechanism scores in accordance with its Supplier Performance Mechanism;
  - (c) Reporting Supplier performance Data and associated information;
    - i) The Supplier shall include as a minimum, a report to the Authority, on a Monthly basis, in a format to be specified by the Authority and agreed by the Supplier, during the Mobilisation Period;
    - ii) The Supplier shall provide a Quarterly report to the Authority and Integrator detailing the performance scores and associated deductions calculated; and
    - iii) The Supplier shall provide a reconciliation report to the Authority and Integrator within seven calendar days following the end of each Quarter.
  - (d) Statistical information reporting;
    - i) The Supplier shall provide Monthly comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including, but not limited to:
      - Inbound volume, by type and region;
      - Completed Service Requests, by inbound channel;
      - Average and maximum call waiting times;
      - Average inbound call duration;
      - Volume of duplicate Service Requests;
      - Total outbound calls;
      - Benchmarking; and
      - Volume of requests originated by the Supplier;
    - ii) The Supplier shall provide the Authority and Integrator with any required reports, written information or statistical information in relation to the Services against all Data held within the CAFM System in response to reasonable ad hoc requests from the Authority.

## 11 PERFORMANCE SELF-MONITORING

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 11.1 The Supplier is required to undertake a performance self-monitoring regime to be defined by the Authority.
- 11.2 Within this, the Supplier is required to:
  - (a) Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
  - (b) Monitor the performance of the Services and produce Monthly performance reports for the Authority; and
  - (c) Maintain a Management Information System (MIS) to analyse information in Real Time on the performance of each required Service. It shall be capable of monitoring Real Time performance against defined performance requirements.
- 11.3 The Management Information System utilised by the Supplier shall at all times throughout the period of the Contract be capable of monitoring performance of services and interfacing with the Integrator's systems, notwithstanding any changes in work practices, technology or agreed performance standards.

## 12 BUSINESS CONTINUITY AND DISASTER RECOVERY (BCDR) PLAN

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 12.1 The Supplier shall have its own BCDR Plan to ensure that it can continue to deliver the Services at each Affected Property. It will support the development, execution and testing of the Authority's BCDR plans. These will be tested twice yearly and the Supplier shall fully participate in these tests.
- 12.2 The Supplier shall notify the Authority or its representative as soon as it becomes aware of a disaster event or a likely disaster event and shall collaborate with the Authority to ensure that the BCDR Plan interface is seamless in supporting the Authority's Core Business.
- 12.3 The Supplier shall liaise with the Authority or its representative to ensure that appropriate communication lines are maintained.
- 12.4 At the request of the Authority, the Supplier shall assist in testing the Authority's BCDR Plan at intervals to be agreed by the Parties. The Supplier's BCDR Plan shall detail the processes and arrangements which the Supplier shall implement and the procedures which the Supplier shall follow in respect of the Services throughout the duration of the Contract.
- 12.5 The Supplier shall ensure that its BCDR Plan addresses 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 Authority.

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- 12.6 The Supplier shall ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Authority or its representative of all scheduled interruptions to any energy supply if it may affect the Authority's operations.
- 12.7 The Supplier's BCDR Plan shall include but not be limited to:
- Loss of access to the Affected Property;
  - Loss of utilities to the Affected Property;
  - Loss of the Supplier's Helpdesk or CAFM system;
  - Loss of subcontractor;
  - Emergency notification & escalation process;
  - Contact lists;
  - Staff training and awareness;
  - BCDR Plan testing;
  - How it will engage and support the Authority BCDR plans in live and test situations; and
  - Post implementation review process.
- 12.8 The Supplier shall coordinate the BCDR Plan with the Authority and utilities providers.
- 12.9 The Supplier shall provide a draft of its BCDR plan as part of the tender response requirements and its final BCDR Plan within sixty (60) Working Days following the Service Commencement Date. The BCDR Plan shall be updated annually thereafter or after significant findings arising from BCDR testing.
- 12.10 The BCDR Plan for each of the Services and for the individual Affected Property will be provided to the Integrator with sixty (60) Working Days following the Service Commencement Date
- 12.11 The Authority may require the provision of professional advice in relation to its own BCDR Plan including but not limited to safe evacuation of premises during an emergency and the operation of emergency systems. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each Affected Property. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.
- 12.12 The Authority's BCDR Plan is confidential and the Authority will decide which information will be divulged to enable the Supplier to support the Authority and enable full participation in the Authority's BCDR testing. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Authority.

### 13 QUALITY MANAGEMENT SYSTEM

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 13.1 The Supplier shall have in place ISO 9001 accreditation. The Supplier shall maintain such accreditation throughout the Contract Term. The Supplier shall provide the Authority with evidence of its ISO 9001 accreditation as part of the tender response and upon request at any time during the Contract Term.
- 13.2 The Supplier shall implement a Quality Management Plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining the Authority's existing ISO 9001 accreditation and its related systems.
- 13.3 The Supplier shall be responsible for quality assuring the delivery of its (and any sub-contracted) services and any associated information being provided (including and not limited to performance data and financial information). The Supplier shall provide a detailed explanation of how they intend to meet this requirement and ensure services are delivered and quality checked before the job status is shown as completed, as part of their tender response. The Supplier shall also provide an explanation in the tender response detailing how they intend to quality assure the accuracy of any data provided to the Integrator or the Authority before the information is sent.
- 13.4 The Authority is implementing a holistic approach to compliance and auditing as part of the new FM Service model. This model contemplates a level of trust being vested in the Supplier through self-certification approaches. This is balanced with a controls regime, which will incorporate auditing and service reviews undertaken by the Authority's Integrator Supplier and FM Client Unit. The Supplier shall implement a controls regime that includes as a minimum:
- (a) Ensuring that the Services are delivered in a manner that is consistent with legislative, regulatory and contractual/performance obligations;
  - (b) Ensuring that the Supplier's ways of working reflect better practices in relation to Health and Safety; examples of which but not limited to:
    - Improvements and more proactivity in tracking compliance related work from initiation to completion including provision of evidential documentation and associated meta-data.
    - Faster turnaround on the supply of test certificates and documentation after the test or Health and Safety work has been undertaken.
    - Better tracking and focus on the timely close out of Health and Safety works and defects identified as a result of compliance testing.
    - Improved reporting on outstanding Health and Safety work.
    - Improved quality assurance processes around Health and Safety work to ensure that completed work can be warranted by the Supplier as fully complete and compliant.
    - Improved processes around the issue and amendment of safe systems of work before operatives commence work.

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- Improved controls to ensure operatives are made fully aware of the building hazards (unique to each site) – before they undertake work. The Site Log Book process and signing in process is key to enabling this.
  - (c) Ensuring effective financial controls that provide for appropriate levels of cost assessment and validation of the accuracy of invoices;
  - (d) Reflecting greater levels of audit required on critical buildings/works where such buildings and or works could have a significant impact on Authority operations;
  - (e) Having the required level of technical input to the delivery of services and works; and
  - (f) Achieving an appropriate risk allocation in undertaking audits, balancing audit cost with relevant risks and control requirements.
- 13.5 In addition to the audits that the Supplier shall undertake, the Supplier shall also be subject to commercial audits and planned building and service audits (at which relevant Supplier's managers will be expected to be present) and random audits covering the same range of issues (at which Supplier's managers will not be present). The outcomes of audits may result in the need for the Supplier to implement remediation plans and/or for the Authority to apply other remedies (including additional audits) as appropriate.
- 13.6 The Supplier's senior manager with governance responsibility for the Contract shall provide a written statement no later than the last Working Day in April and October of each year during the service period which shall be in the form of a letter to the Service Manager and which shall include:
- (a) Confirmation of whether the Services have been provided in the previous six months in accordance with all statutory requirements, including but not limited to those under Health and Safety legislation and mandatory requirements in the Service Information;
  - (b) Any known issues which have been identified with the discharging of such duties and requirements and, if they have not been met, details of where and why; and
  - (c) The actions taken by the Supplier's senior manager to satisfy themselves with the accuracy of the statements made in the letter.

## 14 STAFF AND TRAINING

### **The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 14.1 The Supplier shall attract, recruit and retain Supplier Personnel necessary to deliver the required Services and any future expansion of the required Services.
- 14.2 The Supplier shall:
- (a) Maintain appropriate staff records for all Supplier Personnel;

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- (b) The Supplier shall set out the number of staff training days it expects to deliver per service specialism, per year as part of its tender response and it shall maintain staff training records of all Supplier Personnel and training completed against plan; and
  - (c) Maintain records of any training provided to the Authority's staff.
- 14.3 The Supplier shall ensure that Supplier Personnel provide evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006). The cost of obtaining any such evidence shall be the responsibility of the Supplier.
- 14.4 Any Supplier Personnel who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.
- 14.5 Any Supplier Personnel who has not received the clearance required by the Authority, and who are required to be at the Affected Property must be accompanied and supervised at all times by an individual who has the appropriate level of clearance. Any member of Supplier Personnel who has their clearance rejected or commits an offence or activity that means their security clearance would be revoked shall not be permitted to work on the contract, will be removed immediately and replaced at no cost to the Authority.
- 14.5.1 The Supplier will need to check that all staff that transfer have the correct clearance level and their security pass is valid and matches the specific employee. The Supplier should also note that periods of clearance differ and there will be the requirement to monitor clearance expiries and proactively require staff to reapply for their clearance prior to the expiry so that they maintain continuous clearance pursuant to their role.
- 14.6 The Supplier shall provide an induction programme for all Supplier Personnel and for any relevant Authority staff, and also participate in any relevant Authority induction programme.
- 14.7 Where more than one substantiated complaint is made against any individual Supplier Personnel within any Month, the Supplier shall investigate and take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required with the Authority.
- 14.8 The Supplier must ensure that the Supplier (and sub-contractor) Contract Personnel have a good command of the English Language in terms of literacy, i.e. reading writing and the spoken word, as well as understanding and comprehension. The Supplier shall deliver services to ensure the requirements of the Welsh Language Scheme as set out in the Welsh Language Requirements Annex E
- 14.8.1 In terms of the spoken word, it must be of a level that is understood clearly without difficulty. This will include the ability to communicate effectively with others both orally and in writing.
- 14.8.2 All Supplier personnel must be able to write legibly in order to communicate information clearly and concisely.

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- 14.9 The Supplier shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Supplier personnel prior to deployment within each Affected Property. Within Affected Properties that are Head Quarters in Whitehall / Westminster, Supplier Personnel must have received Counter Terrorist Check (CTC) national security clearance before they are permitted any unescorted access to the Affected Property. This clearance must be verified by the Employer's Corporate Security and Business Continuity Branch.
- 14.10 All Supplier Personnel who are in a managerial position are required to be attired in suitable smart clothing appropriate for the activity they undertake.
- 14.11 All Supplier personnel who are dedicated to the Contract shall be provided by the Supplier uniforms appropriate for their activity branded with the Authority's Shared Estate Cluster branding. The exception to this is the QEII Conference Centre where the Suppliers will provide the uniforms but these shall be branded with the QEII's own logo. For the avoidance of doubt suitability of all Supplier Personnel's attire and uniforms will be decided by the Authority.
- 14.12 The Supplier may have to undertake system and process training delivered by the Integrator supplier. It is expected that this will be via a 'train the trainer' system where the Integrator will train a number of Supplier Staff and the Suppliers trainers will cascade further training.

## 15 SELECTION AND MANAGEMENT OF SUB-CONTRACTORS

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 15.1 In compliance with Clause 26 of the NEC3 Contract, the Supplier is required to actively manage all aspects of sub-contractor involvement in the Contract to ensure that all Services received reflect that required under the Contract, and specifically that which is paid for. An explanation of their Supplier accreditation process shall be provided as part of the tender response. Key aspects of the role include but are not limited to:
  - (a) Protecting the Authority's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Contract;
  - (b) Supervision and performance monitoring against agreed KPIs;
  - (c) Benchmarking and market testing of Services against the provision from other service providers;
  - (d) Problem solving and dispute (prevention and) resolution where issues exist;
  - (e) Auditing, inspecting and quality assurance of the Sub-Contractors' work, ensuring that they comply with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
  - (f) Establish and maintain appropriate records and information management systems to record and manage the performance of the sub-contractors;

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- (g) Receiving, checking and authorising invoices for payment for additional services, ensuring full details of labour and materials breakdowns are promptly provided in support of any application;
- (h) Monitoring sub-contractors' approach to rectifying defects;
- (i) Managing communication between the Authority and the sub-contractors; and
- (j) The Supplier shall warrant that all sub-contractors carry adequate public and personnel liability insurance and that they are legally and professionally compliant in all activities whilst operating within the Affected Property. The Supplier shall demonstrate unequivocally the acceptance of these issues.

**16 MOBILISATION****The costs associated with the delivery of this specification payable on a Milestone Basis in Accordance with Draft Contract Schedule O**

- 16.1 The Mobilisation Period will commence on the Contract Date and align to the phased Service Commencement dates for each of the FM Contracts as follows:

<b>22 January 2018</b>	Phase One:	MoJ's NPS and ALBs plus the CPS
<b>22 January 2018</b>	Phase Two:	MoJ HQ
<b>01 April 2018</b>	Phase Three:	DfE property cluster

- 16.2 The Supplier shall as part of their Mobilisation team nominate appropriately skilled and experienced resources to perform the roles of:
- (a) Programme Manager – to have overall responsibility for the delivery of the Mobilisation who shall be dedicated to the programme;
  - (b) Systems lead – to lead all systems related activity including any development required for interfaces with the Integrator;
  - (c) Test manager – to undertake all acceptance testing relating to systems, interfaces with the Integrator and in relation to acceptance tests applicable to Mobilisation Milestones;
  - (d) Data lead – to lead all data collection and migration activities; and
  - (e) People lead – to lead on all aspects of HR mobilisation including Transfer of Undertakings (Protection of Employment) (TUPE) transfers, on-boarding of new staff and training



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- 16.3 The Authority will pay for the Mobilisation on a Milestone basis whereby a percentage of the Mobilisation sum will be payable on the achievement of a particular Milestone, a further percentage will be paid on achievement of all Milestones and the remainder will be paid on completion of Transformation when services are operating as intended. Acceptance tests will apply to each Milestone and Acceptance Certificates will be issued by the Authority in advance of payment of Milestones.
- 16.4 The Milestones that shall apply to the Mobilisation of the Services comprise:
- Milestone 1 – Submission of Mobilisation Plan
  - Milestone 2 – Completion of Asset Register
  - Milestone 3 – Submission of PPM schedule
  - Milestone 4 – Resourcing and management
  - Milestone 5 – Submission of service plans/contract plans
  - Milestone 6 – Testing of interfaces with the Integrator
- 16.5 The Supplier shall participate in the briefings and workshops with the Authority and the Integrator during Mobilisation in relation to the requirements of the process, data and information flows and interfaces that need to be incorporated into their Service solutions and CAFM systems.
- 16.6 **Mobilisation Plan**
- 16.6.1 During the Mobilisation Period, the Supplier shall:
- (a) Work with the incumbent supplier, the Integrator and the Authority to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
  - (b) Mobilise all the Services specified in Service Requirements within the Contract;
  - (c) Appoint a Supplier Representative who shall act as the Programme Manager and be responsible for the management of the Mobilisation Period, to ensure that the Mobilisation Period is planned and resourced adequately, and act as a point of contact for the Authority and Integrator;
  - (d) Produce a mobilisation plan, to be agreed by the Authority, for carrying out the requirements within the Mobilisation Period including, but not limited to key milestones and dependencies;
  - (e) A draft mobilisation plan shall be provided as part of the tender response and a final version of the mobilisation plan shall be submitted to the Authority within thirty (30) days of the Service Commencement date;
  - (f) Detail how they will work with the incumbent supplier, the Integrator and the Authority Representative to capture and load up information such as Asset Data;
  - (g) Liaise with the incumbent supplier to enable the full completion of the Mobilisation Period activities;

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- (h) Produce and implement a communications plan, to be agreed with the Authority, including but not limited to the frequency, responsibility for and nature of communication with the Authority and end users of the Services; and
- (i) Produce a mobilisation report for each Affected Property to encompass programmes that will fulfil all the Authority's obligations to landlords, and other tenants. The format of reports and programmes shall be in accordance with the Authority's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Authority.
- (j) Construct and maintain a mobilisation risk and issue register in conjunction with the Integrator and the Authority detailing how risks and issues will be effectively communicated to the Authority in order to mitigate them.
- (k) Manage and report progress against a mobilisation plan. The Supplier shall provide weekly Mobilisation summary flash progress reports detailing;
  - i) Activities undertaken and progress made.
  - ii) Progress against plans and milestones.
  - iii) Status of action items agreed at monthly progress meetings.
  - iv) Key risks and issues and mitigation approaches implemented and proposed.
- (l) The Supplier shall provide detailed monthly Mobilisation progress reports within four (4) days of month end (and in sufficient time for monthly progress meeting) detailing;
  - i) Activities undertaken and progress made.
  - ii) Progress against plans and milestones.
  - iii) Key risks, issues and mitigation approaches implemented and proposed.
  - iv) Status of action items agreed at the previous monthly progress meeting.
  - v) Requests for additional functionality and/or process changes.
  - vi) Status and performance of trials and tests of services and Supplier functionality.
  - vii) Update on overall confidence in service go live as intended and/or the need to apply contingency arrangements in respect of FM service go live.
- (m) The Supplier shall attend weekly conference calls and fortnightly progress meetings in accordance with the Authority's requirements during the Mobilisation Period. Mobilisation meetings shall be chaired by the Authority and all meeting minutes shall be kept and published by the Supplier.

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- (n) The Supplier shall ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless change of control between incumbent supplier and the Supplier.
- 16.6.2 During the Mobilisation Period, the incumbent supplier shall retain full responsibility for all extant Services until the Service Commencement Date or as otherwise formally agreed with the Authority. The incoming Supplier's full service obligations shall formally be assumed on the Service Commencement Date as set out in the Service Information within the Contract.
- 16.6.3 The Supplier shall work cooperatively and in partnership with the Authority, incumbent supplier, and other FM and Integrator Supplier(s) where applicable to understand the scope of Services to ensure a mutually beneficial handover of Services.
- 16.7 **Interaction with stakeholders**
- 16.7.1 The Supplier shall conduct site visits where weaknesses in Asset Data have been identified, to reassess the accuracy of the Data and to inform prioritisation of Asset Verification.
- 16.7.2 The Supplier shall undertake their own due diligence on the Asset Data provided during the tender period and the Authority does not warrant the Asset Data. The Supplier shall undertake their own due diligence on any data provided by the Authority prior to tender submission. The Supplier shall conduct an Asset Verification process on the Asset Data during the Mobilisation and Verification Period in accordance with Contract Schedule O.
- 16.7.3 The Supplier shall familiarise itself with the Authority's Affected Properties and the needs of the Building Users. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison that will be involved with the Building Users in this period and the complexity and diversity of their operating methods.
- 16.7.4 The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the Building Users are in place by the end of the Mobilisation Period.
- 16.7.5 During the Mobilisation Period the Supplier shall undertake the routine examinations and inspections of the premises and Services necessary to assume its duties.
- 16.8 **CAFM System and Asset Data**
- 16.8.1 The Supplier shall ensure that via Asset Verification or by other means that all Assets held on Affected Properties are uploaded into the Supplier and Integrator CAFM Systems during the Mobilisation Period. The structure of assets and naming conventions should be in accordance with The Authority Asset Hierarchy (Annex L).

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16.8.2 The Supplier shall work with the incumbent supplier and the Integrator to facilitate a transfer of all Asset Data and historical maintenance data into the new CAFM System during the Mobilisation Period ready for Service Commencement Date. This asset data will also need to be uploaded to the Integrator CAFM system. This will include the establishment of processes and procedures to enable the production of a Forward Maintenance Register (FMR) within the Integrator CAFM system to record future investment required by the Authority. This may involve transferring existing FMR information from the Incumbent. The format of the FMR will be agreed with the Authority and the Integrator.

16.8.3 During the Mobilisation Period the Supplier shall liaise in detail with the Authority and Integrator to ensure that its proposed CAFM systems can interface with the Integrator's systems. The Integrator will not be able to adapt its systems and process to suit the Supplier as these are designed to reflect the needs of the Authority. The Integrator will be establishing processes/Interfaces with the Supplier for the distribution of work, updates etc. This will facilitate Real-Time reporting from the Supplier. The Supplier will need to provide automated processes to transfer reactive and planned/scheduled work orders to and from the Integrator CAFM system and provide necessary licences for their own systems. In relation to the development of Interfaces the following parameters will apply:

(a) Transport and Mechanism

- i) Data will be exchanged via web services using HTTPS
- ii) SOAP based protocols
- iii) Port numbers to be defined
- iv) Data will be in XML

(b) Transfer of Files - SFTP will be used for the transfer of files however the meta-data will be sent using HTTPS and XML

(c) Error Handling - The system cannot assume that transmission will complete successfully. Failure must be handled at both ends of the interface:

- i) If there is failure the system must queue requests for later re-issue
- ii) Continuous failure must alert support staff
- iii) All failures to be logged
- iv) Each transmission must have confirmation response. If not received failure is assumed.

(d) Data Validation and Transformation - The destination system will validate and transform the data to the correct format for use.

16.8.4 The Supplier shall be in continuous contact with the Integrator for the establishment of the CAFM System. The Supplier shall provide the CAFM System to enable delivery of the services for the Authority and at the end of the Contract term, or in the event of termination of the Contract for any reason, ownership of the CAFM System data shall remain with the Authority.

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- 16.8.5 During the Mobilisation Period the Supplier shall be responsible for implementing the full CAFM System in accordance with the Authority's requirements as set out in the Service Level Requirements.
- 16.8.6 The Supplier shall ensure that during the Mobilisation Period that all business Critical Assets are denoted as critical within the CAFM System to ensure that the correct Helpdesk Service Levels are applied. Where this information is not available or incomplete, the Supplier shall assess the scope of the Asset and advise the Authority where there are Business Critical Assets or Assets requiring maintenance.
- 16.8.7 The Supplier shall ensure that full CAFM System training is provided to all Supplier Personnel, Sub-Contractors, Integrator and Authority Representatives and other FM Suppliers where applicable prior to Service Commencement Date.
- 16.8.8 The Supplier shall ensure that all Helpdesk/dispatch team staff are fully trained and ready to mobilise the Helpdesk at the Service Commencement Date.
- 16.8.9 Supplier shall provide twenty (20) user licences for the Authority and Integrator which shall be transferable.
- 16.8.10 The Supplier shall ensure that all appropriate information required for a successful mobilisation and transition of Service delivery is obtained from the incumbent supplier before the Service Commencement Date.
- 16.8.11 The Supplier shall note that the Authority cannot guarantee the completeness or accuracy of any information provided by the Authority, or that of the incumbent supplier.
- 16.8.12 The Supplier shall ensure a timely build of all IT platforms in their CAFM System and associated interfaces with the Integrator CAFM to meet the requirements triggered by the Service Commencement Date of the Contract.
- 16.8.13 The Supplier shall ensure that the following system capability is fully developed at the Service Commencement Date:
- Helpdesk;
  - Asset tracking
  - Cost control;
  - Property management;
  - Reporting functionality; and
  - Disaster Recovery and Business Continuity.
- 16.8.14 The Supplier shall ensure the CAFM System can produce all reports required under the MI Reporting Template from the Service Commencement Date.
- 16.8.15 The Supplier shall ensure the format, standard and frequency of reporting is developed and agreed with the Authority, Integrator and any other FM supplier(s) where applicable, and delivered in accordance with their requirements.

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- 16.8.16 Where applicable, the Supplier shall ensure that the full reporting capability is fully functional within the CAFM System at Service Commencement Date to enable the FM supplier(s) to report against their contractual performance measures and provide this to the Integrator
- 16.8.17 Where applicable, the Supplier shall ensure that at Service Commencement Date it has the ability to report on the FM Supplier(s) and any associated Sub-Contractors performance and provide this to the Integrator.
- 16.8.18 The Supplier shall ensure that the information required to report its KPIs is contained within the CAFM System and electronically uploaded to the Integrator's system.
- 16.8.19 The Supplier shall ensure that at the end of the Mobilisation Period that the CAFM System has the ability to perform all Services Required under the contract
- 16.8.20 The Supplier shall ensure that the CAFM System is sufficiently populated at the Service Commencement Date to enable the delivery of the full range of planned and reactive Services for each Affected Property.

**16.9 Security during the Mobilisation Period**

- 16.9.1 The Supplier shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Supplier Personnel have the necessary security clearance in place before the Service Commencement Date. The Supplier shall ensure that this is reflected in their mobilisation plans. The Supplier shall ensure that a pool of additional pre-cleared mobilisation resources are available to cover sickness, leave and religious festival dates etc.
- 16.9.2 Supplier Personnel and Sub-Contractors shall not access the Authority's IT systems, or any IT systems linked to the Authority's IT systems, unless they have satisfied the Authority's security requirements.
- 16.9.3 The Supplier shall be responsible for providing all necessary information to the Authority to facilitate security clearances for the Supplier Personnel and Sub-Contractors in accordance with the Authority's requirements.
- 16.9.4 The Supplier shall provide the names of all Supplier Personnel and Sub-Contractors and inform the Authority of any alterations and additions as they take place throughout the Contract.
- 16.9.5 The Supplier shall ensure that all Supplier Personnel and Sub-Contractors requiring access to the Authority's Affected Property have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. If a property requires Supplier Personnel or Sub-Contractors to be accompanied by the Authority Representative, the Authority must be given reasonable notice of such a requirement, except in the case of emergency access.
- 16.9.6 The level of clearance required for the mobilisation team is BPSS and CTC for those developing the CAFM IT Solution.

**16.10 Planned Preventative Maintenance during the Mobilisation Period**

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- 16.10.1 The Supplier shall detail in a Service Delivery Plan any specific requirements of the Authority during the Mobilisation Period including but not limited to the creation of a Planned Preventative Maintenance schedule in electronic and printable fifty-two (52) weekly format for each Affected Property. The Service Delivery Plan shall be presented to the Authority and agreed with them.
- 16.10.2 The Supplier shall ensure that for all Affected Properties, all planned services including a fully compliant and accurate Planned Preventative Maintenance (PPM) schedule, which plans all required maintenance activities for the first twelve (12) Months of the Contract is uploaded to the Supplier and Integrator CAFM Systems and updated and reissued for all other subsequent years of the contract. The plan should also show where tasks with durations that are less frequent than annual have been scheduled over the full term of the contract.

## 17 FM SUPPLIER UTILITIES PAYMENTS

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 17.1 The Supplier shall provide a Utilities payment and consumption monitoring service to enable the timely payment of Utilities at Affected Properties. The Utilities payment service shall involve the payment of all utilities including electricity, gas, water and oil where these utilities are supplied directly by utilities suppliers to the Authority. Note this service does not include the payment of utilities where these are included as part of a Landlord service charge.
- 17.2 The Supplier shall implement and manage a comprehensive financial management system for the processing, payment and reporting of utilities cost and consumption forecasts, actuals and variances for each Affected Property. The Supplier shall ensure that all financial data and practices are in accordance with IFRS and normal accounting practices or as otherwise required by the Authority.
- 17.3 The Supplier must also ensure that the settlement of Utilities costs attributable to the Authority's Affected Property, is completed in a timely manner to ensure the Authority incurs no additional cost or withdrawal of the services/supply. The Supplier will pay the third-party invoices including through specific client bank accounts and seek reimbursement/settlement from the Authority with no uplift in cost.
- 17.4 High level processes for the approach to the management of financial transactions are provided at Contract - Schedule O (Payment Mechanism)
- 17.5 The Supplier must operate a banking system, which complies with the Authority's requirements for the purpose of banking payment of expenditure relating to utilities.
- 17.6 The Supplier must develop for the Authority's approval annual budgets for all elements of Utilities expenditure in accordance with the Authority's budgeting and business planning cycle.
  - a) The Supplier must deliver all necessary consumption, management and financial reporting information required for the effective operation of the Affected Properties,

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in accordance with IFRS and data standards specified in this Service Specification and the Contract.

- b) The Supplier must provide monthly financial reports against agreed budgets, that set out for each Affected Property, against each element of utilities expenditure, the spend per month and the spend year to date versus budget and variances and forecast out-turn.
- c) The Supplier must provide the Authority with short term rolling cashflow projections. The requirement is for annual cashflow forecasts as follows:
  - the first six month's cashflow is required on a weekly basis; and
  - the last six months' cashflow is required on a Monthly basis.
- d) The Supplier must coordinate and administer all taxation requirements relating to the Affected Properties. In particular, the Supplier must:
  - Maintain all necessary records and where necessary provide appropriate tax invoices to enable the Authority to meet its taxation compliance obligations; and
  - Provide all necessary information to enable the Authority to reclaim any tax.
- e) The Supplier must establish and manage an effective and secure controls regime in relation to the processing and management of all financial transactions.
- f) The Supplier must coordinate and manage the timely payment of all Authority utilities expenditure in accordance with relevant contract and/or other supply agreements.
- g) The Supplier must ensure that there are zero instances of theft and/or fraud in relation to Authority monies or monies held in trust on behalf of the Authority.

17.7 Additional detail on Utilities can be found within Annex B Sustainability Requirements.

## 18 SUSTAINABILITY

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

### 18.1 Guiding Principles

- 18.1.1 The Authority is committed to operating a low carbon, resource efficient estate, and recognises the importance of responsible utility management and the efficient use of resources throughout its operations. It seeks to protect the environment by conserving natural resources and reducing harmful emissions. All activities undertaken by the Supplier shall therefore minimise, and where possible, avoid having an impact on the environment and take measures to restore, maintain or enhance biodiversity.
- 18.1.2 The Supplier shall take account of, and comply with, the Authority's Sustainable Operations Policy (Annex Ma) and the Customer's aims, objectives and targets in relation to the framework for Greening Government Operations and Procurement (Annex Mb).



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- 18.1.3 The Supplier shall support and maintain the Authority's Environmental Management Systems (EMSs), and shall, where applicable, implement these systems of the Authority based on a recognised standard, such as ISO 14001.
- 18.1.4 The Supplier shall take cognisance of any new Government initiatives in environmental management, in order to support the Authority in their delivery.
- 18.1.5 The Authority will expect innovation in the delivery of all environmental management and purchasing, as new approaches to environmental management become available, and as Government policy changes. The Supplier shall advise the Authority on new technologies which may be beneficial to the Authority's current strategy.
- 18.1.6 The Supplier must co-operate with any activities or actions which help achieve the Sustainable Operations objectives of the Authority.
- 18.1.7 The Supplier shall provide comprehensive, best practice environmental management in delivering the Services outlined in this Contract, in accordance with the Authority's Sustainable Operations Policy, and to support timely progress towards existing and future Government sustainability targets.
- 18.1.8 The Supplier shall be responsible for implementing the Sustainability Guiding Principles in accordance with the Authority's Requirements as set out in the Sustainability Requirements (Annex B).

## 19 EXIT AND TRANSFER

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 19.1 The Supplier shall ensure that they work closely and co-operatively with the Authority to ensure a smooth and effective handover of responsibility for the provision of all or part of the Services from the Supplier to the incoming supplier where all or part of the Services required cease to be provided by the Supplier in accordance with the new contract.
- 19.2 The Supplier shall provide appropriate handover support to any incoming supplier including allowing access during the incoming supplier's Mobilisation Period to allow timely sharing of information.
- 19.3 The Supplier shall ensure that during the transition from the Supplier to the incoming supplier(s) that all Services are maintained with the minimum disruption to the Authority.
- 19.4 The Supplier shall ensure that after the Service Commencement Date the Supplier shall agree a detailed exit and transfer plan with the Authority within a period to be defined by the Authority. The Supplier shall ensure that this plan is reviewed at intervals (intervals to be defined by the Authority) throughout the duration of this Contract or at such frequencies as requested by the Authority.
- 19.5 The Supplier shall, where requested by the Authority, provide such information as is required for the Authority to aid due diligence and run a competitive tender for re-supply of the Services.

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- 19.6 Where the Authority notifies the Supplier of the intent to terminate the Contract or at an agreed time prior to the expiry of the Contract, the Supplier shall act reasonably and in good faith to work with the Authority to develop an exit and transfer plan to transfer the Services to the Authority or the incoming supplier(s).
- 19.7 The Supplier shall be responsible for maintaining the exit and transfer plan and updating the risk management plan ensuring that this is made available to the Authority as and when requested.
- 19.8 The Supplier shall allocate a Supplier Representative who will be responsible for managing the exit and transfer plans as finalised and agreed between the Supplier and the Authority.
- 19.9 The Supplier shall co-operate and act reasonably with the Authority and any third parties to ensure that the delivery of the required Services is not negatively impacted during the transition period including but not limited to ensuring that the same levels of Supplier Personnel for each activity are maintained during the transition period between the end of the Contract and the beginning of the Authority's new Contract with the incoming supplier(s).
- 19.10 The Supplier shall allow reasonable access to any incoming supplier(s). Access requirements will be defined by the Authority prior to any transition period to a new Contract.
- 19.11 The Supplier shall ensure that they continue to provide the required reports and MI requirements as stated within this Schedule 2 and Framework Schedule 9 (Management and Performance Information) during the transition period.
- 19.12 The Supplier shall apply to the Authority for access to Affected Properties where de-installation of equipment is required.

## PART B. MAINTENANCE

### 20 MAINTENANCE GENERAL REQUIREMENTS

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 20.1 The Supplier shall work alongside the Authority throughout the contract period to forward plan and provide cost estimates for financial planning purposes. During Mobilisation, the Supplier will establish processes and procedures to record and deliver a Forward Maintenance Register within the CAFM system based on all the Services delivered under the Contract to identify investment required in the Affected Properties. This register is to be updated each Quarter by the Supplier and uploaded to the Integrator's system to consolidate on behalf of the Authority.
- 20.2 For reactive work that exceeds the Comprehensive Liability Threshold, the Supplier shall make contact with the Integrator's Helpdesk and communicate the nature of the problem, the best value technical solution to resolve the fault and the estimated cost of the work. The Integrator will review the proposed technical solution (e.g. replace or repair) and advise the Authority on whether to approve or enter into a dialogue with the Supplier on alternative options. Where the Supplier considers the asset is 'Beyond Economic Repair', the Supplier must be able to evidence this by failure trends and data from the Helpdesk and CAFM system. The age of the asset is not sufficient by itself to justify that it is beyond repair or a time expired asset.
- 20.3 The Authority is not seeking to transfer Life Cycle risk to the Supplier and where the Service Manager agrees the Supplier has provided sufficient evidence that an Asset is 'Beyond Economic Repair' it shall be replaced at the Authority's cost. Where the cost of an Asset replacement or repair is below the Comprehensive Liability Threshold the cost will be deemed to be included in the Suppliers Fixed Price sum. When Assets are agreed by the Authority as 'Beyond Economic Repair' the Supplier will formally record this by issuing an Early Warning System to the Integrator to formally record this on both CAFM systems. Further failures of the asset will become fully chargeable (the Comprehensive Liability Threshold will not apply) until the Asset is replaced.
- 20.4 The Authority shall be the final arbiter on whether an Asset is 'Beyond Economic Repair' but will act reasonably in reaching such a decision, seeking the advice and guidance from the Integrator and the Authority Client Unit Technical specialist. The decision will be based upon the following assessments:
  - (a) If the projected cost of the repair exceeds the cost of replacing the Asset and failure trend data is available to evidence the economic case.
  - (b) If the part(s) required to repair the Asset are no longer available, retrofit of a suitable alternative is not possible or unless there is a possibility of manufacture of part as a cost effective alternative.

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- (c) The Supplier shall apply a sensible approach to the definition of systems and Assets (as defined in the Authority Asset Hierarchy (Annex L)). The Supplier will not be permitted to break an Asset down to its composite parts, for example (and not limited to), a burner within a boiler being past its economic life shall not mean the boiler itself to be past its economic life. In the above example if a new compatible burner in current production is obtainable and can be installed this would constitute a reactive repair. The Comprehensive Liability Threshold will apply. The Supplier is to apply this methodology when considering whether items are beyond economic repair. Similarly, the Supplier will not be permitted to bundle items together to offset the Comprehensive Liability Threshold. For example, if multiple valves require replacement and the cost of each valve is under the Comprehensive Liability Threshold then the Supplier will replace all the valves at their cost. Similarly, the failure of one light fitting shall be treated as a separate entity with the consumables and Comprehensive Liability Threshold applying on a light fitting by light fitting basis.
- 20.5 Where replacement of the said asset has been deemed appropriate by the Authority, the Supplier shall assist the Authority in determining a suitable replacement option taking into account operational use, whole life cost and required life factor.
- 20.6 The Authority may require Building Research Establishment Environmental Assessment Methodology (BREEAM) in-use or similar assessment of the building's performance to be carried out at agreed intervals.
- 20.7 The Authority requires the provision of a Hard FM Service that is fit for purpose. The Authority requires the Service Provider to be innovative in its approach to providing the Hard FM services.
- 20.8 The Authority is specifying a non-invasive Planned Preventative Maintenance (PPM) approach for the majority of the Estates. A few buildings in the Estate (circa 16) will be maintained to SFG 20 standard. The Service Data Matrix (Annex K) shows the PPM standard applicable to each Affected Property. The Authority's PPM Standard is shown in Annex I and the Supplier shall review this standard and confirm to the Authority as part of their tender response that they are happy the specification meets statutory compliance. If the Supplier feels that additional tasks are required to meet compliance with statutory and Approved Codes of Practice, the Supplier shall provide the detail of any additional maintenance activity and the associated frequency and reasoning for the changes as part of their tender response. The Authority and Integrator will monitor Asset failure trends and may add or subtract Planned Maintenance tasks over the life of the contract to ensure best value and compliance is maintained.

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- 20.9 A Critical Asset is defined as an asset, which if it were to become lost, destroyed, dysfunctional or unusable would have a significant detrimental effect on the Core Business, this includes but is not limited to:

Critical Asset	Description	Example
Assets in areas accessible to the public	Assets which if they became unavailable, would seriously compromise the security of the buildings or health, welfare and safety of visitors and building Occupants.	Panic Alarm Systems, Personal Attack Alarms, CCTV Systems, Security Alarms, Locking systems, Lifts, Lighting and Emergency Lights,
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.	Central Power Systems, Standby Generator Sets, Air Conditioning, Heating, ventilation and cooling systems. Security doors and locking systems
Assets in IT Server Rooms	The loss of such assets would lead to loss or disruption of 'Core Business'	Power and Standby Power to server rooms. Air conditioning systems dedicated to server rooms.
Assets in other areas	The loss of such assets that may compromise the security of the buildings, health and safety of persons or may result in damage to stored commodities.	Fire Protection Systems and Security Alarm Systems. Heating Systems.

- 20.10 The Comprehensive Liability Threshold, excludes VAT and any associated travel cost, but includes labour, materials, profit, overheads and any other relevant cost. All repairs and replacements up to the agreed Comprehensive Liability Threshold level must be included in the Supplier's Lump Sum Price. Where the cost of the repair or replacement exceeds the Comprehensive Liability Threshold, the Authority will pay for the excess above the threshold value. The Supplier is required to record the total cost of all jobs within the CAFM System, whether these are above or below the Comprehensive Liability Threshold and provide the material and labour cost breakdown figures for each and every job. This also applies to Sub-Contracted work.
- 20.11 Where reactive repairs are identified whose value is over the Comprehensive Liability Threshold excluding VAT (including labour, materials, profit, overheads and any other relevant costs), the Supplier must undertake the repairs having first gained the approval of the Authority.

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- 20.12 If damage or loss is suffered at an Affected Property as a result of maintenance work not being carried out in accordance with the Contract, or where evidence cannot be provided of the maintenance, the Supplier will be responsible for the full cost (100% of the repairs arising from the incident irrespective of whether this is above the Comprehensive Liability Threshold). e.g. (but not limited to), in the event of a leak resulting from a blocked gutter that hadn't been cleared in accordance with the Contract the Supplier would be responsible for all losses and repairs including clearing the blockage but also costs to make good all damage.
- 20.13 The Supplier shall maintain both Open and Closed Protocol systems i.e. Security, Lighting, Heating, Lifts, etc. For Closed Protocol systems this may include the requirement for the Supplier to contract with a third-party systems provider to resolve any reconfiguration, reliability or fault issues. All contracts, licences and costs pertaining to third party Closed Protocol access are to be covered within the Lump Sum Price.
- 20.14 The Supplier shall be required to provide Real-Time uploads to the Integrator's system using the CAFM System to ensure that updates and completions of all reactive and planned maintenance activities are recorded.
- 20.15 The Supplier is to monitor and be aware of changes to relevant Building Regulations, British and European Standards and highlight the impact of these to the Authority, identifying changes required to the maintenance regimes.
- 20.16 The Supplier shall be aware of the Government Soft Landings approach to project management, adopt these principles and support the Authority's Government Soft Landings Champion in minimising any disruption caused when projects are carried out within an Affected Property.
- 20.17 When instructed by the Authority the Supplier will share details of Assets within an Affected Property to any third-party undertaking feasibility, design or carrying out Capital projects. The Supplier will provide support and guidance to third party contractors. This will include but not be limited to:
- Attending pre-start, progress and handover meetings;
  - Reviewing, commenting upon and taking possession of operation and maintenance manuals; and
  - Updating Assets lists and PPM schedules to reflect changes and alter maintenance strategy to align to new equipment and its condition.
- 20.18 The Supplier is to manage defect liability periods and warranty periods and provide support for the Authority and Integrator to provide evidence of warranty failures within the warranty/defect liability period.
- 20.19 When delivering the Services and in particular any project or New Works, the Supplier should take account of the UK Government Construction Strategy 2016-2020. The Supplier is required to comply with the published suite of standards to achieve BIM Level 2 compliance. The mandated Digital Standards for data transfer for MoJ Estate Cluster projects and data-sets are provided in the data room within the Asset Information Folder and the Supplier shall adhere to these both in terms of installation of additional or replacement Assets. Asset Registers/Lists shall be drafted and maintained by the Supplier in accordance with the required standards as detailed within the mandated digital standards.

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- 20.20 The Authority adheres to the principles of Government Soft Landings (GSL) and requires the Supplier, both in terms of the Supplier supporting and providing information and assistance to third party Contractors relating to assets and maintenance but also when undertaking projects themselves in accordance with MoJ GSL Framework Policy requirements.

**21 BUILDING FABRIC MAINTENANCE (CC31 / G:06)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 21.1 The Supplier shall provide a professionally managed Planned Preventative Fabric Maintenance Service in accordance with a system and programme of building fabric maintenance. This programme shall take cognisance of the Asset registers, planned maintenance schedules and all relevant lease obligations.
- 21.2 Variances from periodic maintenance shall be agreed between the Supplier and the Authority in advance.
- 21.3 The Supplier shall develop a fifty-two (52) week schedule of all Building Fabric planned work and submit the plan to the Authority and the Integrator for approval during Mobilisation. The approved plan will be loaded into the Integrator's system and work orders will be issued to the Supplier as work becomes due. A schedule of monthly planned tasks will be issued via the Integrator's system to the Supplier a month in advance of the due date. The Supplier will be responsible for delivering the Fabric maintenance service in accordance with the plan and closing down work orders in the Supplier and Integrator's systems as work is completed. The Supplier shall also respond to building Fabric repairs and reactive work as instructed through the Integrator's Helpdesk. Reactive work orders shall be routed to the Supplier; the Supplier shall undertake the work in accordance with the reactive response and rectification times, updating the Integrator's system as the job status and progress changes.
- 21.4 The Supplier shall take cognisance of the Authority's PPM Standards (Annex I).. The Supplier shall undertake an annual integrity inspection and report of all building fabric components such as (but not limited to) floors, walls, stairs, balustrades, ramps entrances, doors, eye bolts, internal gantries / latchway systems, and general building structure, hearing loops, evacuation chairs, wheelchairs, fire curtains, mobile racking systems and high density storage systems. Any remedial work identified from the Annual Inspection and below the Comprehensive Liability Threshold should be noted to the Authority and completed by the Supplier. Where the cost of an individual fabric repair is assessed as above the Comprehensive Liability Threshold the nature of the work and cost should be referred back to the Integrator and the Authority for approval, before any work is undertaken.

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- 21.5 The Supplier shall give notice of attending the Affected Property to undertake planned or scheduled work to ensure access is available. In Landlord controlled / multi-occupancy buildings the Supplier shall be required to liaise with landlords, landlords' representatives and other relevant parties to ensure that the method statements are aligned with all of the Building Users' requirements. It is the Supplier's responsibility to ensure they are aware of and comply with all access requirements/permits etc. pertaining to leasehold buildings. Access delay or restrictions on undertaking work caused by Landlords or their agents will not be accepted as a reason for failure, if the advance notification process is not complied with.
- 21.6 The Supplier shall be required to undertake redecoration works on a cyclical / periodic basis to comply with the Authority's lease obligations or agreed standard for Government freehold buildings where this is requested. The Supplier shall liaise with the Authority to establish these obligations and provide quotations for all redecoration works as per the New Works Process.
- 21.7 The Supplier shall provide redecoration works on an Elective basis as instructed by the Authority. The Bespoke schedule of rates as shown in the Cost Model (Volume 6) should be used when pricing work. Where the nature of work is not covered by the Bespoke schedule of rates, the New Works Process should be followed. Any redecoration work required as a result of Reactive Maintenance shall be included with the Reactive Maintenance work.
- 21.8 The Supplier shall provide a securing and making safe Service in the event of break-ins or damage to the building on a reactive basis within the timescales detailed in the Response and Rectification Times (Annex H). This shall include but shall not be limited to boarding up windows on a temporary basis and re-glazing of broken windows, and securing forced locks and doors as a minimum requirement. The Bespoke schedule of rates as shown in the Cost Model (Volume 6) should be used when pricing work. Where the nature of work is not covered by the Bespoke schedule of rates, the New Works Process shall apply.
- 21.9 The Supplier shall execute the Service during the Operational Working Hours of each Affected Property. The Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise. The Supplier will ensure that any maintenance activity that disrupts the core business activity within an Affected Property shall be scheduled outside core operational hours.
- 21.10 The Supplier shall ensure that fire doors are maintained and in efficient working order and to carry out an examination as per the Authority's PPM Standard to ensure that the fire doors are compliant.
- 21.11 A report detailing all findings and issues related to the fire door inspection is to be submitted in line with all other PPM activity scheduling deficiencies in such detail as to allow for the clear identification of the specific issue pertaining to a specific door. As with all other Building Fabric Work the Comprehensive Liability Threshold applies to reactive maintenance arising from the annual fire door inspections. The Supplier is to apply this proactively and, as with all activities, will not be permitted to bundle individual tasks to avoid applying the Comprehensive Liability Threshold. Works above the Comprehensive Liability Threshold will follow the New Works Process ensuring the report is updated reflecting works undertaken and quotations submitted to ensure the actions arising are managed effectively.



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- 21.12 The Supplier shall undertake an annual inspection, reporting and making safe / temporary fixing to all defective areas of internal and external stair nosings, staircase treads, risers and handrails.
- 21.13 The Supplier shall submit a report for each Affected Property reporting of the condition of the Planned Preventative Maintenance items which shall be agreed with the Authority prior to the commencement of the first round of inspections.
- 21.14 The report shall be submitted electronically to the Integrator within four (4) Working Days of undertaking the inspection and shall be reported via email by the Supplier within twenty-four (24) hours of the inspection of 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.
- 21.15 The Comprehensive Liability Threshold applies to reactive maintenance and any work arising from planned maintenance activity. The Supplier is to apply this proactively and will not bundle similar tasks together therefore an individual task attracts a single application of the Comprehensive Liability Threshold.
- 21.16 The Supplier is to be aware the Contract covers both Listed and Leasehold buildings therefore day-to-day repairs to the internal fabric shall be carried out in accordance with the terms and conditions of the Contract. Work should be allocated to the appropriate tradesmen to ensure the workmanship is carried out to suitable standards and in accordance with Listing and Lease requirements. Before undertaking work, the necessary consents should be obtained by the Supplier and all instructions and progress on work should be reported through the Integrator. Any costs associated with the Supplier failing to obtain the necessary permission and consents will be borne by the Supplier. The Authority will be responsible for funding the fees and costs from the Local Authority/Landlords consents.
- 21.17 In line with all other Services within the Contract, the Supplier is responsible for the provision and certification of all access equipment required. Building Fabric maintenance shall be carried out to maintain standards and will be subject to the Comprehensive Liability Threshold and therefore will be included within the Lump Sum Price, with all other works following the New Works Process.

## 22 EXTERNAL FABRIC MAINTENANCE (CB12/G10)

**The costs associated with the delivery of this specification are within the Lump Sum Price for planned activity for other work the Comprehensive Liability Threshold applies.**

- 22.1 The Supplier shall undertake external Fabric works to comply with the Authority's lease obligations. The Supplier shall liaise with the Estates Management Supplier to establish these obligations. External fabric works shall be carried out with planned activity as part of the Lump Sum Price with reactive work included within the Comprehensive Threshold Limit.
- 22.2 Reactive repairs to the external fabric shall be carried out in accordance with both the Comprehensive Liability Threshold and the New Works Process. Notification of these repairs must be transmitted to the Integrator's Helpdesk in accordance with standard procedures and allocated to the appropriate tradesmen.

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- 22.3 The Supplier shall generate external fabric maintenance tasks through their CAFM system to the Integrator's CAFM System on a Monthly basis in advance to ensure the services can be tracked and monitored. The works request shall clearly identify the Asset type, location and work required. The Supplier shall agree access arrangements for restricted areas in advance with the Authority Representative in order to avoid being denied access and delaying the execution of the works. In multi-occupancy buildings, the Supplier shall be required to liaise with landlords, landlords' representatives and other relevant parties to ensure that the method statements are aligned with all of the Building Users' requirements. The Supplier will ensure that any maintenance activity that disrupts the core business activity within an Affected Property shall be scheduled outside core operational hours. The Supplier is therefore to include within their Lump Sum Price all costs associated with this requirement.
- 22.4 The Supplier shall include all external building fabric maintenance tasks. The Supplier shall schedule via their CAFM system, upload to the Integrator's CAFM system and carry out an annual integrity inspection and report of external building fabric components such as (but not limited to) walls, fences, external pathways, atria, gazebos, sheds, paving (of any type) external balustrades, ramps, steps, stairs and fire escapes, gantries, cat ladders, latchway cable systems, eyebolts, other access equipment, roofs, chimneys, manual gates, shutters, all roofs and roof structures and guttering. All works arising from these inspections should be carried out under the Comprehensive Threshold Limit or a request must be submitted to the Integrator to add to the FMR/issue quotation as advised by the Authority.
- 22.5 The Supplier shall provide gutter and drain Cleaning Services as per the Authority's maintenance schedule tasks and frequency which shall ensure drainage systems are effective. The Supplier will schedule the PPM with consideration given to the greatest frequency in autumn. The requirement is to proactively manage to keep these systems free from debris, leaves, foliage and other blockages and to bring to the attention of the Authority if more cleans are required, as well as evidencing that the contractual cleans have been completed. The Supplier must work proactively and indicate to the Authority when additional clearances are required which will be Elective works over that within the Contract before floods/leaks occur. This is to ensure that all gutters are cleared as frequently as required to ensure they do not become blocked. If the Supplier's risk assessment indicates risks posed from things like proximity to deciduous trees more frequent clearances (based upon the Supplier risk assessment.) will be required.
- 22.6 The Supplier shall develop on their CAFM System and upload to the Integrator's CAFM system a schedule of annual inspections to the following assets where applicable during the Contract Period to the following standards at the Affected Property. Works arising to maintain statutory or critical assets within the following schedule, including all access equipment required, to maintain these standards will be subject to the Comprehensive Liability Threshold and therefore will be included within the Lump Sum Price. All other works will follow the Elective Works process.

<b>ROOF Annually</b>	
▪ Roof Sheetting	<ul style="list-style-type: none"> <li>▪ Integrity of lightning protection system maintained</li> <li>▪ Corrosion protection intact</li> <li>▪ Weathertight and securely fixed</li> <li>▪ Free from foliage and moss</li> </ul>
▪ Flashing	<ul style="list-style-type: none"> <li>▪ Weathertight and securely fixed</li> </ul>
▪ Roof lights and glazing	<ul style="list-style-type: none"> <li>▪ Weathertight, securely fixed, clean and safe</li> </ul>

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▪ Gutters and rainwater systems	▪ Clean and clear, No blockages or leaks
<b>EXTERNAL WALLS</b>	
▪ Wall Sheeting	▪ Weathertight and securely fixed
▪ Precast spandrel panels	▪ Weathertight and securely fixed
▪ Curtain wall	▪ Weathertight, securely fixed, and safe
▪ Rendering	▪ Weathertight, securely fixed, and safe
▪ Brickwork/blockwork	▪ Free from foliage and moss, structurally sound and stable
▪ Eaves	▪ Free from foliage and moss, structurally sound, weathertight and stable (copings, parapets)
▪ Balconies	▪ Free from foliage and moss, structurally sound and stable
▪ Chimneys; flues	▪ Free from foliage and moss, structurally sound and secure and free from blockage/excess soot
<b>WINDOWS AND EXTERNAL DOORS</b>	
▪ Windows and glazing	▪ Weathertight and safe
▪ Louvres / smoke extract	▪ Weathertight, clean operational and safe
▪ External doors	▪ Weathertight, fully operational and secure
▪ Roller shutters	▪ Operational and properly fixed
▪ Security locks/latches	▪ Complete and fully operational
▪ Door ironmongery	▪ Complete and fully operational
<b>EXTERNAL WORKS</b>	
▪ Access and perimeter roads	▪ Maintain to safe standard
▪ Car parks hard-standings and aprons	▪ Maintain to safe standard
▪ Reinforced grass paving	▪ Maintain to safe standard
▪ Street furniture	▪ Maintain to safe standard
▪ Fencing and gates	▪ Maintain to safe and secure standard
▪ Walls	▪ Free from foliage and moss, structurally sound and stable

**23 REACTIVE MAINTENANCE (CC121 / G:19)**

**The costs associated with the delivery of this specification are within the Comprehensive Liability Threshold.**

- 23.1 The Supplier shall provide a professionally managed Service for reactive repairs and maintenance twenty-four (24) hours per day, 365 (366) days per year.
- 23.2 This Service shall be managed through the CAFM System. All Reactive Maintenance works (including labour, materials, profit, overheads and any other relevant costs) up to a Comprehensive Liability Threshold shall be carried out and included within the Supplier's Lump Sum Price.

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- 23.3 All reactive repairs and maintenance (including labour, materials, profit, overheads and any other relevant costs) above the Comprehensive Liability Threshold and Works Arising from Planned Maintenance, are to be managed using the New Works Process. All Works Arising from Planned Maintenance (including labour, materials, profit, overheads and any other relevant costs) up to a Comprehensive Liability Threshold shall be carried out and included within the Supplier's Lump Sum Price.
- 23.4 All reactive works will be provided to the supplier CAFM system through the Integrator CAFM System which is the sole focus of Reactive Maintenance activities requests or actions.
- 23.5 The Supplier shall proceed with emergency tasks (as defined in 124. Helpdesk) in the event of critical or emergency tasks to mitigate Health and Safety or Business Continuity and Disaster Recovery risks. The Supplier shall seek formal approval from the Integrator either through the interface, by email and/or telephone and shall keep the Integrator advised at all times on the status, technical issues and cost of the task. The Supplier shall ensure that all Supplier Personnel conducting maintenance work remain fully engaged to ensure a fault free operation. The inherent skills of the Supplier Personnel shall ensure the timely identification and rectification of faults. Both faults identified by Authority and Supplier Personnel shall be logged through the Integrator's CAFM System for quality analysis. Every Reactive Service request shall have an associated history, including completion date and time, within the Helpdesk system.
- 23.6 The Supplier shall ensure that Supplier Personnel attend to calls, with suitable and sufficient equipment and suitable training to deal with the Reactive Maintenance repair in a competent, safe and efficient manner.
- 23.7 The Supplier shall at all times ensure that its staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to Reactive Maintenance. The Supplier shall ensure that Supplier Personnel who are dispatched to reactive activities are appropriately trained. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be evidenced.
- 23.8 The Supplier shall operate a priority system that:
- Ensures that any Health and Safety issues are immediately addressed and resolved as a priority prior to any other rectification where there is a risk to the Health or Safety of any person; and
  - Provides immediate attention to Reactive Maintenance actions that are required for security or are critical to on-going operational capability.
- 23.9 The Supplier shall ensure all details are recorded on the CAFM System.
- 23.10 The Supplier shall be responsible for meeting minimum response times detailed in Response and Rectification Times (Annex H) at each Affected Property or building to ensure that all Reactive Maintenance is carried out as outlined and any reactive repairs are completed with the least inconvenience or disruption to the workings of the Authority. The Supplier will ensure that any non-emergency maintenance activity that disrupts the core business activity within an Affected Property shall be scheduled outside core operational hours. The Supplier is therefore to include within their Lump Sum Price all costs associated with this requirement. Service requests may fall into three main categories:
- Those which involve a Business Critical Asset, incident or requirement;

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- Those requests of an emergency nature where the Health and Safety of any person is threatened or where the incident or activity has an impact on the physical security of the Affected Property or its Building Users; and
  - 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.
- 23.11 The Supplier shall ensure that only Supplier Personnel who are appropriately trained are dispatched to Reactive Maintenance activities. The Supplier shall ensure that documented training schemes are in evidence.
- 23.12 Competence and qualifications of Supplier Personnel shall be reported at performance meetings.
- 23.13 The Supplier shall ensure that minimum manning levels set by the Authority must be adhered to.
- 23.14 Where Reactive Maintenance requires replacement of any plant, equipment or consumable it shall be carried out on a like-for-like or equal-and-approved basis. The Supplier shall consider energy efficiency, aesthetics and reliability, and where not practicable, on an at least equivalent or better standard and specification basis
- 23.15 The Supplier shall take into account the Authority's requirements in respect of its sustainability and environmental policies. The Supplier shall also ensure that replacements of any type meet current legislative requirements and standards i.e. Equality Act 2010 requirements.
- 23.16 The Supplier shall immediately inform the Integrator's Helpdesk through the CAFM System of any breaches of these regulations together with a programme for rectification and measures to safeguard against a repeat.
- 23.17 The Supplier shall 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 and materials locally to maximise the percentage of first fix times. No delay shall be accepted in the completion of first fixes as a result of the operatives having to use third party suppliers.
- 23.18 The Supplier shall inform the local Authority Representative, in line with the Authority's policies e.g. Fire Safety Order 2005 at an Affected Property where the Supplier is proposing to undertake maintenance work to the fire safety systems.
- 23.19 If an out of hours' engineer system is to be implemented, the Supplier shall ensure that the rotas do not compromise the core team numbers the following Working Day.
- 23.20 In terms of response times pertaining to Helpdesk calls "Initial Attendance" shall mean respond to the place of the incident fault or failure with an appropriately qualified/trained and competent member of staff (dependent upon the nature of the issue) and diagnose the problem, taking action to stop any Health and Safety risk. For example, it will not be acceptable for an electrician to attend an alarm fault to meet the Response and Rectification Times (Annex H). The initial Attendance reaction to an alarm failure will only be acceptable once an Alarm Engineer is in attendance. This is to ensure the maximisation of the 'first time fix' in relation to Helpdesk calls and relates to all other expertise and services etc.

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- 23.21 “Interim Solution” shall mean undertaking appropriate action to allow normal operations to continue but recording the incident, fault or failure as still in need of Completion. “Completion” means revisiting the place of the incident, fault or failure and undertaking appropriate action to allow normal operations to continue. This may include undertaking investigatory work, obtaining quotations, and agreeing bespoke timescale. The Contractor shall provide the Resolution Plan to the Authority within forty-eight (48) hours following the completion of the Temporary Fix. The Authority shall be the final arbiter on whether the timeframe indicated for permanent repair is acceptable but will act reasonably in reaching such, basing their view upon the lead in times and availability of replacement parts. The intention is that permanent fixes are carried out swiftly to minimise operational impact. The Authority will welcome proposals relating to the identification of Critical spares and how this can be managed to maximise the holding of stock to alleviate long lead in issues/maintenance services.
- 23.22 “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.
- 23.23 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. It is for the Supplier to ensure they have adequate resources available to meet these requirements.
- 23.24 At the QEII Conference Centre only, the Authority will require the Supplier to deliver a decorating service that is responsive and can complete localised redecoration at very short notice. The requirement for this service is for an operative who is a competent decorator to be able to attend to make good any damage or issue that has arisen during one day before the opening of business on the following working day. Due to the nature of the use of this space walls and corners are frequently damaged and as the areas are commercially hired the area needs to be back to decorative order before the next client arrives to use the venue. The Comprehensive Threshold limit will apply to this service.
- 23.25 For avoidance of doubt although Furniture Management is a separate specification the maintenance and repair of existing furniture within Affected Properties is to be provided as part of the Reactive Maintenance requirements. Therefore, when a helpdesk call is raised to attend and repair furniture the Comprehensive Threshold Limit shall apply. The Supplier is required to undertake the repair in line with this and the repair time as dictated by the helpdesk call priority.

**24 HANDYMAN SERVICE (CC122 / G:12)****The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 24.1 The Supplier shall provide an adaptable and responsive Handyman Service to the Affected Property during Operational Working Hours. Supplier Personnel who execute tasks of this nature shall be adequately trained and experienced for the work to be carried out. It will be for the Supplier to decide on the appropriate resourcing for the Handyman service and which work order requests and planned services are delivered by a Handyman as opposed to other Supplier resource.
- 24.2 The Supplier, at no additional charge to the Authority, shall provide all necessary tools and equipment for carrying out the Handyman Service, including accessing equipment to enable the Supplier to perform tasks safely.
- 24.3 The Supplier shall ensure that Supplier Personnel are not exposed to danger due to a skills shortage. The Supplier Personnel delivering the Handyman Service shall have training and experience in a wide range of maintenance and repair requests that are likely to be demanded of this Service.
- 24.4 The Supplier shall be satisfied of the ability of its personnel to carry out duties professionally. Documented training logs must be in evidence and available upon request and forms a Management Information requirement in the Monthly Report.
- 24.5 The Handyman Service shall have general expertise in the wide range of maintenance and repair requests that are likely to be demanded for this Service.
- 24.6 The Handyman Service shall be available to deal with general small repairs and decoration on a planned, reactive or Elective 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, building fabric inspections, carpet issues, movement of boxes, repair/replace furniture locks, W.C. cubicle latches, furniture repairs and small-scale furniture movement.
- 24.7 The Supplier shall explore the synergies between all other Services when considering resourcing this Service.
- 24.8 The Supplier shall record details of all Handyman tasks (Reactive or planned) within the Integrator CAFM System.
- 24.9 Consumables and small components associated with the Handyman Service up to the value of £25 (£40 in central London) for each individual activity are deemed included within the fixed price.
- 24.10 The Authority for Probation, CPS, MoJ Head Quarters and Arm's Length Bodies, has decided that the Handyman Services will not be treated any differently to all other reactive maintenance activity. Therefore, calls for services will be logged via the Integrator's Helpdesk with the priority indicating when the work is required by. The Supplier is to then undertake this work in accordance with the priority placed upon the work.



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- 24.11 At the Department for Education Sites a traditional Handyman Service is required, all jobs will be logged via the Integrator's Helpdesk. The Service shall include fixed days when a Handyman will attend an Affected Property. Each Affected Property will require two visits per month totalling sixteen (16) Hours (i.e. two full working days per month) for the Handyman to complete the Handyman activity required at those Affected Properties.

**25 SPARES AND CONSUMABLES (CC41A / G:22)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 25.1 Within the Lump Sum Price, the Supplier shall include and provide for all consumable items which are required to satisfactorily maintain the Services included but not limited to the following:
- Lubricating oils and greases;
  - Ball valves- HVAC systems;
  - Drive belts;
  - Jointing compounds, Adhesives and materials;
  - Duct Grommets, gaskets, seals and washers;
  - (Fixings) Bolts, screws, nails and plugs etc.;
  - Boiler Fusible/Thermal Links;
  - Burner Nozzles;
  - Cable/Flex (short lengths);
  - Conduit Box Covers;
  - Corrosion inhibitors, scale inhibitors and antifreeze chemicals;
  - Anti-Bacterial/Organic contaminant chemicals;
  - Fire doors seals and intumescent strips;
  - Fire call point glasses;
  - Fire Extinguishers; (Extinguishers will be replaced at the Authority's expense, via the New Works Process, if they are discharged accidentally, in an emergency to fight a fire, for training purposes or maliciously/as an act of vandalism.)
  - Door springs and closers on Fire Doors;
  - Disposable test equipment items;
  - All paints, roof repair compounds and varnishes for general repainting of plant and building fabric, weather proofing/anti-corrosion and colour coding;
  - Cleansing equipment and materials, degreasing and anti-corrosion fluids and materials used for maintenance;
  - Descaling acids and neutralisers;
  - Fuses, wire and High Rupture Capacity circuit breakers (HRCs);
  - Cable clips, ties, connectors and grommets;
  - General purpose mastics;
  - Cutting Paste;
  - Electrical contact cleaners;
  - Refrigerant gases;



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- Panel lamps;
- Lamps/light bulbs/tubes, ballasts and light fitting starter switches;
- Automatic Air vents, Air Filters;
- Toilet seats;
- All battery packs e.g. but not limited to, Emergency lighting/ Access Control Doors. (For avoidance of doubt this excludes replacement of large scale UPS batteries)
- Battery lugs and clamps; and
- Glass Paper.

- 25.2 The Supplier shall ensure that spare parts and consumable items are of the same quality and type or better as provided for the original installation. Spare components shall be of the same manufacturer as the equipment being serviced wherever possible.
- 25.3 The Supplier shall be responsible for the safe keeping and storage of any materials that may be directly delivered to the Affected property, including other site specific critical spares as agreed with the Authority.
- 25.4 The Supplier will monitor expenditure against the Consumables and provide a Monthly Financial Report and cumulative total detailing the materials and expenditure.

**26 PLANNED MAINTENANCE (CC34 / G:17)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 26.1 The FM specification refers to two Planned Preventative Maintenance (PPM) standards, namely a Bespoke standard and the SFG20 standard. These are referred to as Authority PPM Standard - Specification A (Annex I) and SFG20 – Specification B and the Service Data Matrix (Annex K) clearly shows which PPM spec applies to each Affected Property. Suppliers should price the PPM service noting the different standards that are applied to each property. The SFG20 – Specification B only applies for circa 16 Affected Properties: Specification A applies to the rest of the Affected Properties. For Vacant or Mothballed sites a reduced scope of Specification A is required to provide statutory or mandatory maintenance. This is only to be applied to live assets which have not been isolated or drained down during vacancy.

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- 26.2 Where Specification A applies the Authority's proposed strategy and maintenance philosophy is to work towards an evidence based maintenance regime where the planned preventative (PPM) maintenance is tailored more to suit the requirement of sites based on an analysis of asset failure trends provided by the new Integrator service. To avoid initially over-specifying and locking in unnecessary cost, the Authority will be stripping back maintenance of non-critical assets and sites to legal Health and Safety/ compliance tasks and those tasks explicitly expressed within the Contract specification only. Failure trends are to be monitored closely at Affected Property level and the maintenance regime may be amended where necessary over time. The aim will be to move to a more evidence based approach to planned preventative maintenance, rather than the current approach where there is no evidence that the level of maintenance has an impact on failure rates and business continuity.
- 26.3 Where within CCS FM Service Standards (Annex J) reference is made to undertaking maintenance and other activities in accordance with manufacturers' recommendations, these recommendations should be applied only in instances where the application of manufacturers' recommendations is necessary for the purposes of warranties or where following manufacturers' recommendations is a requirement of statutory or mandatory compliance
- 26.3.1 In respect of all Services the Supplier shall provide a comprehensive PPM system in accordance with either the Authority's PPM Standard – Specification A (Annex I) or SFG20 – Specification B as defined in the Service Data Matrix (Annex K). The SFG 20 PPM standard - Specification B is available online and the Supplier will be required to purchase the necessary licences to operate this standard for the Affected Properties. The Supplier tender price should include for SFG 20 licences for themselves as well as 15 licences for Authority personnel.
- 26.3.2 The Supplier must review the Authority PPM Standard (Annex I) of the Hard Service Specification with respect to any changes in statutes, regulations, codes of practice and/or guidance and advise the Authority in writing where there is any concern that the tasks or frequencies are non-compliant.
- 26.3.3 The contractor will schedule PPM with consideration given to the required frequency to remain statutory and mandatory compliant and operational. The Supplier will take into consideration minimising the impact upon the building operation. This relates to applying common sense and applying their professional experience to scheduling PPM taking consideration of seasons, (for example and not limited to not scheduling annual boiler services during the heating period, likewise chillers) ensuring the working environment is not disrupted by planned maintenance activity (for example and not limited to not scheduling maintenance of chilled beams above desks or Emergency Light discharge test during core hours).
- 26.3.4 New Assets shall be maintained in line with O&Ms and manufacturers' requirements for at least the duration of the warranty, guarantee and or defect liability period. At the conclusion of these periods the Supplier is to issue a Compensation Event to revert the maintenance in line with the contract.
- 26.4 PPM tasks shall be generated through the CAFM System on a Monthly basis and monitored by the Integrator's CAFM system, in advance.

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- 26.5 Where agreed with the Authority, the PPM schedule should include any agreed maintenance system such as business focussed maintenance (BFM), or condition based maintenance (CBM).
- 26.6 The Supplier shall ensure that a PPM Schedule is generated and in an electronic as well as a printable fifty-two (52) week planner for the relevant Year. It should be issued to the Integrator who will make this available on the Integrator's CAFM System for each Affected Property in accordance with the following process:
- (a) Four (4) weeks in advance of Service Commencement Date and in future contract years not less than three (3) months prior to the commencement of an annual planned maintenance programme, the Supplier shall provide the Integrator with a proposed annual planned maintenance programme;
  - (b) The Authority will notify the Supplier of any comments;
  - (c) The Supplier shall revise the proposed annual planned maintenance programme to take account of the Authority's comments, and shall resubmit it to the Integrator;
  - (d) No comment or absence of comment by the Authority shall in any way relieve the Supplier of any of its obligations, responsibilities or liabilities under the Contract; and
  - (e) The Supplier shall prioritise work on the system and make adjustments to suit availability of resources. Any such adjustments shall be submitted to the Authority for comments.
- 26.7 The Supplier shall work to the annual PPM programme.
- 26.8 The annual PPM programme shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all services.
- 26.9 The Supplier will ensure that the PPM works Task Sheet clearly identifies the Asset type, location and work required. Tasks Sheets shall be automated and linked to the CAFM system and provided to the Integrator so that the Authority has access to them at any given time.
- 26.10 If time between activities is greater than one Year, those activities are to be undertaken on an appropriate rolling programme as follows:
- The Supplier shall agree access arrangements for restricted areas in advance with the Helpdesk in order to avoid being denied entry and delaying the execution of the Services.
  - That such maintenance appears within the relevant year's annual PPM programme.
- 26.11 In multi-occupancy buildings, the Supplier shall liaise with Landlords, Landlords' Representatives and other relevant parties to ensure access to the required working area and that the method statements are aligned with all of the Building Users' requirements.

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- 26.12 A small number of Affected Properties are on District Heating Systems. The Supplier shall maintain the relationship with the providers/maintainers of these systems in relation to safely shutting down and livening up the systems, scheduling maintenance, testing and reactive response to any failures and operating within the regulations that apply to Steam/Pressure systems and District Heating systems. The Supplier will need to be able to report on any maintenance, testing and repairs that have been undertaken on the system to ensure compliance with statutory requirements and approved codes of practice. In addition, the Landlords of properties with District Heating must provide detailed information in relation to District Heating Networks and Communal Heating systems to the National Measurement Office on a 4 yearly basis and the Supplier may be asked to support this requirement in terms of the provision of information (e.g. reading meters and providing basic information on the use of the systems).

## 27 MECHANICAL AND ELECTRICAL MAINTENANCE (M&E) (CC41B / G:16)

### The costs associated with the delivery of this specification are within the Lump Sum Price.

- 27.1 The Authority requires a professionally managed, high quality Mechanical and Electrical (M&E) maintenance Service which, through a regular and organised scheme that ensures the maintenance and operation of all items of Critical Plant, Equipment, Statutory or Mandatory- required maintenance, is delivered within each Affected Property, in accordance with the Authority's required maintenance strategy and in compliance with the Authority's obligations under the terms of the Lease, where this is applicable.
- 27.2 A list of plant and systems to be maintained shall be listed within the Asset Registers in the Data Room. The Supplier shall be responsible for the inclusion of all Assets irrespective of their inclusion in Asset Registers in the Data Room.
- 27.3 Information on the specific built and installed Assets, in the form of reports and surveys has been included within the Asset Registers in the Data Room. This information is given to the Supplier to assist them in preparing a relevant and competitive Tender, but in no way, limits the overall responsibility of the Supplier.
- 27.4 The Supplier shall satisfy itself as to the accuracy of the information provided by the Authority.
- 27.5 The Supplier shall transmit notification of the planned maintenance via the CAFM System to the Integrator and allocate to the appropriate tradesmen. The works Task Sheet shall clearly identify the Asset type, location and work required. The Authority Representative shall agree access arrangements for restricted areas in order to avoid any interruption to business
- 27.6 The Supplier shall provide all PPM activities, other than daily nominated or advised tasks, within seventy-two (72) hours of scheduled date.

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- 27.7 The Supplier shall monitor the Services so that operating conditions can be maintained and the quality of service provision can be recorded. The Supplier shall be responsible for establishing and maintaining the necessary systems including the use of the Integrator's CAFM System to log and record responses to problems as they occur as well as recording performance of equipment, systems and Supplier Personnel.
- 27.8 Special note shall be made of specific warranty period maintenance requirements.
- 27.9 The Supplier shall provide the appropriate level of systems reliability, whilst optimising value for money for lower priority Assets which are not either Business Critical or cannot be economically maintained to the same standard, either because of their condition, limitations on use, or constraints imposed by estates strategy. The Supplier shall seek confirmation from the Authority on the correct maintenance strategy to be adopted where the requirement for a particular Asset is not included within the maintenance strategy (Authority PPM Standard – Specification A / SFG20 – Specification B dependent upon Affected Property) or is unclear.
- 27.10 The Supplier shall be responsible for maintaining all plant rooms, services voids, cupboards, storerooms and dedicated office space in a clean, tidy and safe condition throughout the Contract term.
- 27.11 The Supplier will ensure that Asset Registers are accurate and are fully in line with the Contract requirements in terms of the asset hierarchy. For any alterations or additions recorded during the life of the Contract, Asset Registers are to be kept completely up to date. After Asset Verification, if Asset Lists are found not to be fully up to date or accurate the Authority will require these to be updated at the Supplier's expense save for instances where third parties other than the Supplier and its sub-contractors have changed Assets and the Authority had failed to follow the Compensation Event process correctly to update the Supplier of these changes. The Asset Register will be available at all times during the Contract and is expected to be accurate and accessible via the Integrator's CAFM System in a format agreed to by the Authority.
- 27.12 The Supplier shall ensure that luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance and of a uniform colour throughout each room or area.
- 27.13 The Supplier shall ensure that all lamps, tubes and emergency lighting is fully operational at all times subject to response and rectification times. Flickering lights will be considered a Health and Safety risk and therefore logged as a high priority that must be adhered to.
- 27.14 The Supplier shall ensure that control and execution of this Service is managed entirely by the Integrator's CAFM System in line with the overall PPM schedule and subject to the same Performance Standards. The Supplier shall ensure that all reports and recommendations are held centrally within the Integrator's CAFM System. In instances of reactive lamping, the Supplier shall take cognisance of the need to ensure electrical safety when replacing lamps in addition to ensuring consistency in colour balancing throughout the area, in keeping with the Authority's requirements. All Access Equipment, Labour, Lamps, bulbs, lamp ballasts and starters shall all be covered within the Lump Sum Price with the materials included within the scope of spares and consumables.

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- 27.15 The Supplier shall work alongside the Authority to identify opportunities for greater efficiencies in lamping as technology develops. This will apply to all Affected Property systems. This will be for the Authority to consider funding the investment and replacement to incorporate new technology and will be on an Elective basis. However, suggesting improvements will not absolve the Supplier from their responsibility to repair lights if the suggested investment is not approved.
- 27.16 The Supplier shall dispose of waste created as a result of maintenance in accordance with environmental best practice and any relevant legislation, using the most economically advantageous method. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Authority has access.
- 27.17 The Supplier shall ensure that all lamps provide sufficient lux levels based upon the current CIBSE lighting guides associated with the use of the area at all times.
- 27.18 The Supplier will prioritise emergency lighting to ensure that all emergency lights be fully operational at all times subject to response and rectification times.
- 27.19 The Supplier will be responsible for the maintenance of all lights within the demise of the sites of the Affected Properties both internal and external lights (including but not limited to ceiling lights (all types), suspended lights including chandeliers, lights within/under cupboards, flood lights, lamp posts, illuminated bollards and illuminated signs). All access equipment to be able to fulfil this service will be covered within the Lump Sum Price. For the avoidance of doubt whilst proactive Re-lamping is Elective, reactive repairs to maintain lights and light fittings when a light is defective is within the Lump Sum Price. This is irrespective to number or volumes of lights that need to be repaired to maintain illumination levels. Each light fitting shall be classed as a single asset for the purposes of the Comprehensive Liability Threshold. For the avoidance of doubt where multiple lights have failed they should be repaired and the Comprehensive Liability Threshold applied to each fitting individually, unless the cause of the multiple failure is as a result of a single proximate cause. The Supplier shall include this within their Lump Sum Price.
- 27.20 The Supplier is responsible for repairs and maintenance of all Kitchen Equipment, for example and not limited to kettles, fridges, microwaves, toasters and cookers throughout an Affected Property (for the avoidance of doubt this includes equipment within office and tea points not just commercial kitchens). All testing of the equipment, including microwave discharge and Portable Appliance testing is to be included within the Lump Sum Price with repairs and replacement subject to the Comprehensive Liability Threshold.
- 27.21 Automatic Number Plate Recognition (ANPR) cameras are in use within Affected Properties. The Supplier shall service and maintain these assets in accordance with manufacturer's requirements.
- 27.22 Maintenance of X-Ray Baggage Scanners are in use within Affected Properties. In order to enable the Authority to fulfil its obligations under relevant Health and Safety legislation, the Supplier will be required to perform radiation leakage checks on each planned maintenance visit and in addition when any repair work has been undertaken which may affect radiation safety.

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- 27.23 The Authority will maintain a log book for each of the X-Ray Baggage Scanners. The Supplier's service engineers shall update this record on every maintenance visit with details of work done to the equipment, including the results of radiation leakage checks performed. In addition to maintenance, as the X-Ray Baggage scanners are used only when required and moved and stored when not in use, as an Elective activity, the Supplier, via a suitably competent and qualified operative or sub-contractor, when requested by the Authority, shall attend site to move, recommission and test each X-Ray machine. The Supplier will confirm to the Radiation Protection Supervisor the machine is safe before use.
- 27.24 On completion of any work to a Scanner, whether in the course of a planned or reactive maintenance visit, the Supplier's service engineer shall (before leaving the premises) complete a service or work report, showing, as a minimum:
- The time of the engineer's arrival on, and departure from the site.
  - The time that the engineer takes on the responsibility of Radiation Employer for the Scanner, under the Ionising Radiation Regulations 1999 (IRR99).
  - Confirmation that the Scanner has been tested and is operating correctly; or
  - Details of any work carried out and/or which in consultation with the Authority's local representative is agreed or proposed to be undertaken at a later date.
  - Confirmation that all safety features have been re-set and are functioning as intended.
  - Confirmation that the radiation dose rate around the accessible surfaces and at the end of the belt is  $<1\mu\text{Sv h}^{-1}$
- 27.25 For the maintenance of X-Ray equipment, the Supplier is required to comply with Ionising Radiation Regulation 1999 Approved Code of Practice and Guidance Notes.

## 28 VENTILATION AND AIR CONDITIONING SYSTEMS (CC41C G:29)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 28.1 The Supplier shall maintain ventilation, comfort cooling and air conditioning systems by using the same principles employed for other mechanical and electrical systems. Some of the air conditioning systems shall be designated by the Authority as Business-Critical Systems where appropriate.
- 28.2 This provision includes all catering extract and forced air systems inclusive of ductwork and terminal units.
- 28.3 The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Section 56 Environmental Cleaning and the Bespoke Planned Preventative Maintenance Schedule /SFG20. The Supplier shall maintain the systems and ensure compliance with legal obligations in respect of Health and Safety, the management of greenhouse gases and ozone depleting substances and any other specification or Standard required by the Authority.
- 28.4 The equipment included within this specification includes, but is not limited to, all types of ductwork, coolers, inlet/outlet grilles, refrigeration plants, cooling towers, air cooling/conditioning systems and all other local ventilation systems.
  - 28.4.1 All ventilation systems shall function as intended without undue noise and vibration.
  - 28.4.2 Air changes and ventilation levels shall be provided in accordance with the manufacturers' design specifications of the equipment, the Courts Standards and Design Guide and Probation Guide and all other guidance provided within the data pack.
  - 28.4.3 Ductwork fittings and pipe work shall be securely fastened to their intended points of anchor.
  - 28.4.4 There shall be no leaks of water including condensation (or other heating/cooling medium) or air from ventilation systems.
  - 28.4.5 Ventilation systems shall be inspected and kept free from corrosion, erosion, and organic growth. Ductwork insulation shall be maintained in a good condition and repaired/replaced when damaged either due to age/weathering or damaged by pests.
  - 28.4.6 All external plant shall be inspected to ensure metal work is kept free from corrosion and repainted as and when required. The Supplier will remove and treat any corrosion, and repaint as necessary to maintain the weather proof coating taking note all such materials are within the consumables list.
  - 28.4.7 All pipe work and fittings shall be clearly labelled to identify its service.
  - 28.4.8 Pipe work, valves and pumps, electrical supplies to ventilation and cooling equipment, toilet and shower extract ventilation fans, area extract and supply ventilation fans, air handling units, air conditioning and DX units, ductwork dampers filters, grills and diffusers to be kept clean and operational.



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- 28.4.9 Within Leasehold Affected Properties where the landlord retains some or all responsibility for maintenance of ventilation and air-conditioning systems, the Supplier shall work in conjunction with the Landlord and their maintainer when faults or issues arise until a point where the systems are repaired.
- 28.4.10 The Supplier shall be required to provide advice on, and generally react to unacceptable air quality in individual offices or rooms, or unacceptable human comfort levels as they arise (temperature control). This is in relation to identifying and rectifying failures.

**29 – NOT USED**

**30 FIRE DETECTION AND FIGHTING SYSTEMS (CC41E / G:11)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 30.1 All Fire Systems shall be tested by appropriately trained Supplier Personnel as per the required Standards and frequency (Bespoke or SFG20) including but not limited to:
- Voice alarm systems and fire alarm sounders/bells;
  - Public Address systems;
  - Lift evacuation systems;
  - Emergency communications systems (refuges);
  - Fire Alarm panel and all detection system devices and beacons;
  - Break glasses;
  - Sprinkler Systems;
  - Magnetic hold open devices linked to the fire alarm;
  - Secure Doors linked to the fire alarm auto release;
  - Evacuation Chairs or systems;
  - Fire Alarm linked Pagers (provided to staff members with hearing impairment);
  - Dry Riser Inlets;
  - Fire Curtains and Shutters;
  - Gas Fire Suppression Systems;
  - Automated Shut off Vales/Devices (i.e. but no limited to Affected Properties Gas main and other plant and equipment);
  - Fireman's controls; and
  - Fire Dampers and Smoke Extract Systems and vents.
- 30.2 The Supplier shall test fire detection systems in a manner that ensures full functionality of the Fire System and associated devices. The Supplier shall undertake the tests at a time to be agreed with the Authority and in accordance with the manufacturer's and installer's statutory requirements. The results shall be recorded within the Site Log Book at each location and centrally within the suppliers CAFM system and uploaded to the Integrators CAFM system.
- 30.3 All abnormal test results shall be immediately advised to the Authority, and dealt with under the auspices of the Reactive Maintenance Services.

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- 30.4 It is the responsibility of the Supplier to notify the Integrator's CAFM System / Helpdesk of each instance where works are raised as a result of testing of firefighting or detection systems.
- 30.5 The Supplier shall inform the Integrator when they are to undertake maintenance work to the fire safety systems. This shall be carried out in line with the Authority's policies, for example (but not limited to) Fire Safety Order 2005 at an Affected Property.
- 30.6 Manual Break Glass call point shall be activated as per the Bespoke maintenance schedule or SFG20. The results shall be logged in the Site Log Book and uploaded to both Supplier and Integrator CAFM System. All abnormal test results shall be acted upon and defects reported to the Integrator.
- 30.7 All Fire Protection Equipment shall be maintained in accordance with the Planned Preventative Maintenance Schedule and appropriate legislation, including portable fire appliances. The Supplier shall include within the Lump Sum Price the recharge of all extinguishers. The Supplier will manage this service ensuring that they are aware of the age (cognisant of the expiry date) of each extinguisher within Affected Properties. The Supplier will have sufficient extinguishers with them on the day of inspection to replace those expired or discharged to maintain the correct provision of the correct type of extinguisher available within an Affected Property at the completion of the inspection and discharge testing. All gas systems are to be maintained and tested by appropriately trained personnel. Similarly, all wet fire suppression / sprinkler systems are to be tested and maintained by competent persons with appropriate training in accordance with BS EN 12845 requirements. Replacement extinguishers and recharging discharged extinguishers will be included within the term service irrespective of number of devices required. Replacement of extinguishers used either in a fire emergency, accidental discharge or act of vandalism will be replaced at the Suppliers expense.
- 30.8 The Supplier will maintain Dry Risers in accordance with Building Regulation BS9990 and the Planned Preventative Maintenance Schedule.
- 30.9 The Supplier shall maintain Affected Properties in accordance with BS 5839: Part 1:2013, Fire detection and fire alarm systems for buildings and SFG20: Code of Practice for system design, installation, commissioning and maintenance.
- 30.10 Where any changes have been made to the system, the records shall be up-dated by the Supplier.
- 30.11 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: Part 1:2013, Fire Detection and Fire Alarm Systems for Buildings: Code of practice for system design, installation, commissioning and maintenance and all relevant amendments.

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- 30.12 Fire Evacuation Chairs will be tested in line with the manufacturers' requirements at no less frequency than annually. Repairs and maintenance will form part of the term service covered by the Comprehensive Liability Threshold. Evacuation Chairs form a crucial part of the Affected Property's Fire Evacuation strategy; at any point if a chair fails an inspection or is not operational the Supplier will inform the on-site Authority Representative so that appropriate temporary changes to the Fire Strategy can be made. The period of time an Evacuation Chair shall be out of use will be kept to a minimum with the Supplier required to have appropriate access to suppliers and manufacturers to ensure swift access to part or replacement chairs when required.

### 31 LIFTS, HOISTS AND CONVEYANCE SYSTEMS (CC42 / G:15)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 31.1 The Supplier shall provide a fully comprehensive maintenance regime to the lifts, hoists and conveyance systems within the Affected Property. The Supplier shall be responsible for meeting minimum response times contained within the performance regime if there are problems with the lifts system's components, items and panels.
- 31.2 The Supplier shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM System. The Supplier shall:
- (a) Act as the duty holder for the lifts;
  - (b) Manage the thorough examination of lifts by an independent competent person and forward reports to the Authority, ensuring management, supervision and technical support of any third-party insurance inspectors.
  - (c) Keep lift records;
  - (d) Act on any recommendations that cost less than the Comprehensive Liability Threshold.
    - i) The undertaking of all action points required as a result of the six (6) Monthly statutory examination reports. Works to be prioritised and executed within agreed timescales.
  - (e) Inform the Authority of any work required costing more than the Comprehensive Liability Threshold.
  - (f) Inform the Authority of any lift that is out of service, the reason why and the time the lift will be back in service;
  - (g) Inform the Authority of any relevant changes to legislation that need to be addressed in the Planned Preventative Maintenance Schedule;
  - (h) Ensure that lifts are taken out of service and isolated in the case of dangerous situations;

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- (i) Ensure the competency of those who carry out the work and train all Supplier Personnel in the rescue and freeing of trapped passengers. In the event of an entrapment the Authority will require the attendance by the Supplier in accordance with the Critical Call Type for Off Site service delivery of 1 hour;
  - (j) Ensure the availability of replacement parts. During the Asset Verification the Supplier shall indicate to the Authority Critical Spares to prevent long lead times causing lifts to be out of use for significant periods. The Supplier to have suitable supply chain links to obtain parts and equipment to repair all failed lifts;
  - (k) Carry out a detailed risk assessment for all works; and
  - (l) Include firefighting and fire evacuation lifts and lift evacuation systems. The Supplier will be aware of the additional features of such lifts including the more onerous maintenance and testing regimes that they are to adhere to. Where such lifts exist, they will not be taken out of action for planned maintenance during normal operational hours. If at any time a firefighting or evacuation lift fails, the Supplier will inform staff within the Affected Property as soon as possible. Supplier will inform the Integrator within one hour so that they can assess the impact upon the fire evacuation strategy and occupancy of the Affected Property. For this reason, down time of these lifts must be kept to an absolute minimum. During Asset Verification, the Supplier is to identify a list of critical spares to be submitted to the Authority to consider purchasing as Elective Works to hold onsite to mitigate the risk of failure.
- 31.3 The Supplier and Integrator will proactively monitor lift reliability ensuring trends are identified; where reliability issues or trends arise the Supplier will commission inspections/investigations where necessary to assist in identifying and resolving faults that cause lift reliability issues or to evidence to the Authority obsolescence or the need for capital replacement.
- 31.4 As an Elective Service, should any lift be suspended from service due to refurbishment, the Supplier is required to support any such works even if it is delivered by a third party, assisting in service isolations and reconnections where those services are provided by the Supplier and in adherence to the safe systems of works requirements. The Asset will then be formally changed by the Compensation Event process.
- 31.5 Planned Preventative Maintenance shall be scheduled to ensure that sufficient alternative lifts remain in use to prevent any disruption to the operation of the site. Maintenance will be permitted within the core working hours, but only in those Affected Properties with sufficient lifts to allow step free access to be retained to all whilst lifts are removed from service for maintenance. If this cannot be achieved the lift maintenance will be scheduled out of Core Hours and the Lump Sum Price will cover this out of hours maintenance.
- 31.6 When lift maintenance is to be carried out, both planned and reactive, the Supplier will provide suitable and professional signage and where necessary safety barriers that will be installed at every level the lift serves so that building occupants are aware the lift is out of service. The Supplier is to ensure such signage is installed and removed at the beginning and end of such maintenance activity. At no time will it be permitted for lift doors to be open to the shaft (without the car) without suitable safety barriers being in place.

## **32 SECURITY, ACCESS AND INTRUDER SYSTEMS (CC9R / G:22)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 32.1 The Supplier shall take note that the panic alarms, primarily found within Probation buildings and Approved Premises, are considered Business Critical at all Affected Properties because of the potential Health and Safety implications of failure in service. Similarly, digital locks, access control or similar devices to maintain separation between Probation and Approved Premises Staff and their clientele are crucial for the safety and security of Authority Personnel and therefore will be reacted to in accordance with the priority it is logged with the Integrator Helpdesk.
- 32.2 The Supplier shall maintain all Security, Access and Intruder Systems within the Authority's Affected Property and any new systems put in place to ensure correct functioning throughout the course of the Contract. It will be the Supplier's responsibility to ensure the continued functioning of Security, Access and Intruder Systems. The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale.
- 32.3 The Supplier shall liaise with the Authority's Security Representative and any relevant Government security equipment specialists over the issues of Security, Access and Intruder System including synergistic areas where security provision is supplied directly by Government staff.
- 32.4 The planned preventative works associated with Automated (Card) Access Control Systems are to be carried out in line within the Authority's Planned Preventative Maintenance Schedule as outlined in the specification specific to each Affected Property.
- 32.5 The Supplier will be responsible for the provision of compatible access control passes, printing consumables, maintenance support relating to the Access Control pass -production PC, printer and software both to operate the AACS and production of access control passes. Close liaison is required with the Soft Services Supplier Security and Reception team to ensure suitable stocks, being no less than one month's supply at normal occupancy, of access control consumables are available throughout the contract duration.
- 32.6 The planned preventative works associated with the intruder detection system are to be carried out in line within the Authority's Planned Preventative Maintenance Schedule as outlined in the specification specific to each property.

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- 32.7 All IT equipment and software associated with the operation of these systems will also be the responsibility of the Supplier to ensure the systems remain supported both by the manufacturer of the systems and IT equipment that operates it. The Comprehensive Liability Threshold limit will apply with Software upgrades or replacement costs of PCs and other equipment in excess of this limit to follow the New Works Process with the Supplier raising requests as required to maintain the system throughout the Contract duration.
- 32.8 As indicated batteries are a consumable and are included within the Lump Sum Price.

### 33 BARRIER CONTROL MAINTENANCE (CC9P / G:05)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 33.1 Where barriers are installed and included in the scope of Services, the Supplier shall be required to provide a maintenance service for these Assets as part of the overall mechanical and electrical maintenance strategy across each Affected Property.
- 33.2 The Supplier shall liaise with the Authority Security Representative and any relevant Government security equipment specialists over the issues of Security, Access and Intruder System including synergistic areas where security provision is supplied directly by Government staff.
- 33.3 The Supplier is to be aware that within some of the higher security sites bollards and barriers form part of the building's 'Hostile Vehicle Mitigation Controls'. These controls form an intrinsic part of the safety of the Affected Properties and therefore they need to be in full working order. For that reason, failure of these assets will result in high priority calls with suitably tight resolution times.
- 33.4 The Supplier shall maintain all but not be limited to: Security barriers (automated and manual), bollards (both fixed and movable), vehicle blockers, shutters (automated and manual), entrance pods, speed styles and gates (automated and manual) Systems within the Authority's Affected Property and any new systems put in place to ensure correct functioning throughout the course of the Contract. It will be the Supplier's responsibility to ensure the continued functioning of Systems as these are an essential part of the perimeter security at Affected Properties. The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale set by the call priority and Response Rectification Times.
- 33.5 The Supplier shall liaise with the Authority's Security Representative and any relevant Government security equipment specialists when specifying replacement or additional barriers to entry.
- 33.6 The planned preventative works associated with all physical barrier to entry system are to be carried out in line within the Authority's Planned Preventative Maintenance Schedule as outlined in the specification specific to each property.

### 34 SAFETY FILM (CC9Q)

**The costs associated with the delivery of this specification are within the Elective New Works within the first year thereafter the Comprehensive Liability Threshold applies.**

- 34.1 In the first year of the Contract annual integrity tests and maintenance arising of safety film will be excluded from the Lump Sum and follow the Elective New Works Process. The Supplier is however to identify the presence of all safety film at Affected Properties, and update the Asset Register accordingly within that year. Then subject to approval of a Compensation Event the integrity testing will be included within the Lump Sum and maintenance will be included within the Comprehensive Threshold Limit for the remainder of the Contract.
- 34.2 The Supplier shall ensure the integrity of safety film is present at the relevant Affected Property and shall ensure that no window is unprotected at any time.
- 34.3 The Supplier shall undertake an annual integrity inspection and report of safety film at each Affected Property. The Supplier shall take cognisance that safety film present is free of dust particles, hair and fibres, adhesive gels, fingerprints, air bubbles, water haze, scores and scratches, film distortion, creases, edge lift, nicks and tears.
- 34.4 The Supplier shall also provide a safety film replacement service which shall be provided and shall be additional and follow the New Works Process.

### 35 STANDBY POWER SYSTEMS MAINTENANCE (CC41F / G:25)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 35.1 The Supplier shall be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment. The Supplier shall ensure that the backup equipment is available at all times and starts within ten seconds of a mains power supply interruption or fluctuation.
- 35.2 The Supplier shall liaise with the Authority for the load testing of this equipment.
- 35.3 The Supplier shall be responsible for the accurate recording of systems that are connected to the generators and Uninterruptable Power Supply (UPS) systems.
- 35.4 The Supplier shall be responsible for ensuring that the systems are not overloaded and the balance between phases is maintained.
- 35.5 The Supplier shall ensure that fuel levels in storage tanks are maintained at a minimum of 75% capacity and shall assess the condition of the fuel contained therein to ensure that fuel is in a suitable condition for the generator to operate.
- 35.6 The Supplier shall ensure that invoices for fuel are dealt with on a Disbursement basis.
- 35.7 The Supplier shall conduct as a minimum once every two (2) years a black test on all standby power systems installed. The supplier must liaise with the Integrator, the Authority and all associated interested parties when planning and undertaking these tests. Particular attention should be paid to IT systems.

### **36 HIGH VOLTAGE (HV) AND SWITCHGEAR MAINTENANCE (CC41G / G:14)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 36.1 The Supplier shall maintain HV switchgear using the same principles employed for other mechanical and electrical systems. HV switchgear is designated by the Authority as a Business-Critical system.
- 36.2 The Supplier shall ensure that substations are clean, dry, and ventilated. The Supplier shall ensure that tubular heaters are fitted where necessary to avoid condensation. The Supplier shall ensure that hardwood, metal or concrete duct covers are in place, except when work is being carried out. Under no circumstances shall items which are not directly concerned with the operation and maintenance of the HV installation be kept in the substation.
- 36.3 The Supplier shall ensure that HV equipment is regularly inspected, maintained and tested to ensure that it is in a safe and serviceable condition.
- 36.4 The Supplier shall ensure that any Affected Property with HV that is the Authority's responsibility to maintain has a member of Supplier Personnel who is responsible for maintenance within that Affected Property nominated as the HV Authorised Person, suitably qualified and competent. In addition, all Supplier Personnel accessing and maintaining the HV equipment or entering the HV enclosure are also suitably qualified and competent and shall at the very least:
- Be an electrical craftsman; and
  - Be over the age of twenty-three (23) years.
- 36.5 The Supplier shall ensure there is a qualified named High Voltage Authorised Person (HVAP) engineer for the Affected Property(s) who has direct responsibility for the maintenance within that Affected Property and will closely supervise all maintenance and records for each HV system. The Supplier will ensure they have a suitable number of HVAP's to provide cover during annual leave and sickness when required.
- 36.6 The Supplier shall ensure that a Permit to Work system is used for this Service.
- 36.7 The supplier will ensure the provision of suitable and sufficient PPE and floor matting etc. within HV and Low Voltage (LV) switch rooms throughout all Affected Properties.
- 36.8 The Supplier will ensure a line schematic is on all electrical switch room walls and that this schematic is updated to reflect and changes to the installation.

### **37 CATERING EQUIPMENT MAINTENANCE (CD2J / G:08)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**



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- 37.1 The Supplier shall be required to provide a professional maintenance service of all commercial catering equipment used in the provision of Catering Services under the Contract using the same principles employed for other mechanical and electrical systems. This shall be carried out in accordance with all relevant regulations relating to the servicing of gas and electrical installations and the Authority's standard for the Affected Property.
- 37.2 The Supplier shall maintain catering equipment owned by the Authority but operated by a third-party supplier.
- 37.3 Some of the equipment is owned and maintained by the Catering Provider: in the majority of cases these are the smaller portable appliances. The Supplier will liaise during Mobilisation to ascertain which appliances the Catering Provider maintains and ensure all other equipment belonging to the Authority is maintained under the Contract. The Supplier will retain responsibility for Portable Appliance testing all items even those that belong to the Catering Provider.

**38 AUDIO VISUAL (AV) EQUIPMENT (CC41H / G:04)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 38.1 The Supplier shall ensure that any audio visual (AV) equipment which is designed to display or take input from portable media or is computer driven is maintained, replaced or provided with suitable converters such that it is compatible with the required Standard at all times.
- 38.2 The Supplier shall ensure that maintenance of this is included in the Lump Sum Price with replacement units provided on a Disbursement basis and dealt with as part of the Reactive Maintenance Service Requirements. The support required to set up and operate equipment is to be priced as part of the support service available from the Helpdesk as Elective Works.
- 38.3 During all events utilising multi-media technology, the Supplier shall provide Supplier Personnel that are capable of remedying all associated technical problems in a timely manner.
- 38.4 The Supplier is required to ensure that media connectivity is maintained for connection by broadcasting services.
- 38.5 In some of the Affected Properties there will be occasional Ministerial Events or large presentations. Specific equipment may be hired in via a third party. The Supplier is required to support and provide assistance where required in terms of electrical connections and advice pertaining to the best means of laying out this equipment. At other occasions the fixed equipment may be used and the Supplier is required to provide technical support.

**39 TELEVISION (TV) CABLING (CC41I / G:27)**

**The costs associated with the delivery of this specification are within the New Works Process.**

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- 39.1 The Supplier shall maintain the existing cabling infrastructure which is designated for the transmission of television pictures. The Supplier shall manage the payment of regular invoices for TV licence usage on behalf of the Authority.
- 39.2 The Supplier shall be responsible for installing additional cabling as instructed by the Authority. The Supplier shall ensure that all cabling, which is installed by the Supplier, is of a suitable specification to guarantee continuity of the Services and picture quality and that this cabling is used exclusively for the transmission of television pictures.
- 39.3 The Supplier shall ensure that provision also includes but is not limited to aerials, satellite dishes and set top boxes.
- 39.4 Where required, the Supplier shall deliver the TV signal over the data network.
- 39.5 The Supplier shall provide power to mobile phone masts and liaise with mobile phone company staff.

**40 HARD LANDSCAPING (CC131 / G:13)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 40.1 The Supplier shall provide Hard Landscaping Maintenance to the Affected Properties which includes but shall not be limited to:
- Footways/footpaths/pavements/road surfaces (including road drainage);
  - Courtyard and terrace paving;
  - Steps and ramps to entrances;
  - Car parking areas;
  - Kerbs, edgings and pre-formed channels;
  - Fencing, gates and boundaries;
  - External furniture including but not limited to furniture, bicycle shelters and sculptures;
  - Snow and ice clearance; and
  - Road and playground markings.
- 40.2 The Supplier shall ensure that:
- (a) All external hard surfaces are kept safe, clean and tidy;
  - (b) Planned and Reactive Maintenance activities maintain areas of hard landscaping that are safe, free of defects and prevent any dangers or hazards to the Authority, its staff and Building Users or their vehicles;
    - i) Provide a proactive service to prevent the accumulation of algae, moss or any other material that could create a slip hazard on all paved surfaces. This will require removal of any such material when noticed to keep such areas safe to use at all times in any weather conditions as part of this hard services delivery within the term service.
  - (c) Fences, gates and boundaries are maintained and replaced to deter unauthorised access and retain the appearance of well-kept facilities; and
  - (d) All external furniture, bicycle stores and the like are maintained, checked for structural integrity and kept in good repair.

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- 40.3 The Supplier shall respond to requests for Reactive Maintenance placed via the Integrator's Helpdesk. The Supplier shall ensure that a pro-active approach is taken to maintenance of hard landscaping and shall take advantage of the ability of the CAFM System to incorporate these activities into a PPM schedule which will be uploaded to the Integrator's CAFM system.
- 40.4 The Supplier shall provide a professionally managed snow and ice clearance service to the Affected Property. Where snow, ice or heavy frost is forecast, the Supplier is required to monitor weather alerts to fulfil this requirement. The Supplier shall take reasonable preventative measures to maintain safe surfaces for pedestrian and vehicle users. All roads, car parks, pathways, entrances (including those only used for emergency evacuation purposes) and other affected surface areas of the Affected Property shall be free of snow and ice and kept in an anti-slip condition.
- 40.4.1 Within Heritage Buildings, the Supplier will consult the Authority in terms of the melting substrate used in case there are restrictions on the use of salts or other products due to the damaging effect upon stonework. In such cases the Supplier is to use products recommended by the Heritage Consultant to avoid damaging the Affected Property. For Leasehold properties, the snow and ice clearance activity it to be agreed with Landlords to avoid any breaches of Lease obligations.
- 40.5 The Supplier shall take care during snow clearance to ensure that the Affected Property is not damaged.
- 40.6 All road markings and car park lining to be kept legible and re-painted as required with the Comprehensive Liability Threshold applying.

**41 SOFT LANDSCAPING (CC132 / G:23)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 41.1 The Supplier shall provide a fully comprehensive, professionally managed Soft Landscaping and Maintenance Service at the Affected Property. The Service may be integrated with other external Services such as hard landscaping maintenance where applicable, so that there shall be no duplication of tasks in external areas. The Supplier shall maintain all external planted areas and shall maintain healthy and vigorous plants with a tidy weed free appearance.
- 41.2 The Supplier shall provide a horticultural Service in respect of the provision and maintenance of external planting in beds and containers. All plants shall be maintained to ensure a pleasing and tidy appearance and are healthy in growth. All plants and shrubs that have died or appear to be dying shall be removed and replaced as soon as possible with a suitable, comparable replacement.
- 41.3 The Supplier shall provide a maintenance service in respect of all grassed areas. Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings removed from site.

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41.3.1 All grassed areas within the Affected Property boundaries including banks, small rough areas, around trees and obstructions, fence lines, etc., are mown (utilising a box mower to collect clippings) and vertical edges are neatly trimmed by hand or suitable approved machines. All grassed areas to be maintained at a depth of no less than 20mm and no more than 60mm in height. Areas will be mown at least fortnightly between April and October. More frequent visits may be requested by the Authority. Grassed areas shall be top dressed annually to promote soil condition and healthy grass growth.

41.4 The Supplier shall ensure that:

- (a) All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice;
- (b) All pots/ containers are cleaned and replaced where necessary;
- (c) All external soft landscaped areas are kept safe, clean and tidy. Beds, borders, planters and rockeries are hoe/hand weeded, carefully forking out deep-rooted perennial weeds, and are kept weed free during all seasons. All beds to be maintained for a twelve (12) month basis on at least a Monthly basis and more regular if required to maintain the standards specified.
- (d) Planned and Reactive Maintenance activities and maintained areas of soft landscaping and planting are safe, free of defects; and they prevent any dangers or hazards to the Authority, its staff and Building Users;
- (e) Hedges are trimmed to the base of the current year's growth to plumb, straight lines and even height profiles (as requested). The Supplier shall also clean out the hedge bottom to hedge width, including the removal of unwanted saplings and climbers. Flail type cutters are not permitted.
- (f) All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
- (g) All external hard surfaces are kept free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;
- (h) All trees are maintained to ensure the safety of the Authority and its staff. The Supplier will cut to a required height any trees, bushes shrubs or plants which are considered by the Authority to constitute a safety or security hazard or providing shelter or a hiding place for person(s) or objects.
- (i) An annual tree survey is undertaken by a Competent Person (Chartered Forester or other such suitably qualified professional). The report is to be presented to the Authority through the Integrator's CAFM system.
- (j) Soil improvers shall not contain peat or sewage sludge;
- (k) Growing media shall not contain peat;
- (l) All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;
- (m) Growing media should meet quality Standards as set out in under the PAS100 and the Quality Protocol; and

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- (n) From 2015, plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.
- 41.5 The Supplier shall ensure that all debris arising from the performance of the works is promptly removed from the Affected Property and disposed of in an Environmentally Preferable manner.
- 41.6 The Supplier shall consider in every instance whether the use of any form of chemical for use of, including but not limited to, fertilizer, pesticide and herbicide, is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs (DEFRA). The Supplier shall ensure compliance with the Authority's policy on Greening Government Commitments at all times.
- 41.7 The Supplier shall ensure that all chemicals are 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 and maintaining soil fertility. The Supplier shall substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Supplier shall maintain the grounds of the Affected Property by using good husbandry and encouraging native flora and fauna.
- 41.8 In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:
- Wormeries;
  - Bat and beetle boxes;
  - Nesting birds;
  - Heritage vines and creepers;
  - Annual pruning and maintenance; and
  - Herb garden for use in catering departments (where applicable).
- 41.9 Growth of trees, hedges, etc. is controlled to ensure:
- No damage, diseased or hanging branches;
  - No obstructions to paths, roads, Car Parks, walkways, security sight lines and CCTV;
  - No obstruction of light through windows; and
  - No ivy within 2m of tree canopy, grass, buildings, CCTV or lamp posts.
- 41.10 Within some Approved Premises parts of gardens or raised beds may be maintained by the residents, supervised by Approved Premises staff. The Supplier is to liaise with the Approved Premises management team to define what areas will be excluded from the Supplier responsibility and to realign their service provision accordingly. This arrangement will be managed locally and adding and removing areas for the Supplier to maintain will be controlled via the Compensation Event process. The Supplier may be requested to provide materials to assist in the maintenance of these areas. These will be provided via the Elective Works process and authorised by the Authority.

## **42 TREE SURGERY (ARBORICULTURE) (CC134 / G:28)**

**The costs associated with the delivery of the planned activities of this specification are within the Lump Sum Price and only where indicated within the New Works process.**

- 42.1 The Supplier shall provide a tree surgery relating to pollarding on an Elective Works basis and shall be excluded from the Framework Prices. Works to trim annual growth to retain clear pedestrian and vehicular access routes are to be included within the Lump Sum Price.
- 42.2 The Supplier shall ensure that Supplier Personnel carrying out tree surgery Services are National Proficiency Tests Council qualified (or other equivalent) in Arboriculture, and that all work is carried out to BS 3998 Standard. Any third party supplier(s) used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.
- 42.3 The Supplier shall seek approval from the Authority before trimming, tree root removal or felling any trees. No such work will be permitted upon trees protected by a Tree Preservation Order (TPO) without first obtaining the necessary consent from the respective Local Authority. The Supplier will be required to provide, from a suitably qualified and competent person, a full scope of works and any further information required to the Authority to enable the Supplier to obtain approval from the Local Authority for any works of this nature to a tree with TPO. Upon Consent the Supplier will be required to strictly adhere to their scope when undertaking such work.

## **43 RESERVOIRS, PONDS, RIVER WALLS AND WATER FEATURES (CC135 / G:21)**

**The costs associated with the delivery of this specification are within the Lump Sum Price for the Planned Activity and Comprehensive Liability Threshold for Works Arising.**

- 43.1 The Supplier shall provide a maintenance service in respect of ponds and external water features, where applicable. Ponds shall be free from excessive plant remains, weeds and sludge to maintain a healthy biological balance.
- 43.2 The Supplier shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments. The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.
- 43.3 The Supplier shall provide an inspection report on an annual basis or as dictated by any applicable Risk Assessment.
- 43.4 The Supplier shall provide maintenance in respect of sea walls and river walls where applicable. The Supplier shall carry out an annual inspection and provide a condition report to the Authority as required.
- 43.5 The Supplier shall ensure that staff operating in a water environment:
- Comply with all relevant Health and Safety legislation;
  - Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent;

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- Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water;
  - Where an independent electrically or mechanically operated hoist or cradle is used to provide a competent operator, or give sufficient training in its use. Some means of communication is to be provided for use in an emergency;
  - Check, maintain and examine in accordance with manufacturer's or statutory requirements any hoist / cradle;
  - Display warning signs/notices;
  - 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;
  - Wear a buoyancy aid, of a tested and approved pattern;
  - Provide suitable rescue equipment, for example but not limited to a boat, boathook, lifebelt or lifeline to be in position, and check as serviceable before works are permitted to commence;
  - 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;
  - Conduct regular and frequent checks on numbers of Supplier Personnel working, made by the Supplier Representative, or a nominated person;
  - Are instructed as to means of raising alarm and rescue drills;
  - Do not operate as lone workers; any works over water are to be carried out by a minimum of two persons; and
  - Ensure that extra checks are made by the Supplier Representative. Special care must be taken in fog, snow or rain.
- 43.6 Where waterways, ponds and lakes are present, the Supplier shall carry out one 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.
- 43.7 The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.
- 43.8 The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the Energy Management and Environmental Management requirements.
- 43.9 Water quality testing and reporting, in-line with environment agency best practice including L8: Control of Legionella testing of water features.
- 43.10 The Permit to Work system shall be used for this Service.
- 43.11 For works arising from the risk assessments the Comprehensive Liability Threshold shall apply.

#### 44 CONTROL OF ASBESTOS (CE2M / G:09)

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

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- 44.1 The Supplier shall maintain the Asbestos Register such that it contains a comprehensive schedule of all areas within each Affected Property which contain Asbestos or Asbestos Containing Materials (ACMs). The supplier will be responsible for both scheduling and undertaking an annual visual re-inspection of each Affected Property to ensure that the physical condition of the asbestos material identified in the asbestos register has not changed. Any change in condition, damage or change of use of the area which may lead to a higher likelihood of damage must be brought to the attention of the Authority to agree remedial action. The Supplier shall update the Asbestos Register each year following the re-inspection. The schedule of re-inspections is to be programmed through the Supplier's CAFM system and uploaded to the Integrator's CAFM system.
- 44.2 The Supplier shall publish and convey the contents of the Asbestos Register (and any updates) to all Supplier Personnel and other Suppliers working within the Affected Property, who shall relay it to their respective personnel, which are likely to be at risk of interfacing with this substance or have an interface with activities which may expose them to this substance.
- 44.3 The Supplier shall ensure that the process of identifying, signing and tagging all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements.
- 44.4 The Supplier shall ensure that all identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist contractor and independent air monitoring and analyses, when required.
- 44.5 The Supplier shall ensure that all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full method statements for safe execution of their task.
- 44.6 The Supplier shall appoint trained, licensed and competent Supplier Personnel to carry out inspections.
- 44.7 The Supplier will provide an up to date and version controlled Asbestos Register to the Integrator as well as hold duplicate copies on their own CAFM System. The Supplier is also required to ensure an up to date Hard Copy will be held within the Affected Property in the relevant section of the site log book. This is to ensure it is accessible to any person from any contract undertaking works at an Affected Property. Any revisions and updates to the Asbestos Register, even when the information is provided by a third party, shall be the responsibility of the Supplier and included within the term service of the Hard Services Contract.



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- 44.8 All Suppliers shall manage works in accordance with the Control of Asbestos Regulations 2012. ACM must be considered before organising any work irrespective of size and complexity of the task which is of both an intrusive nature or likely to disturb Asbestos material in buildings constructed before 1999. An intrusive Asbestos Survey (R&D) of the area must be undertaken by a competent registered Asbestos specialist prior to the works taking place, unless suitable details are held within the Asbestos Register, to confirm that no ACMs are present. If ACMs are detected it will be dealt with in accordance with 44.4 and the works only progressing once the risk of releasing airborne ACMs has been mitigated. In relation to the cost of the surveys for Maintenance and Non-Elective Reactive Repairs this will fall within the Comprehensive Liability Threshold. For Elective works the Comprehensive Liability Threshold shall not apply to the survey cost.

**45 WATER HYGIENE (CC41M / G:30)**

**The costs associated with the delivery of this specification are within the Lump Sum Price with works arising covered within the Comprehensive Liability Threshold.**

- 45.1 The Supplier shall comply with the Approved Code of Practice and Guidance, L8 revised in 2013 and any future revisions and updates during the life of the Contract.
- 45.2 The Supplier shall have a written scheme of examination and maintain a water hygiene log book.
- 45.3 The Supplier shall implement a maintenance regime in accordance with the Authority's Planned Preventative Maintenance Schedule for the Affected Property. This will involve an annual Legionella risk assessment. In addition, a new Legionella Risk Assessment will also be required following any changes made to the system in case this changes the risk. These are to be carried out by a competent person for each Affected Property. Legionella Risk Assessment may need to be carried out more frequently on higher risk systems or where there is increased risk due to external factors (i.e. high supply temperatures). This will include Affected Properties with cooling systems that include any evaporation (Cooling Towers/humidifiers etc.) or Affected Properties that regularly have samples above the level of detection. The Supplier shall produce a detailed Legionella Risk Assessment report of the entire system within the Affected Property that sets out any areas of risk and recommendations to reduce or remove the risks, schematic drawings of the water systems and photographic evidence of all areas of risk.
- 45.4 The Supplier shall provide a Water Hygiene Service that includes a cleaning and disinfection regime in accordance with current Health and Safety requirements as specified within the CCS FM Service Standards (Annex J).
- 45.5 The Supplier shall produce and implement an inspection and monitoring regime to check systems and plants for performance, cleanliness, contamination and damage.
- 45.6 Temperatures shall be monitored to ensure that the required Standard of control is reached within the code of practice guidelines.
- 45.7 The Supplier shall report any anomalies that may be detected and detail corrective works where required. Affected Property records shall be audited and amended.

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- 45.8 The Supplier shall produce and implement a regime of bacteria sampling to detect Legionella, e-coli and any other water bound bacteria.
- 45.9 The Supplier 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, 3<sup>rd</sup> Edition), or subsequent published editions, at all times. The Supplier shall also comply with the Water Supply (Water Fittings) Regulations 1999 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 Fittings) Regulations 1999 over the Comprehensive Liability Threshold shall be referred to the Authority for approval. All consumables, equipment, material and Chemicals required to deliver the water safety inspections and treatment are to be included within the Supplier's Lump Sum Price.

**46 STATUTORY INSPECTIONS (CC41J / G:26)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 46.1 The Supplier shall set up a programme of statutory and mandatory inspections in line with the Authority's Planned Preventative Maintenance Schedule (Bespoke Specification A or SFG20) to ensure all equipment receives the required inspections at the correct time covering the entire duration of the Contract.
- 46.2 The programme shall be issued to the Integrator and Authority two (2) months in advance of all works taking place.
- 46.3 The Supplier shall at all times comply with all relevant EU and UK statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the Authority's concerns with that aspect of performance.
- 46.4 Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the Authority Representative, landlord and other such persons. The Supplier shall co-operate with the persons executing these inspections providing access to copies of certification and engineers' reports and general advice pertaining to system operation so as to satisfy the requirements of those carrying out the inspections in terms of meeting all statutory and mandatory obligations.
- 46.5 The control and execution of this Service shall be managed entirely by the Supplier's CAFM System in line with the overall PPM schedule and subject to the same performance Standards, whether fulfilled directly by the Supplier Personnel or by a third-party supplier. All job history, work completion, test results, certification, documentation or issues are to be provided to the Integrator's CAFM system in real time. The Integrator will be monitoring performance against the Supplier's programme. All test results, reports or certification shall be provided to the Integrator within four (4) working days as a minimum.

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- 46.6 The Supplier shall undertake electrical testing in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.
- 46.7 Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) Years. The Supplier is to programme these tests so that all Affected Properties are inspected at least once during the Contract period.
- 46.8 The Supplier shall ensure that all reports and recommendations are uploaded to the Supplier's CAFM system and held centrally within the Integrator's CAFM System and shall include pressure systems and fire risk assessments.
- 46.9 For the avoidance of doubt, the Statutory Tests shall include all 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. The Supplier shall note that in partially occupied leased buildings some Statutory Tests and Inspections are carried out by the Landlord or Landlord's agent. The Supplier shall fully ascertain during the Verification Period which Statutory Tests and Inspections are to be provided as part of the Statutory Test and Inspections Service.
- 46.10 The Supplier shall ensure compliance with the Approved Codes of practice on water testing and treatment in terms of the preventing the risks of Legionella.
- 46.11 The Supplier will be responsible for updating action lists included within the reports so that the record on the Integrator's CAFM system accurately reflects the actions taken to mitigate risks and issues raised. This is to allow the Authority to understand what risks remain outstanding at any given time.
- 46.12 In addition to 46.7 the fixed wiring testing as well as actions arising from all other tests and inspection will form part of the term Service. Actions arising within the Comprehensive Liability Threshold and those with amounts above the threshold becoming Elective Works. Priority one actions will be dealt with immediately under the New Works Process, with priority 2's and 3's undertaken within the normal Contract Response and Rectification Times covering reactive works and following the New Works Process, where Elective Works are required.
- 46.13 The Supplier 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 Authority's Planned Preventative Maintenance Schedule covering Health, Safety & Welfare Regulations, BS EN 795, BS EN 365:2004, insurance inspections (i.e. lifts) and other relevant legislation as applicable.
- 46.13.1 At the QEII Conference Centre in addition to eyebolts there are also 'lighting bars' suspended from the ceiling. It will be the Supplier's responsibility for testing, and providing weight loading advice to Clients wanting to suspend equipment from them. Within the Lump Sum Price the Supplier will be responsible for all statutory testing and certifying in accordance with the standards above. If Clients of the QEII Conference Centre request testing prior to an event in addition to the statutory tests the Supplier will quote and provide this service as Elective Works.
- 46.14 The Supplier 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.

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- 46.15 The Supplier shall be required to carry out all Statutory tests and inspections to all microwave ovens in accordance with Health, Safety & Welfare Regulations, BS EN 795, BS EN 365:2004, and other relevant legislation as applicable.
- 46.16 The Supplier shall undertake and produce TM44 air-conditioning reports for all Affected Properties with Air Conditioning and cooling units with an individual or combined effective rated output of more than 12kw.

**47 PORTABLE APPLIANCE TESTING (PAT) (CC35 / G:18)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 47.1 Portable Appliance Testing (PAT) of Authority equipment shall be carried out in accordance with the Authority's maintenance requirement for this Service. Where electrical equipment can be identified as personal and belonging to members of Supplier Personnel or Authority staff it shall also be tested if it is being used at the Affected Property.
- 47.2 Portable Appliance testing shall be risk based and take cognisance of individual equipment's usage and location. The Supplier shall intimate the expected frequency based on the risk presented to the Class 1 and Class 2 electrical and electronic equipment (as defined in the IET Guidance Note 3) of the Authority by the working environments within the Affected Property.
- 47.3 As an integral part of the maintenance service the Supplier shall test any item of equipment introduced to the Affected Property prior to this being used. The Supplier shall then tag and log the equipment.
- 47.4 The control and execution of this Service by Supplier Personnel shall be managed by the Supplier using the CAFM System, with relevant information provided to the Integrator in line with the overall PPM schedule and shall be subject to the same performance Standards. All reports and recommendations, including PAT asset registers shall be provided by the supplier to be held centrally within the Integrator CAFM System.
- 47.5 Portable Appliance testing frequency will be in adherence with the Authority's Planned Preventative Maintenance Schedule following HSE's guidance on Maintaining Portable Electrical Equipment HSG107 (Third Edition) Published 2013 (with testing required every 1, 2 or 3 years in line with this guidance).
- 47.6 The Supplier shall provide an Asset Register, as shown in the Data Room, of all portable electrical appliances used at each location. The Asset Register is to be updated as necessary as and when new appliances are introduced or removed or replaced. The Asset Register is to include the date of when the appliance requires retesting (as per clause 47.5). The Asset Register of applicable assets is to be included in the Integrator's CAFM system and will be able to be downloaded by the local Authority representative.
- 47.7 The Supplier shall include the Portable Appliance testing of all portable equipment on-site including IT equipment.

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47.8 At Approved Premises residents are permitted to use personal portable electrical equipment. These are to also be Portable Appliance tested at a suitable frequency dependent upon the risk and class of equipment. The Supplier will seek the assistance of on-site Authority Representatives in seeking permission to test this personal equipment. If an item fails, the Supplier is to report this to the Authority's on-site representative to inform the resident that their equipment has failed the Portable Appliance test and can no longer safely be used.

47.9 The Authority has provided the following ranges for Portable Appliance testing volumes against NIA which are to be included within the lump sum. Above these ranges will be subject to a Compensation Event on production of evidence that the volumes tested exceed the ranges provided. 0-250 m2 NIA= 200 (items to test)

251-500 = 250

501- 1,000 = 300

1,001-1,500 = 400

1,501-2,000 = 500

2,001-3K= 1k

3,001-4k= 5k

4,001-8k = 8k

8,001- 12K = 12k

2,001- 20K = 20K

20,001- 35K = 30k

#### **48 BUILDING MANAGEMENT SYSTEMS (BMS) (CC41K / G:07)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

48.1 The operation of the Authority's building engineering service is to be achieved through the Building Management Systems (BMS). The Supplier shall operate the systems in a competent, pro-active manner so as to control all of the systems and the internal environment and to maintain a secure and reliable service.

48.2 The Supplier shall monitor any departures from agreed environmental parameters and shall take actions to rectify.

48.3 Before adjusting set points or modifying software the Supplier shall fully understand the effect these actions may have on the air conditioning and other Building Services systems process, energy efficiency and take cognisance of the internal and external environment.

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- 48.4 The Supplier shall ensure that the BMS is periodically upgraded as and when software versions are issued with the cost of these upgrades including PCs and other hardware falling within the scope of the Comprehensive Liability Threshold.
- 48.5 The Supplier shall ensure that the BMS and all modules, outstations or equipment connected to it forms part of the maintained Assets and is maintained and serviced as part of the general maintenance regime and within the limits set by the Comprehensive Liability Threshold.
- 48.6 The Supplier shall ensure that the BMS is configured to operate building systems at optimum energy efficiency.
- 48.7 For MoJ/NPS and CPS buildings and occupancy of over 500 people for DfE (comprising DFE, DCLG & DECC) there will be the requirement to monitor the BMS system twenty-four (24) hours a day 365(366) with either an onsite engineering resource or by automated remote control. Building Management systems must have critical alarms for all key plant. When an alarm activates it will be attended to within the Response and Rectification Times (Annex H) as a Priority B irrespective of time of day or operating hours of the Affected Property.
- 48.8 Across the estate there are a myriad of systems in use; the Supplier must maintain suitable licences and competency in maintaining and repairing all system variants. For Closed Protocol systems this may include the Supplier contracting with a third-party systems provider to resolve any reconfiguration, reliability or fault issues. All contracts, licences and costs pertaining to access are to be covered within the Lump Sum Price. In some Affected Properties there may be more than one system, for example within 102 Petty France there is a BMS controlling the plant and a separate system controlling the lifts; within other sites lights are on a separate system. For the avoidance of doubt all such systems are covered by this specification and included within the Services required from the Supplier and are part of the Comprehensive Liability Threshold.
- 48.9 As part of the BMS servicing the Supplier's controls engineers are to alter the setting of the BMS at the beginning of each season so that plant runtimes and settings are in accordance with the requirements of Spring, Summer, Autumn and Winter. The Supplier must operate the services so as to maximise fuel efficiency and seasonal benefits, for example but not limited to, free cooling where external air temperatures are suitable to minimise the need for cooling. The Supplier is to ensure plant is run for the minimum period whilst maintaining temperatures in line with the Authority's thermal comfort policy throughout each year. This will include regular checks during service visits to ensure such seasonal adjustments are implemented. In addition to this the Supplier shall monitor utility usage and identify any significant increases or excessive or unwarranted usage outside core hours. The Supplier will then work proactively to investigate the cause of the usage and rectify or reset to prevent ongoing energy waste.

**49 - NOT USED**

**50 - NOT USED**

## **51 LOCKSMITH SERVICES (CC52B / I:09)**

**The costs associated with the delivery of this specification are included within the Comprehensive Liability Threshold.**

- 51.1 The Supplier shall be responsible for all the repair and replacement of all types of locks for example and not limited to internal and external key locks, digital mechanical and electronic coded locks, magnetic locks, solenoid latches, furniture, safes and mechanical latches etc.
- 51.2 The Supplier shall ensure that notification of a requirement for Locksmith Services will be satisfied in accordance with the Rectification and Response Times (Annex H).
- 51.3 The Supplier shall demonstrate through the appropriate level of Security Clearance, as specified by the Authority, that any Supplier Personnel involved in these Services are appropriate to the operating environment. Many of the locking suites utilised within Affected Properties are registered and therefore require written authority from the Authority if additional locks or additional keys require cutting before a locksmith will undertake this work. The Supplier is to incorporate the need to timely request such authorisation when such work arises to prevent breaching the Rectification and Response Times (Annex H) included within this Contract.
- 51.4 Locksmith Services will be included within the Comprehensive Liability Threshold in terms of attendance, maintenance and repair. Additional locks, replacement of lost keys (where it is not the Supplier's Personnel who have lost them) and those above the Comprehensive Liability Threshold will be paid for as per the New Works Process.
- 51.5 Within certain restricted areas the Authority's Corporate Security team will advise as to what standards are to be complied with in terms of security. The Supplier will be required to work with the Corporate Security team submitting proposals to them for approval prior to installing any new locks and security equipment. The Authority will advise the Supplier when this is required. The provision of new locks and security equipment shall follow the New Works Process.
- 51.6 The codes of digital locks are to be changed every three (3) months.
- 51.7 This Service shall also include the provision a locksmith out of hours under the New Works Process to make secure a forced lock (following the detection of any such damage by security officers or the emergency services). The Supplier shall also provide a Locksmith Service in the event security officers/Authority Staff are unable to operate an external lock when securing an Affected Property at the end of a shift when the lock or key is defective. This Elective Service will be required 24-7, 365(366) days a year and follow the New Works Process.

## **52 CLOCKS (CC36 / I:04)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**



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- 52.1 The Supplier shall provide replacement batteries to a range of battery-powered clocks that are in use and dispose of empty batteries, in accordance with any regulations governing the disposal of batteries
- 52.2 The Supplier shall ensure appropriate change in clock time to all clocks within the Affected Property during the appropriate bi-annual Greenwich Mean Time (GMT) time changes. The Supplier is to commence this activity after 17:00 on the Friday before the change and complete before 08:00 on the Monday. The labour and out of hours working for this activity is to be included within the term service.
- 52.3 The Supplier shall include all appropriate maintenance tasks for clocks as part of their PPM schedule.
- 52.4 Replacement of clocks shall be the responsibility of the Authority.
- 52.5 If in the event high level access is required to service clocks, the Supplier will be responsible for the provision of such within the term service and shall make arrangements for such in liaison with the Authority and ensure appropriate training of operatives, and that Insurance, Risk Assessments and Method Statements are provided to the Authority prior to the commencement of the Service.
- 52.6 Within the Affected Properties there are a small number of heritage antique clocks. The Supplier is to use a specialist who is competent to undertake such works who shall be required to maintain and service the clocks which shall include but shall not be limited to:
- Winding the clocks three (3) times a week;
  - Setting to time;
  - Regulating and correcting out of sequence striking; and
  - Providing quotations for the repair or further maintenance of the clocks where required in the form of a written detailed quotation. The Comprehensive Threshold Limit will apply.
- 52.7 The Supplier 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 Authority within seven (7) days upon request.
- 52.8 The Supplier shall not relocate any clocks or carry out any maintenance to the clocks without the prior consent of the Authority.
- 52.9 The Supplier will provide a reactive service associated to any Helpdesk calls logged relating to clocks not working or showing the incorrect time. In addition, the Supplier is to provide a proactive service and whilst undertaking other duties and report any issues to the Helpdesk themselves to assist in ensuring that clocks are accurate.

**53 - NOT USED**

**54 SIGNAGE (CB13 / I:10)**

**The costs associated with the delivery of this specification are within Comprehensive Liability Threshold.**



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- 54.1 With the exclusion of all signage relating to exhibitions, the Supplier shall be responsible for the maintenance and, when required, the replacement of all Signage at the Affected Property.
- 54.2 The Supplier shall provide signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory/mandatory signage.
- 54.3 During the Mobilisation Period, the Supplier shall undertake a review of the signage currently installed within the Authority's Affected Properties and bring to the attention of the Authority any matter, which could materially affect the price submitted, together with rectification proposals and costs where appropriate. By the end of the Mobilisation Period the Supplier shall be fully aware of the condition of the installed signage and shall be fully satisfied with its condition unless the Authority has been notified to the contrary.
- 54.4 The Supplier shall take full responsibility for the adequate provision of all statutorily required signage on the Affected Property.
- 54.5 The Supplier shall be responsible for the provision of all other signage on the Affected Property, including the notification of dangerous areas, and directional signage as required. The Supplier shall be pro-active in the provision of this Service and shall advise on any further signage that may be of benefit to the Authority's staff or the public throughout the course of the Contract Period.
- 54.6 The Supplier shall agree design elements for all signs with the Authority and shall ensure only agreed formats are installed.
- 54.7 The Authority will conduct spot checks, with no notice, of the adequacy of existing signage from the Service Commencement Date, to be satisfied of adherence to this Service.
- 54.8 Where throughout the course of the Contract Period the Authority 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 Supplier at the material supply rates detailed within the Tender return and treated as New Works for payment purposes.
- 54.9 The Supplier shall be responsible for updating all relevant signage following the completion of any minor churn or any other movement of Authority staff.
- 54.10 The Supplier shall be aware that signage provided in an Affected Property in Wales is to be dual language; English and Welsh. The Supplier shall provide dual language signage where requested by the Authority. The Supplier shall include within the Prices for providing a dual language Signage Service.

**55 CABLE MANAGEMENT (ICT) (CF13)**

**The costs associated with the delivery of this specification are not included in the Lump Sum Price and shall be dealt with through the New Works Process.**

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- 55.1 The Supplier shall be responsible for installing additional data and audio cabling and moving floor boxes and grommets as instructed by the Authority. The Supplier shall ensure that all cabling which the Supplier installs is of a suitable specification to guarantee continuity of the Services and signal quality. This cabling shall be used exclusively for the transmission of data or voice.
- 55.2 The Supplier shall provide installation work 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 Supplier shall undertake a full survey of the proposed cable routes, prepare a method statement and discuss their proposal with the Authority.
- 55.3 The Supplier shall include within all installations Fluke testing of all newly installed data cabling and termination, with the Fluke Test results uploaded onto the Integrator's CAFM once completed.
- 55.4 When installing or replacing failed cabling the Supplier will either install cabling of the same type and specification as that installed or of superior specification.
- 55.5 The Supplier will be required to work with the Authority's ICT department and their contractors to assist in fault finding when issues arise with ICT systems to ascertain whether the issues are caused by cabling faults or other reasons. All work associated with cabling will be Elective with parts and labour charged in accordance with the Contract Schedule O (Payment Mechanism).

**56 ENVIRONMENTAL CLEANING (CE44)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 56.1 The Supplier shall clean kitchen extraction and ventilation systems in line with the Authority's Planned Preventative Maintenance Schedule for the Affected Property.
- 56.2 The Supplier shall thoroughly clean general mechanical ventilation and environmental systems. This shall include but shall not be limited to air conditioning systems, ductwork, grills and extract hoods to ensure that they are kept free from anything which may contaminate the air.
- 56.3 Environmental cleaning shall be undertaken in accordance with current best practice advice such as but not limited to CIBSE Technical Memorandum TM26, Hygienic Maintenance of Office Ventilation Ductwork; HVCA Guide to Good Practice, Internal Cleanliness of Ventilation Systems TR19 in order to minimise the build-up of dust, dirt, grease and scale. The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.

**57 - NOT USED**

**58 POTABLE WATER (CD2L / E:06)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 58.1 For the avoidance of doubt within this contract the Supplier is to provide a fully encompassing service pertaining to the maintenance and hygiene of all sources of potable water throughout Affected Properties whether it produces chilled, heated water or both. This service is to cover all, but not limited to, point of use water boilers, 'hydro taps' (of all manufacture) and standalone mains fed as well as bottle fed units.
- 58.2 The Supplier shall propose the method of supplying potable water. The Supplier shall be solely responsible for the provision of all potable water to each Affected Property.
- 58.3 Where mains-connected solutions are proposed, the Supplier shall provide a system, whereby the provision, maintenance and sanitation of the unit and water are contained within the Lump Sum Price for each Affected Property. No further charge shall be levied.
- 58.4 The Supplier shall have the ability to purchase bottled water in large numbers for Business Continuity purposes and annual ceremonial or seasonal events where required.
- 58.5 During the Mobilisation Period, the Supplier shall provide the Authority with a proposal for the use, disposal or otherwise of the extant non- permanent water units located within each Affected Property. This shall include the management of the cancellation of any prevailing contracts not supplied by the Supplier.
- 58.6 The Supplier shall include within the Lump Sum Price all costs associated to the routine hygiene cleaning, treatment and testing to ensure all water units remain safe to use.
- 58.7 Materials required to undertake the hygiene clean and servicing of the water units are to be included within the Lump Sum Price as consumables.
- 58.8 Authority owned equipment repairs and maintenance will be covered within the Comprehensive Liability Threshold Limit with works values above following the Elective Works process. Where the units are provided on a lease arranged by the Supplier this shall form an 'all-encompassing service' fully covered within the Lump Sum Price.
- 58.9 It is the desired policy of the Authority to remove all bottle-fed water units where practicable. Only in those instances where either the tenure (Landlord refuses permission for a mains-fed unit to be installed), or listed building restriction prevents alternative provision, shall bottled water be retained. Where such restrictions apply, the Supplier will have the same responsibility in terms of maintenance and hygiene and also have responsibility for the provision of the bottled water. During Mobilisation, the Supplier is to identify any bottled water units and propose a solution for mains fed replacement where the restrictions above do not apply.

59 - 92 **NOT USED**

**93 STATUTORY INSPECTIONS AND COMPLIANCE PLANS, AUDITS AND RISK ASSESSMENTS (CE2X / J:26)**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 93.1 The Supplier shall provide a statement of whether the Affected Property in its current condition and in the way it is currently used complies with required Standards as defined in the CCS FM Service Standards (Annex J), and what would be needed to achieve compliance.
- 93.2 The Supplier shall produce and submit a compliance plan detailing remedial action required to ensure compliance with the Authority's statutory or insurance obligations. The structure and format of the compliance plan is to be agreed with the Authority during Mobilisation.
  - 93.2.1 During Mobilisation if the Supplier identifies areas of non-compliance, the specific non-compliance should be raised with the Authority. The Authority will then review and address the issue with the incumbent supplier as part of their exit requirements. Any additional costs to enable statutory compliance will not be borne by the Supplier up until completion of Mobilisation.
- 93.3 The Supplier shall always and immediately advise the Authority if an Affected Property falls out of compliance at any time/for any reason. This will be verbal, on the same working day as the failure, to the Integrator or Authority following the prescribed escalation route followed by formal written confirmation within forty-eight (48) hours of the failure to the Integrator. The Supplier will then generate an action plan to rectify the issue, cognisant of the Comprehensive Liability Threshold Limit, and the Red and Green route approval process relevant to the severity/business impact/nature of failure.
- 93.4 The Supplier shall ensure that all records of inspection are uploaded to the Integrator's CAFM system.
- 93.5 The Supplier 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 Integrator's 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 Supplier shall also ensure that remedial works required as a consequence of a Statutory Test or Inspection are clearly identified within the CAFM.

**94 – 123 NOT USED**

## PART J. HELPDESK AND CAFM

### 124 HELPDESK

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 124.1 The Supplier shall provide a fully staffed, supervised Supplier helpdesk / dispatch team service linked to the CAFM System for all FM related Service Requests and fault reporting, that will be routed through the Integrator twenty-four (24) hours per day 365 (366) days per Year. The Supplier shall ensure that it meets the reporting and information data transfer requirements between the Supplier and Integrator systems. All service requirements will initially be reported into the Authority's Integrator Helpdesk. The Integrator Helpdesk will log and time record all inbound service requests and provide a unique job identifier number for every service request. The Integrator Helpdesk will prioritise the job requests and route work orders to the appropriate Supplier helpdesk / dispatch team with a target response, temporary fix and permanent resolution time in accordance with the Response and Rectification Times (Annex H). The Supplier helpdesk / dispatch team shall receive Integrator work orders and ensure work is logged in the Supplier CAFM system and allocated to an operative within fifteen (15) minutes of receipt. The Integrator Helpdesk identification number for the service request should be linked to the work order in the Supplier CAFM and maintained as part of the job records from inception to completion and final payment.
- 124.2 The Supplier shall ensure that the Helpdesk operates as both a strategic management and quality monitoring tool and shall also be the focus for all day-to-day operational activities across all aspects of the Services.
- 124.3 The Supplier shall ensure continued service delivery for all Services under its control in accordance with the Response and Rectification Times (Annex H) and in accordance with the contractual KPIs, during the Core Service Hours, including cover for Affected Properties that operate on a 24/7 365 (366) days a year basis.
- 124.4 The Supplier helpdesk / dispatch team shall accept Service Requests from the Integrator Helpdesk in respect of faults or requests for provision of any in scope Services.
- 124.5 The Supplier helpdesk / dispatch team shall accept Service Requests from the Integrator raised by telephone calls, emails, text messages, web portals and interface messages. The Supplier shall ensure that all Service Requests are logged on to the CAFM System without unnecessary delay and allocated a unique reference which links to the original Integrator work order number.
- 124.6 The Supplier shall ensure that the Integrator's Helpdesk is updated regarding the progress of any open Service Requests including notifications of closure or completion.
- 124.7 The Supplier shall ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System.
- 124.8 The Supplier shall provide appropriate Supplier Personnel to ensure that the Supplier helpdesk / dispatch team can operate within the requested performance parameters as agreed between the Authority and the Supplier.

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- 124.9 The Supplier shall ensure that all Supplier Personnel appointed to operate on the Supplier helpdesk / dispatch team are capable of handling all faults and in scope Service Requests, irrespective of the time of the day. The Supplier helpdesk / dispatch team shall be manned and connected to the Supplier CAFM systems at all times to cover the 365 (366), 24/7-day service requirement. Diverting to a separate helpdesk out of hours or operating a partial helpdesk service out of hours is not acceptable.
- 124.10 The Supplier shall ensure that all Supplier Personnel appointed to operate on the Helpdesk can access and report the status of all Service Requests at any such time as requested by the Integrator and Authority.
- 124.11 The Supplier shall provide all Supplier Personnel appointed to operate on the Supplier helpdesk / dispatch team with documented training, including but not limited to:
- Training on the CAFM System package;
  - Customer service skills;
  - Service call management;
  - Listening skills;
  - Escalation procedures;
  - Authority emergency procedures; and
  - Training in respect of all operational areas of the Affected Property.
- 124.12 The Supplier shall ensure that all Supplier Personnel appointed to operate on the Helpdesk have the appropriate Security Clearance to work on an Authority account.

125 **CAFM**

**The costs associated with the delivery of this specification are within the Lump Sum Price.**

- 125.1 The Supplier shall ensure that all managerial quality monitoring, complaints, and all Planned Services including, Preventative Maintenance and reactive activities are managed, executed and monitored through the CAFM System.
- 125.2 The Supplier shall ensure that the Integrator Supplier and Authority has full access to the live CAFM System Data at all times and that this Data is capable of being accessed electronically via the Integrator and Authority's internal network i.e. a web based application which can be accessed via a web browser or a direct interface between Integrator and Supplier systems.
- 125.3 The Supplier shall work closely with the Integrator Supplier and Authority during the Mobilisation Period to produce and maintain a contract fixed Asset Register which shall be compiled from Condition Surveys, location surveys, operating and maintenance manuals and all Asset register details entered into the CAFM System at the Affected Property and mirror copied into the Integrator systems.
- 125.4 The Supplier shall ensure that all feedback information associated with its activities and information relating to the completion of Service Requests is promptly and accurately entered into the CAFM System and fed to the Integrator supplier.

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- 125.5 The Supplier shall provide the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM System to the mutual benefit of both itself and the Authority.
- 125.6 The Supplier shall ensure that all Assets are individually referenced and capable of being identified in full compliance with the Authority's Location and Asset Hierarchies (Annex L).
- 125.7 The Supplier shall ensure that the CAFM System has the flexibility to allow these two hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of services within any Affected Property.
- 125.8 The Supplier shall ensure that all Assets which are scheduled for maintenance or require attention due to malfunction are clearly identified on job sheets with respect to type and accurate location.
- 125.9 The Supplier shall ensure the CAFM System has the ability to record and track the history of reactive work on specific Assets as required by the Integrator and Authority.
- 125.10 The Supplier shall ensure that all response and rectification periods required by the Authority are maintained within the CAFM System and the CAFM System has the capability to produce alerts as reactive or planned works are about to breach the Response and Rectification Times (Annex H) and / or KPIs.
- 125.11 The Supplier shall create a measure within the CAFM System which allows the suspension of any reactive activity which results in a repair which cannot be completed due to lead times of replacement parts or the need for the Authority's sanction of costs. The Supplier shall agree in advance with the Authority the exact criteria for suspension.
- 125.12 The Supplier shall ensure that the CAFM System has the capability to link parent and child Service Requests and track Service Requests (with the original Integrator Helpdesk number) through the various stages to completion.
- 125.13 The Supplier shall ensure that the CAFM System captures all costs including but not limited to maintenance, direct labour and Sub-Contractor labour, in addition to material costs for each Asset.
- 125.14 The Supplier shall ensure that they are capable of interacting with an Independent Assurance Service Supplier (Integrator or independent Professional Service Provider organisation). In such a situation, the Supplier shall be required to use the Authority's defined Master Data to report activities against. Master Data is shown in Vol 4 Data Room, 08 Site Information, Authority Property List V1.3. This list will be updated by the Authority and issued to the Supplier and Integrator quarterly.
- 125.15 The Supplier shall have the capability to operate its CAFM System in a way that integrates Data with the Integrator's CAFM System.



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125.16 The Supplier shall ensure that the CAFM System has the following functional capability to support the delivery of the service:

125.16.1 The CAFM shall have the capability to:

- Record and report by each Affected Property, Asset, Property or location;
- Review work assignment to both maintenance staff and Sub-Contractors and record and report on staff productivity and performance;
- Track maintenance activity, status updates and the provision of on-screen alerts;
- Provide automated email notifications of work requests;
- Provide automatic status updates to the Authority Representatives;
- Provide search and visibility of calls and activities;
- Provide automatic associated hazard warnings, for example (but not limited to) asbestos alerts;
- Allocate costs;
- Provide clear and proactive management of Response and Rectification Times (Annex H) and / or KPIs.
- Log Service Requests via intranet and internet; and
- Automatically prioritise work and job escalation when appropriate.

125.16.2 The Asset tracking functionality shall have the capability to:

- Provide various forms of information relating to Assets including but not limited to location, warranty, parts and maintenance records;
- Provide logical grouping of Assets for easy storage, retrieval and viewing;
- Provide the ability to record planned and Reactive Maintenance information to enable full visibility of an Assets service history;
- Ensure future planned and Reactive Maintenance requirements generate alerts at the appropriate time;
- Integrate with other facilities Data to provide detailed financial and ownership details;
- Identify movement and tracking of Assets within existing or external systems;
- Associate Assets to the Authority's staff departments or locations;
- Associate Asset contract for automatic issue of related Service Requests to maintaining third party suppliers;
- Provide an export capability of Asset Data to third party applications using industry standard tools and methods;
- Provide full Asset reporting for distribution to interested parties defined by the Authority; and
- Provide the ability for two-way communication including but not limited to importing Data from third party financial software or exporting to a Data file.

125.16.3 The Cost Control functionality shall have the capability to:

- Track costs through multi-level hierarchy of budgets, contracts and projects;
- Provide transparency of full facilities spend and generation of single or multi-line purchase orders;
- Discount purchase orders or individual line items;
- Provide purchase order receipt acknowledgement;
- Navigate, search and view all budget information;
- Provide projects functionality which enables tracking of project spend, key dates and stakeholders;
- Easily distribute information to the Integrator and stakeholders;



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- Ensure financial reports are available for ad hoc reporting or scheduled generation basis;
  - Navigate Data tree to ensure simple management and retrieval of all facilities information; and
  - Manage Health and Safety equipment and Service Requests.
- 125.16.4 The property management functionality shall have the capability to:
- Provide a dynamic link to property related planned maintenance activities;
  - Provide storage and maintenance of hazardous related Data, for example asbestos;
  - Track the condition of the Affected Property including but not limited to structure, fabric and mechanical elements;
  - Monitor building lifecycle costs and energy efficiency;
  - Store all Affected Property related documents including but not limited to contracts, lease agreements and Health and Safety documents;
  - Navigate the storage of Affected Property contact information;
  - Generate property management reports;
  - Use industry standard AutoCAD tools to detail, plan and manage space allocation;
  - Map spaces, Assets and assign attributes; and
  - Ensure easy movement and tracking of Assets within the CAFM System.
- 125.16.5 The Report functionality shall have the capability to:
- Report on Helpdesk performance management;
  - Automatically generate reports;
  - Provide direct email distribution to stakeholders;
  - Produce specific corporate reporting requirements;
  - Analyse Data;
  - Provide extensive reports as standard;
  - Provide measured performance benchmarking; and
  - Provide cost control and monitoring.
- 125.16.6 Disaster Recovery and Business Continuity
- The Supplier shall ensure that in line with best practice the CAFM System has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of the Service without degradation.

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## **ANNEX A – GLOSSARY OF DEFINED TERMS**

This document can be found in Volume 3A Service Information. Annex A – Glossary of Defined Terms.

## **ANNEX B – SUSTAINABILITY REQUIREMENTS**

### **1 Sustainability Plan**

- 1.1 The Supplier shall develop, maintain and implement a sustainability plan in line with the Authority's sustainability requirements.
- 1.2 The content, structure and format of the sustainability plan shall be agreed between the Authority and the Supplier.
- 1.3 The Supplier shall submit the sustainability plan for the Authority's approval within three (3) Months of the Contract Commencement date.
- 1.4 The Supplier shall ensure that the sustainability plan complies with Government Buying Standards (GBS).
- 1.5 The sustainability plan shall include but not be limited to the Supplier's approach to:
  - (a) Energy management;
  - (b) Water management;
  - (c) Resource and waste prevention and management including Waste Hierarchy and segregation, minimising waste to landfill and increasing levels of recycling;
  - (d) Food and food waste plan including the UK Food Plan (A plan for public procurement) including the Balanced Scorecard for Public Food Procurement; and other Governmental requirements (i.e. but not limited to Hospitality and food service agreement); and,
  - (e) Minimising travel and ensuring efficient and sustainable transport use in relation to operations under this contract.

### **2 Buildings**

- 2.1 The Supplier shall ensure that new buildings meet the Building Research Establishment Environmental Assessment Methodology (BREEAM) or equivalent schemes excellent standard, and that retrofits meet the excellent standard.
- 2.2 The Supplier shall provide the availability of a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Affected Property if required by the Authority.
- 2.3 This Service shall be requested on an ad hoc basis by mutual agreement between the Authority and the Supplier. The scope of any advice provided shall include but shall not be limited to:
  - (a) Reduction in running costs;
  - (b) Measurement and improvement of the performance of Affected Property;
  - (c) Empowerment of staff;
  - (d) Development of action plans; and

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(e) Reporting of performance.

- 2.4 The Supplier shall notify the Authority in writing of the potential implications of not implementing the recommendations of any advice given.

### 3 Energy Management

- 3.1 The Supplier shall take account of and comply with the Authority's energy strategy and action plan and its targets under the Greening Government Commitments and any subsequent Government policy. The Supplier shall manage its own energy management and targeting software in order to provide all reports and volumetric data relating to energy consumption, energy efficiency and carbon management including costs. The Supplier will be able to measure the energy efficiency of the Affected Property against the previous years' performance and/or original energy efficiency predictions of the design, and across the estate.
- 3.2 The Supplier shall work with the Authority to meet external and internal targets for reducing energy consumption.
- (a) The Supplier shall analyse building energy consumption and make recommendations to the Authority on how to improve the efficiency and performance of buildings on a Monthly basis. This shall include all aspects of performance, for example no cost and low cost measures that the Authority can implement with the Authority's agreement, installing energy efficient technologies and enacting behavioural change. The Supplier's Senior Energy Manager will meet with the Authority on a Monthly basis to discuss utility performance and proposals for improvement.
  - (b) The Supplier shall keep a schedule of potential and recommended energy efficiency projects which could be implemented given the required funding, including the value of reduced energy use and carbon saving, and pay-back or other benefits. This shall be kept up-to-date in order that the Authority can quickly match new funds to a number of projects, should such funding become available.
  - (c) The Supplier shall work with the Authority to meet external and internal targets for reducing energy consumption and delivering carbon or other saving targets. The Supplier is to achieve this by ensuring all plant and equipment are operating efficiently and only running at times required to meet the standards required. In addition the Supplier shall develop a strategy to reduce energy and carbon consumption within Affected Properties for consideration by the Authority.
- 3.3 The Supplier shall ensure that all energy-consuming plant under its jurisdiction or control are maintained to operate at optimum energy efficiency and all fuels, gas, electricity are used economically, in accordance with any operational policies issued by the Authority. The Supplier shall undertake an Audit of all Key Plant and Equipment for which it has responsibility on a frequency suitable for the size of building and energy usage to be agreed with the Authority. The Supplier will submit audit Reports detailing run times, seasonal adjustments and energy usage. The Supplier shall also identify Key Plant and Equipment which can be replaced to deliver Cost Effective Carbon Dioxide reductions. The Audit Report shall set out the costs of replacement, estimated financial savings, carbon savings, operation and maintenance savings and the timescale for implementation for the asset replacement.

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- 3.4 The Supplier shall support the Authority initiatives for energy-saving strategies including but not limited to, separate heating, lighting and ventilation strategies and co-operate with the Authority in achieving agreed objectives.
- 3.5 The Supplier shall ensure effective management of energy consumption. The Supplier shall ensure that the consumption of utilities is minimised whilst maintaining the Authority Building Users' comfort and that these Services shall be provided in accordance with the Authority's requirements for sustainable development.
- (a) The operation of the Authority's building engineering and environmental services is, where possible, to be achieved through the Building Management System (BMS). It will be the Supplier's responsibility to operate the BMS in a competent, pro-active manner to control all of the systems and the internal environment, to maintain a secure and reliable Service, at agreed control and operating levels. The Supplier shall monitor any departures from the Authority's environmental parameters and shall take actions to rectify.
  - (b) The Supplier shall ensure that the BMS is configured to operate building systems at optimum energy efficiency and is aligned to building occupancy patterns.
  - (c) In accordance with clause 48.9 the Supplier is to ensure all BMS Systems are to be serviced and set points and runtime altered to minimise energy and fuel consumption whilst meeting the temperatures as required within the Authority's Thermal Comfort policy.

#### **4 Energy Efficiency Plans**

- 4.1 The Supplier shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Affected Property against the original energy efficiency predictions of the design if required by the Authority.
- 4.2 The format and structure of the energy efficiency plan must be agreed with the Authority at the Contract Commencement Date and shall include but not be limited to:
- (a) Design stage energy end use analysis;
  - (b) Measurement and verification process which details sub-meters and the mechanisms for dealing with any loss of data, assumptions or interpolations made in the case of missing or incomplete data;
  - (c) Initial baseline energy model;
  - (d) Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
  - (e) Final baseline energy model (produced at financial close of each year); and
  - (f) Predicted energy use and associated carbon emissions for the Affected Property in a format similar to a Display Energy Certificate (DEC) rating (including regulated and unregulated emissions).

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- 4.3 The Supplier shall develop the energy efficiency plan over the Contract Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including but not limited to, TM22 2012, Carbon Buzz and iSERVcmb.

**5 Energy Management Statutory Compliance**

- 5.1 The Supplier shall ensure the Authority is compliant with all relevant current and future environmental and energy legislation including but not limited to:
- (a) The Supplier shall perform the audit, issue and display and renew the DEC's at each Affected Property as required by the Authority, including those Affected Properties which require DEC's under Government legislation. All DEC's must be displayed by the required date.
  - (b) The Supplier shall ensure Energy Performance Certificates (EPC) are provided, where required, by the required date.

**6 Energy Efficiency Directive Article 6**

- 6.1 The Supplier shall ensure and agree with the Authority that appliances and other energy-using products purchased for the Contract meet the default standard within Annex III of the Energy Efficiency Directive Article 6, unless the appliance or product is not:
- (a) Cost-effective over the lifecycle of those products;
  - (b) Economically feasible to buy the product because of substantial additional upfront costs. This is a strict test and small additional upfront costs are not sufficient to allow a deviation from the default;
  - (c) Technically suitable;
  - (d) Consistent with wider sustainability objectives; and/or
  - (e) Viable within the constraints of effective competition of purchasing equipment.

**7 Water Management**

- 7.1 The Supplier shall take account of and comply with the Authority's water strategy and action plan and its targets and commitments under the Greening Government Commitments policy.
- 7.2 The Supplier shall be aware of and comply with existing and future water related statutory requirements and legislation put in place by any relevant Central Government Body. The Supplier shall take responsibility for building water consumption and efficiency and to work with the Authority to strive to meet external and internal targets for reducing water consumption. The Supplier shall develop a strategy and recommendations to optimise the benefits of water de-regulation.
- 7.3 The Supplier shall manage the Authority's water management software where it exists in order to provide all reports and volumetric data relating to water. The Supplier shall:

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- (a) Analyse building water consumption and make recommendations to the Authority on how to improve the efficiency and performance of buildings on a Monthly basis. This shall include all aspects of performance, for example installing water efficient technologies to enacting behavioural change; and
- (b) Keep a schedule of potential and recommended water efficiency projects which could be implemented given the required funding, including the value of reduced water use. This shall be kept up-to-date in order that the Authority can quickly match new funds to a number of projects, should such funding become available.

**8 – 14 NOT USED**

**15 Environmental Management**

- 15.1 The Supplier shall support and maintain the Authority's EMSs, and shall implement systems based on a recognised standard, such as ISO 14001.
- 15.2 The Supplier shall take cognisance of any new Government initiatives in environmental management, in order to best advise the Authority on new technologies which may be beneficial to the Authority's current strategy.

**16 Materials**

**16.1 Packaging Waste**

- (a) Bringing waste in line with Government initiatives by:
  - i) Influencing packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and
  - ii) Influencing the amount of packaging actually used in the supply chain.

**16.2 Timber**

- (a) The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy or be recycled. 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.
- (b) All timber and wood derived products must be compliant with all relevant UK legislation e.g. EU Timber Regulations and with the requirements of the CITES.

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- (c) The Supplier shall ensure that procedures are established to monitor and verify the procurement of all timber products and so ensure Government policies are adhered to. The information collected by the Supplier must include: the type of evidence used to verify compliance (Category A or Category B), if Category A the Chain of Custody (CoC) certificate number and confirmation that the invoice and delivery note specifies Category A (Forest Stewardship Council or Programme for the Endorsement of Forest Certification) for each relevant product and CoC number; and volume data. The Central Point of Expertise on Timber (CPET) can provide templates for gathering this information. This information shall be held by the Supplier until requested by the Authority (see [www.cpet.org.uk](http://www.cpet.org.uk)) and will include, 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 Supplier until requested by the Authority.
- (d) The Supplier shall ensure all timber is treated in accordance with the relevant British Standard.
- (e) The Supplier shall reduce paper usage through behavioural change and the use of dedicated technologies. This shall include Suppliers and Sub-Contractors setting up their systems to default to double-sided printing when using the Authority's systems.

### 16.3 Recycled Materials

- (a) The Supplier shall ensure that products purchased contain a high proportion of recycled content where available.

### 16.4 Hazardous Materials

- (a) The Supplier shall avoid the use of hazardous substances including but not limited to substances which are radioactive, flammable, explosive, toxic, corrosive, bio hazardous, oxidisers, asphyxiates, pathogens or allergens.
- (b) On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (COSHH) Regulations and all relevant legislation.
- (c) The Supplier shall ensure that all internal finishes, including solvents and paints are inert and meet best practice Standards for using low levels of Volatile Organic Compounds (VOC) during their manufacture.
- (d) The Supplier shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.
- (e) The Supplier shall prohibit the use of lead-based paints and primers.
- (f) All materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential (ODP) or Global Warming Potential (GWP) compounds.
- (g) All refrigerants used within the Affected Property shall have a GWP of less than five (5).



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- (h) 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.
- (i) No Chlorofluorocarbons (CFCs) shall be used upon the Affected Property in line with the Montreal Protocol. The Supplier shall also prohibit the use of Hydro-chlorofluorocarbons (HCFCs). If equipment containing these materials is detected upon the estate, the Supplier shall maintain and/or phase out this equipment in line with the relevant legislation.

## 17 Climate Change Adaptation

- 17.1 The Supplier shall develop a strategy for climate change adaptation for consideration by the Authority within three (3) Months of the Contract Commencement date.

## 18 Transport

- 18.1 The Supplier shall work to reduce the amount of travel undertaken by Supplier Personnel and Third Party Suppliers by combining deliveries of goods to each Affected Property.
- 18.2 The Supplier shall provide monitoring to benchmark the performance of each Affected Property and report on its overall transport usage against internal targets and the Greening Government Commitments targets.
- 18.3 The Supplier may be requested to collect and provide the appropriate data to the Authority on a Monthly basis.
- 18.4 The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Authority to share effective strategies across its regions.
- 18.5 The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of delivering the Services are in compliance with the GBS for transport.
- 18.6 The Supplier shall assess, review and report to the Authority's impacts of travel from Contract delivery, in particular:
- (j) Emission of greenhouse gases, in particular carbon dioxide health impacts of other exhaust emissions (hydrocarbons, nitrogen oxides, carbon monoxide, volatile organic compounds, particulates and other pollutants);
  - (k) Handling of various substances used in the maintenance of fleets;
  - (l) Waste, e.g. end of life vehicles, used oils, tyres, packaging etc.;
  - (m) Spills of hazardous substances during accidents; and
  - (n) Impacts from commuting and business travel on work-life balance.
- 18.7 The Supplier shall implement initiatives for reducing vehicle emissions from travel associated with delivering this Contract. In particular, the Supplier shall:
- (a) Adopt systems to reduce vehicle mileage;

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- (b) Use alternatively fuelled vehicles, where possible; and,
  - (c) Reduce single occupancy car commuting.
- 18.8 The Supplier shall provide information on actual mileage, costs and carbon dioxide equivalent emissions incurred in performance of this contract upon request from the Authority.

**19 Sustainable Procurement**

- 19.1 The Supplier shall support the Authority in meeting Government commitments for sustainable procurement. The Supplier will buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society.
- 19.2 In particular, the Supplier shall:
  - (a) Achieve 100% compliance with the GBS;
  - (b) Develop mechanisms to understand and reduce supply chain impacts and risks;
  - (c) Develop specifications which invite solutions (in particular by incorporation of award criteria and best practice in GBS) which encourage innovation and give sufficient weight to sustainable considerations when awarding the contract;
  - (d) Measure and report on progress in accordance with Government requirements and in a format agreed with the Authority.
- 19.3 The Contractor shall collect and analyse all data necessary and in sufficient detail to monitor, report and improve performance against targets, via Government's Property Benchmarking Programme and State of the Estate Report (SOFTE).
- 19.4 Construction waste should be managed effectively in accordance with Government standards.

**20 Ecology, Biodiversity and the Natural Environment**

- 20.1 All activities undertaken by the Supplier shall minimise, and where possible, avoid having an impact on the environment, including:
  - (a) Loss or fragmentation of habitat and species to new development / changes in land use;
  - (b) Inappropriate use, or lack of management of grounds and land (e.g. planting or failing to notify the Authority and control non-native species, incorrect grass cutting regimes, use of pesticides and fertilizers, scrub encroachment, fire damage, the effects of ecological disturbance such as trampling, and illegal acts such as fly tipping);
  - (c) Direct and indirect sourcing of products from unsustainable sources (e.g. peat, aggregates, timber, food, water);
  - (d) Pollution of water courses with hazardous substances; and,

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- (e) Other pollution (e.g. waste emissions, air pollution and noise) which cause damage or disturbance to habitats and species.

20.2 The supplier shall submit a Biodiversity Management Plan for the built and non-built environment, along with a Suppliers Vision Statement for Biodiversity for consideration by the Authority within six (6) Months of the Commencement date.

**21 Designated and Biodiversity Significant Sites:**

21.1 Where a site has been identified as a designated site, nationally or locally the supplier shall carry out an Ecological Impact assessment or Preliminary Ecological Assessment or similar with specific regards to any potential damaging operations which may be carried out on a Daily, Weekly, Monthly or Annual basis.

21.2 The supplier shall have regard for the Natural Environment and Rural Communities Act 2006 Section 40 "Biodiversity Duty". (NERC Act 2006)

**22 Protected Species:**

22.1 The supplier shall report any records, sightings or anecdotal data on any site relating to any priority protected species as referenced to in the NERC Act 2006 Section 41, to the national Ecology Lead at the MoJ Shared Estate Sustainable Operations Team.

**23 Non-built environment (Soft Landscape Works) – where applicable.**

23.1 The supplier shall submit a proposed schedule of works that will maintain the current existing soft landscape works, and where applicable include a proposed replacement planting programme for dead, diseased and dying plants; with native species material that will encourage and support pollinators and other native species.

**24 Ecology Training: for Grounds Maintenance staff – where applicable.**

24.1 Ecological training in the area of Wildlife and Countryside Law and statutory obligations to designated sites will be made available to the supplier for those staff who have responsibility on soft landscape works and where buildings maintenance staff have priority protected species on site.

24.2 The supplier shall submit an application for proposed staff to carry out the above training through the national Ecology Lead at the MoJ Shared Estate Sustainable Operations Team.

**25 Utility Payment/Verification**

25.1 The Supplier shall check and certify all invoices prior to payment, ensuring that:

- (a) Utility invoices are based on meter readings undertaken at all Affected Properties by the Supplier and provided to the utility provider;
- (b) The account number and the supply property address are correct;
- (c) The period of supply follows on from the last invoice;
- (d) The tariffs and fixed charges are correct;

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- (e) The stated consumption matches the reading provided from manual meters reads, or automated meter readings (AMR) where available; and
  - (f) If an estimated invoice is received and the variance between the estimate and Authority read is greater than 5%, the Contractor shall contact the Utility supplier with the correct reading, to ensure this is reflected in the next month's invoice.
- 25.2 Invoices will be sent by the utility supplier directly to the Supplier for payment. The Supplier will make invoice details available to the Authority via an agreed medium and format.
- 25.3 The Supplier shall work towards achieving fully automated reading of all fiscal meters.
- 25.4 The Supplier shall liaise with the Crown Commercial Services, energy suppliers, Integrator and the Authority to ensure that it has correct information relating to buildings, tenancies and energy charges in order to validate bills effectively.

## **26 Utility Monitoring and Reporting**

- 26.1 The Supplier shall develop a strategy for data collection (meter reading) and reporting for each building for consideration by the Authority within 3 Months of the Contract Commencement date. This must include the Suppliers data assurance and verification process as well as methodology for estimated and apportioned data and reflect the requirements below.
- 26.2 The Supplier shall be responsible for taking main and sub-meter readings on a Monthly basis, and shall provide all reports and volumetric Data relating to utility consumption as required and agreed between the Authority and Supplier.
- 26.3 The Supplier shall be responsible for taking main and sub-meter readings on a Monthly basis, and shall provide all reports and volumetric Data relating to utility consumption using the utility data collection template at schedule x or as otherwise required and agreed between the Authority and Supplier.
- 26.4 The Supplier shall report utility consumption for each property on a Monthly basis. The Supplier will submit a Monthly Usage Report in a form to be agreed between the Authority and Supplier during Mobilisation.
- 26.5 For each Affected Property, the Monthly Usage Report shall include the following information, set out for the relevant Month and for the financial Year to Date:
  - (a) Actual Electricity, gas and water consumption;
  - (b) Other fuel use;
  - (c) Total energy consumption and carbon emissions from energy use;
  - (d) Variance from same period last year and from target to be agreed between the Authority and Supplier;
  - (e) Actual cost, and variance from same period last year and target;
  - (f) Forecasting and Trend analysis; and

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- (g) Identification of key factors accounting for variances of over and including 10% from last year (where not already reported) and proposed corrective action.
- 26.6 The Monthly Usage Report shall set out the utility consumption compared to a Benchmark Consumption, to be agreed with the Authority during Mobilisation.
- 26.7 The Monthly Usage Report shall identify priority initiatives for the forthcoming month, together with any assistance and permissions required from the Customer or third parties.
- 26.8 The Monthly Usage Report shall set out average occupancy information to take account of the Authority's staff, contractors tenants and visitors. The occupancy data should be updated at least Quarterly.
- 26.9 The Monthly Report will be main available to the Authority on a Monthly basis within 15 business days after the end of the relevant month.
- 26.10 The Supplier will provide a fugitive emissions report on a Quarterly basis within twenty-one (21) business days of the end of the relevant quarter.
- 26.11 The Supplier shall develop a strategy for automatic monitoring and targeting for each building to include whole building fuel use and sub-metering for consideration by the Authority within three (3) Months of the Contract Commencement date.

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## **ANNEX C – CHECKLISTS**

**Ca. – Permit to Work**

**Cb. – Hot Works Checklist**

**Cc. – Hazard Checklist**

These documents can be found in Volume 3A Service Information. Annex C - Checklists

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## **ANNEX D – AUTHORITY RISK MATRIX 5X5**

This document can be found in Volume 3A Service Information. Annex D – Authority Risk Matrix

## ANNEX E – WELSH LANGUAGE REQUIREMENTS

The Contractor shall deliver the Services to ensure the requirements of the Welsh Language Scheme as set out in Section 3, Schedule 10 – Employers Policies and Notices (where they relate to the Services) are fully met. These requirements shall include but shall not be limited to the following:

- (a) **Correspondence and Written Communication** – write public facing correspondence bilingually if the preferred language of the recipient is unknown.
- (b) **Telephone Communication** – at all Affected Property located in Wales answer the phone (public facing only) with a bilingual greeting; at all Affected Property in Wales where it is indicated that Welsh is the preferred language answer the phone (public facing only) with a bilingual greeting and respond to a caller in their language of choice. Messages on answering machines shall be bilingual.
- (c) **Face to Face Communication** - ensure that any member of the public who wishes, or is required, to have a face to face conversation knows that they are able and welcome to do so in Welsh within any Affected Property in Wales. If no Welsh speaker is available, you will be given the choice of conversing in English, or arrangements will be made in order that the conversation will be conducted in Welsh at a later date with an interpreter or Welsh speaker present. The Contractor is encouraged to display Cymraeg-English signs when a Welsh-speaking member of staff is available. In addition, the Contractor shall encourage individual members of the Contractor's staff who speak Welsh to wear the Welsh Language Board badges denoting a Welsh speaker. The Contractor shall ensure that Contractor's staff wear identity badges which display any job description expressed in both Welsh and English.
- (d) **Public Meetings** – enable the public attending public meetings to speak as they prefer in Welsh or English.
- (e) **Publications and Forms** – public literature including signage, forms, leaflets, booklets, explanatory material, advertisements and publicity must be in a bilingual format.
- (f) **Service Delivery** – provide public facing services at Affected Property in Wales where it is indicated that Welsh is the preferred language in their preferred language. The Contractor shall allow for Welsh as the preferred language for the provision of the Service delivery at Affected Property located in areas where there are 50% and above Welsh language speakers as indicated in Figure 1. The Contractor shall also to provide a service in Welsh in those areas where the percentage of Welsh speakers is below 50% on a basis that reflects the linguistic profile of the area served by the Contractor i.e. in Cardiff the Contractor would need to ensure that at least 10% of the public facing staff are able to speak Welsh since the linguistic make up of Cardiff as a city is 10%.



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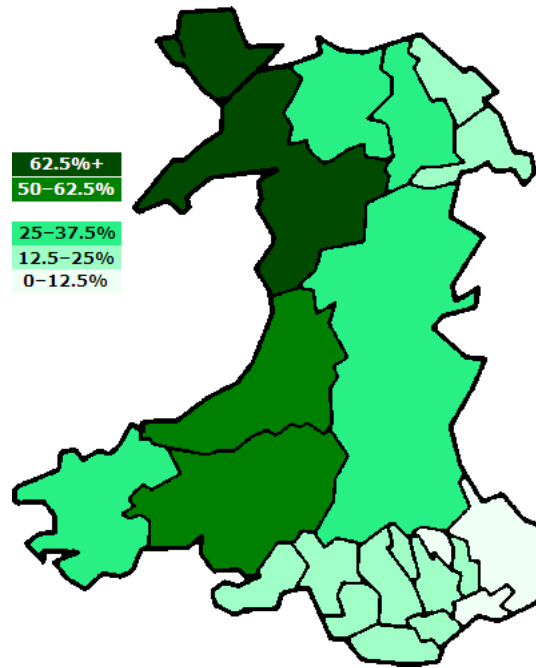


Figure 1: Percentage of Welsh Language Speakers

## **ANNEX F - SUPPLIER SYSTEMS AND CAFM AND REPORTING REQUIREMENT**

### **1 SUPPLIER SYSTEMS AND CAFM AND REPORTING REQUIREMENT**

- 1.1 The Authority is implementing a performance and information led approach to the management of its FM services. The Authority is appointing an Integrator Supplier from the Crown Commercial Service FM helpdesk and assurance framework which will act as the focal point for the provision of FM service and FM Supplier performance information. Suppliers are required to provide data and information from their CAFM systems in a manner, format and timeframe that enables the Integrator Supplier to provide real time reporting and performance analysis to the Authority.
- 1.2 The Sections that follow provide details of the requirements that the Authority has and the factors that FM suppliers must consider in developing their service solutions including:
- Provision of data, information and reports to the Integrator Supplier;
  - Supplier performance reporting; and
  - Service governance reporting
- 1.3 Suppliers should consider the following points when developing their CAFM and systems solutions:
- (a) The Integrator Supplier utilises Concept Evolution as its CAFM System. The Integrator Supplier will be establishing processes / interfaces with the FM Supplier for the distribution of work, updates etc. This will facilitate real-time reporting from the FM Supplier. The FM Supplier will need to provide automated processes to transfer reactive and scheduled work orders and updates to and from the Integrator Supplier CAFM system and provide the necessary licences for their own systems.
  - (b) The Integrator Supplier CAFM system will be the 'one version of the truth' that will create Management Information reports. SLA / KPIs will be measured based on the information within the Integrator Supplier CAFM system. The Integrator will not update the system on behalf of suppliers; the FM supplier shall update work orders themselves either directly through the Concept System, User Interface (UI) or via an automated interface.
  - (c) The FM Supplier should consider their escalation /communication processes with the Integrator for:
    - i) High priority works
    - ii) Interface issues between their CAFM system and the Integrator CAFM system
    - iii) Surge events
    - iv) BCDR events (For the Authority, Integrator and FM Supplier)
  - (d) The FM Supplier should note the Comprehensive Liability Threshold (CLT) repair limits, and ensure processes exist and they have appropriate resources to meet the timescales for quoted works.

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- (e) The FM Supplier will need to be aware of the need to upload statutory inspection certificates, Tests Results and associated Meta-Data within four (4) working days of the inspection or test and ensure processes and resources are in place to deliver this.
- (f) The Integrator Supplier may request FM related Management Information from time-to-time for data that may sit outside the Integrator CAFM system. Suppliers should be available to create reports as required.
- (g) The Integrator Supplier will need to work with the FM suppliers to issue PPM 52 week planners (once asset lists have been agreed) and issue individual PPM work orders 45 days in advance. The Integrator Supplier will work with the FM suppliers to develop the most efficient PPM routines and delivery / reporting of PPM work
- (h) There will be a need for close liaison between the Integrator Supplier and FM Supplier at all levels to ensure the Authority gets the best service and achieves value-for-money. The Integrator Supplier will be acting on behalf of the Contracting Authority, providing an independent FM Assurance service. The FM supplier shall cooperate and respond to Integrator Supplier requests for information in a timely manner.
- (i) The FM Supplier may have to undertake system and process training delivered by the Integrator Supplier. It is expected that this will be via a 'train the trainer' system where the Integrator will train a number of supplier staff and the supplier trainers will cascade further training.
- (j) The Integrator will not be able to adapt systems and processes to suit individual FM suppliers. The systems and processes are designed to reflect the needs of the Authority. The Integrator will consider any requests for changes but they will need to be implemented across all other FM Suppliers to maintain consistency.
- (k) FM Suppliers will need to provide for processes and resources to deal with reactive and scheduled work orders in the event of a planned or non-planned event when they may not have access to the Integrator's CAFM system (due to technical issues).
- (l) The Integrator will work to collaborate with the FM suppliers across the range of FM Assurance services including management, helpdesk, planned worked and IT. The FM Supplier will need to ensure appropriate named resources are available in each subject matter area.

## 2 PROVISION OF DATA, INFORMATION AND REPORTS

- 2.1 The Integrator Supplier's Concept Evolution System will perform all core processes to enable the successful delivery of the FM Helpdesk and assurance services service. In order to deliver this service, key information and data is required from the FM Suppliers:
- (a) **Asset Information** - Data relating to assets shall be delivered in accordance with Authority requirements. It is anticipated that this will be a two-stage process, whereby basic asset information shall be provided directly to the Integrator Supplier as it becomes available. Further information and/or electronic documentation (warranty data, certificates etc.) shall be transferred to the Integrator Supplier as they become available possibly by other means outside the capabilities of a physical interface;
  - (b) **Work Order Status** - The status of work orders, reactive and planned, must be transmitted to the Integrator Supplier. Simple status indicators will be used i.e. open, completed, fault identification, hold etc. The exact data will be defined by the Authority and the Integrator Supplier during Mobilisation;
  - (c) **Organisation Data** - Organisational data describing the FM Supplier's organisation, capabilities, insurances, disaster and contingency management etc. will be transmitted to the Integrator Supplier. This data shall be provided for all sub-contractors and third party agents who also make up the services provided by the FM Suppliers;
  - (d) **HR Data** - The FM Suppliers must provide details of all service providers and their associated staff identities taking into account the Data Protection Act 1999; and
  - (e) **Application for Payment** - The FM Suppliers shall update application for payment data so that the payment process can be initiated.
- 2.2 To enable the FM model to work effectively, all categories of required information must be updated to the Integrator Supplier as new information becomes available.

## 3 SUPPLIER PERFORMANCE REPORTING

- 3.1 The Integrator supplier will implement the approach to performance management that enables the analysis of each FM service (to at least a level of granularity as the ITOCC cost code) and function across a range of service factors including location, business unit, type of space within building, service/building criticality and FM supply chain provider including FM sub-contractors. Within this performance management approach both routine and ad-hoc performance reporting capabilities are required. FM Suppliers are required to provide data and information that enables the following reporting to be undertaken:
- (a) The delivery of real time source data to enable Monthly KPI reports by FM Supplier/FM Supplier Sub-contractor to support monthly performance reviews and the calculation of performance remedies/abatements (and incentives) with a level of detail that enables performance by location, building type and FM service line to be analysed and reviewed;

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- (b) Financial reports showing cost per m<sup>2</sup> of service elements across the whole portfolios including average, upper and lower quartile, and management reporting information for each service element month cost, Y.T.D cost, month cost v budget, Y.T.D cost v budget;
  - (c) Regular customer satisfaction reports that incorporate results from a multi-channel approach to determining satisfaction levels (e.g. surveys, just in time feedback from call closures, focus groups, complaints and identification of evolving user needs that fall outside of current FM service provision);
  - (d) Critical building reports;
  - (e) Statutory compliance reports (% compliance);
  - (f) Health and Safety reports (incidents, near missed accidents, RIDDOR);
  - (g) Environment reports;
  - (h) Spend profile reports and performance against work programmes for PPM;
  - (i) Status of security clearances for staff within FM Suppliers and any sub-contractors;
  - (j) Project status reports, status, time, cost quality defects and handover documentation, test certificates including through obtaining this information from any CDM provider;
  - (k) Monthly “out of scope” reports that shows the requests for service that are not within the responsibilities of the FM Suppliers – including one off orders and contract variations, activities of general maintenance operatives e.g. time spend on janitorial / PPM;
  - (l) Exception reports showing key variances from agreed performance levels across the range of FM KPI’s; and
  - (m) Fault driver/reason reports highlighting the FM Suppliers party’s assessment of the reason/cause of faults vs. the customer’s assessment of the fault (e.g. misuse, abuse, vandalism, wear and tear, poor maintenance, inherent equipment fault etc.).
- 3.1.1 The Integrator Supplier will coordinate the upload of underlying transaction/event/activity information from the FM service and the FM Suppliers in real time and calculate KPIs for the FM service/FM Suppliers on a Daily basis to enable regular performance analysis.
- 3.2 The Service Provider must report at intervals agreed with the Authority and the Authority’s Integrator Supplier and following an ad hoc request from the Authority. All reports must be presented in a format agreed with the Authority.

#### 4 SERVICE GOVERNANCE REPORTING

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- 4.1 Reports required for governance group meetings must be prepared and distributed by the Service Provider at least five working days before the meeting.
- 4.2 The Service Provider must provide the following reports:
- (a) A six monthly contract performance report which should include as a minimum:
- Summary of invoices and other financial transactions undertaken;
  - Commercial issues;
  - Value for money/best value review;
  - Review of risks;
  - Progress against risks and issues;
  - Forecast of future spend, cost and commercial trends and issues including a prediction of proposed indexation;
  - Deductions to the Contract Payments incurred over the previous six (6) months;
  - Contractual financial performance with details of the P&L, Balance sheet and Cashflow statement relating to the contract
  - A high level outline of the financial performance of the Service Provider, its profitability and financial stability and its potential impact on future performance of the organisation;
  - The validity and state and readiness of the Contract Exit Strategy;
  - Review of the previous six (6) months, including main issues arising, good news and bad news;
  - Results of the Customer Satisfaction Survey and any resulting recommendations for change;
  - Summary of overall progress in respect of implementation of changes, including agreed changes arising from Customer Satisfaction Survey and audit recommendations;
  - Summary of cumulative Monthly Service Management and Performance Reports (Balanced Scorecard) aligned to those prepared and produced by the integrator supplier; and
  - Results of Business Continuity tests and status of proposed or agreed changes arising there from.
- (b) A Monthly service report which should include as a minimum:

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- Service usage trends;
- Service volumes;
- Details of any events which may have caused any of the service volumetrics to vary significantly from the expected norm;
- Recommendations for changes/improvements to the Services;
- Progress against open enquiries, requests and complaints;
- Details of any security incidents including remedial action taken;
- Progress in respect of implementation of changes;
- Details of progress against Authority audit recommendations; and
- Any other relevant matters.
- Monthly reporting on the results of the Balanced Scorecard including trend analysis as compiled by the Integrator Supplier.
- Accidents and near misses in connection with delivery of the Services;
- Updates and amendments to the asbestos register;
- Updates and amendments to the risk register;
- Details of environmental monitoring carried out at Authority affected buildings
- Detailed analysis of the results of the environmental performance including in relation to sustainability KPIs and environmental requirements set out in the contract;
- A fully detailed and costed analysis of all Utilities usage across the buildings; and
- The results of any sustainability audits requested by the Authority.

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**ANNEX G – NOT USED**



## **ANNEX H – RESPONSE AND RECTIFICATION TIMES**

### **1. HELPDESK RESPONSE TIMES**

- 1.1 Calls (Service Requests) to the Integrator's Helpdesk are to be answered within twenty (20) seconds.
- 1.2 Calls to the FM Suppliers' Helpdesks are to be answered within twenty (20) seconds.
- 1.3 All Category Work Orders or Task Orders directly raised from Service Requests to be available on the Integrator's system within five (5) minutes of receiving the inbound Service Request (receiving is defined as the end of the call or receipt of an electronic Service Request) and simultaneously communicated to the FM Supplier. These shall also be visible to the Authority Representative.
- 1.4 All Work Orders or Task Orders shall be acknowledged within fifteen (15) minutes by the relevant FM Supplier and an update provided via the Integrator's Helpdesk system as to action taken.
- 1.5 All Category A Work Orders will be backed up by a telephone call from the Integrator's Helpdesk personnel to the relevant FM Supplier within five (5) minutes of the Work Order being generated. If the FM Supplier has not acknowledged receipt of the Work Order instructions within twenty (20) minutes the Integrator's Helpdesk personnel will escalate to the Authority Representative.
- 1.6 All Complaints shall be available on the Systems for the Authority Representative and FM Supplier within thirty (30) minutes of receipt by the Integrator's Helpdesk, then responded to and resolved within three (3) days by the FM Supplier.

## 2. SERVICE DELIVERY: OVER-ARCHING RESPONSE REQUIREMENTS

2.1 The person/engineer despatched to respond to the Work or Task Order shall be suitably qualified and able to complete the repair or task.

2.2 For activities detailed in Tables 1 & 2 below, the activity is defined to be closed or concluded when the Integrator's Helpdesk receives confirmation from the person/engineer that the Work or Task Order is completed, thereby creating an electronic record of the completion.

2.3 When the activity in 2.2 above is closed, or concluded, within fifteen (15) minutes, an email/text/electronic communication will be sent by the Integrator to the originator of the Service Request advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

## 3. ON-SITE FM SERVICE DELIVERY RESPONSE AND RECTIFICATION TIMES

3.1 The following table describes the reactive response times for Service Requests raised by the Integrator's Helpdesk where the Service required is supported and delivered by the FM Supplier from an on-site facility at the Affected Property. **Note:** that these response times are required at all "Headquarters Accommodation" and "Conference Centre" Affected Property types as set out in the Service Matrix. The requirement for these response and rectification times does not mean that an on-site presence is required in each and every Affected Property and the FM Supplier should consider the potential to take a campus based approach where Affected Properties are in close proximity to each other.

3.2 The FM Supplier shall meet these reactive response and rectification times in relation to the Authority's requirements.

**Table 1 – Response and Rectification Times – On-Site**

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	20 minutes	1 Hour	Permanent solutions to health and safety issues to be achieved within 12 hours of notification. Security measures must be permanently rectified within [6] hours.

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Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due
<b>B</b>	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	45 minutes	2 hours	1 Working Day
<b>C</b>	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	2 hours	Next Working Day	2 Working Days
<b>D</b>	Routine	Matters of a routine nature.	5 Working Days	n/a	10 Working Days
<b>E</b>	New Works	New Work, change or cosmetic requests.	Quote to be provided within 5 Days of Request	n/a	Completion is as per agreed in a Task Order
<b>F</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>G</b>	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	20 minutes	n/a	Capable assistance to be in attendance within 25 minutes of notification to the Help Desk.
<b>H</b>	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	45 minutes of receipt of call.

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Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due
I	Messengers	Requests for Messengers or Couriers to provide a service.	n/a	n/a	30 minutes of booking either through post room or Integrator
J	Not Used	Not Used	Not Used	Not Used	Not Used
K	Not Used	Not Used	Not Used	Not Used	Not Used
L	Not Used	Not Used	Not Used	Not Used	Not Used
M	Not Used	Not Used	Not Used	Not Used	Not Used
N	Reprographics request	A request for service; allocated a Call Category dependent on the time frame requested either through document production or Integrator (between 2 & 72 hours).	2 / 72 hours	n/a	2 / 72 hours minutes of booking either through document production or Integrator

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**4. OFF-SITE FM SERVICE DELIVERY RESPONSE AND RECTIFICATION TIMES**

4.1 The following table describes the response and rectification times for Service Requests raised by the Integrator's Helpdesk where the Service required is supported and delivered by the FM Supplier via an off-site facility.

4.2 The FM Supplier shall meet these reactive response and rectification times in relation to the Authority's requirements.

**Table 2 – Response and Rectification Times – Off-Site**

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Rectification/ Completion Due
<b>A</b>	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	60 minutes	2 Hour	Permanent solutions to health and safety issues to be achieved within 24 hours of notification. Security measures must be permanently rectified within 18 hours.
<b>B</b>	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	2 hours	4 hours	Next Working Day
<b>C</b>	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	4 hours	Next Working Day	5 Working Days
<b>D</b>	Routine	Matters of a routine nature.	5 Working Days	n/a	10 Working Days

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<b>Category</b>	<b>Call Type</b>	<b>Description</b>	<b>Initial Attendance</b>	<b>Interim Solution (if applicable)</b>	<b>Rectification/ Completion Due</b>
<b>E</b>	New Works	New Work, change or cosmetic requests.	Quote to be provided within 5 Days of Request	n/a	Completion is as per agreed in a Task Order
<b>F</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>G</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>H</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>I</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>J</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>K</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>L</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>M</b>	Not Used	Not Used	Not Used	Not Used	Not Used
<b>N</b>	Not Used	Not Used	Not Used	Not Used	Not Used

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## 5. RESPONSE AND RECTIFICATION TIMES – GENERAL

### 5.1 The following requirements apply to all response and rectification times:

5.1.1 Response and rectification(completion) times run concurrently.

5.1.2 Response times will be measured from the date/time the Service Request has been saved and uploaded into the Integrator's Helpdesk system to the time at which the FM Supplier's personnel confirms their arrival, via the Integrator's Helpdesk system, at the relevant area in the Affected Property and is ready and prepared to undertake the works or service.

5.1.3 Rectification times will be measured from the date/time the Service Request has been saved and uploaded into the Integrator's Helpdesk system to the time at which the FM Supplier's personnel confirms that the instruction on the Work or Task Order has been permanently rectified/completed via the Integrator's Helpdesk system.

5.1.4 Where the rectification time cannot be achieved due to the reasonable non-availability of replacement parts or the sheer scale of the issue, by agreement with the Authority's Representative, the FM Supplier may be assigned an extension to the rectification time.

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**ANNEX I – AUTHORITY PPM STANDARD - SPECIFICATION A**

This document can be found in Volume 3A Service Information. Annex I – Authority PPM Standard – Specification A



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## **ANNEX J – CCS FM SERVICE STANDARDS**

This document can be found in Volume 3A Service Information. Annex J – CCS FM Service Standards

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## **ANNEX K – SERVICE DATA MATRIX**

This document can be found in Volume 3A Service Information. Annex K – Service Data Matrix.

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## **ANNEX L – AUTHORITY ASSET HIERARCHY**

This document can be found in Volume 3A Service Information. Annex L – Authority Asset Hierarchy

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**ANNEX M – POLICIES**

**Annex Ma** - This document can be found in Volume 3A Service Information. Annex Ma – Authority Sustainable Operations Policy

**Annex Mb** – This document can be found in Volume 3A Service Information. Annex Mb – Greening Government Operations and Procurement

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**ANNEX N – CODE OF CONDUCT**

This document can be found in Volume 3A Service Information. Annex N – Code of Conduct.

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## **ANNEX O – WASTE DATA COLLECTION TEMPLATE**

This document can be found in Volume 3A Service Information. Annex O – Waste Data Collection Template.

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