

# **Integrated Facilities Management Contract**

## **Volume 3**

## **Output Specification**

University of East Anglia

## Table of Contents

<b>1.</b>	<b>DEFINITIONS .....</b>	<b>5</b>
1.1	ACCOMMODATION .....	5
1.2	CAFM .....	5
1.3	CONTINUOUS IMPROVEMENT .....	5
1.4	CONTRACT .....	5
1.5	COMMENCEMENT OF FULL OPERATIONS .....	5
1.6	CONTRACTOR.....	5
1.7	CLIENT.....	5
1.8	DATA PACK.....	5
1.9	ENVIRONMENTALLY PREFERABLE .....	5
1.10	GAINSHARE .....	5
1.11	GOOD INDUSTRY PRACTICE.....	5
1.12	HARD SERVICES.....	6
1.13	HTM.....	6
1.14	INVITATION TO TENDER (ITT).....	6
1.15	LUMP SUM PRICE.....	6
1.16	METHOD STATEMENT(S).....	6
1.17	SEMI-COMPREHENSIVE REACTIVE REPAIR THRESHOLD .....	6
1.18	SERVICES .....	6
1.19	VALUE FOR MONEY (VFM).....	6
1.20	WORKS PROJECTS.....	6
<b>2</b>	<b>INTRODUCTION .....</b>	<b>7</b>
2.1	OBJECTIVES .....	7
2.2	PURPOSE OF THE OUTPUT SPECIFICATION.....	8
2.3	FACILITIES MANAGEMENT PHILOSOPHY & APPROACH .....	9
2.4	PERFORMANCE MECHANISM .....	10
2.5	CHANGE MANAGEMENT .....	10
<b>3</b>	<b>GENERAL INFORMATION AND REQUIREMENTS.....</b>	<b>11</b>
3.1	HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT .....	11
3.2	CORPORATE SOCIAL RESPONSIBILITY (CSR) .....	11
3.3	QUALITY MANAGEMENT .....	12
3.4	LEGISLATION .....	12
3.5	PERMITS TO WORK .....	12
3.6	SECURITY CHECKS .....	12
3.7	INFORMATION TECHNOLOGY EQUIPMENT .....	13
3.8	INFORMATION TECHNOLOGY.....	13
3.9	MATERIALS & PRODUCTS .....	13

3.10	BUILDING RECORDS MANAGEMENT .....	13
3.11	MOBILISATION PERIOD.....	14
3.12	BENCHMARKING .....	15
3.13	CONTINUOUS IMPROVEMENT .....	15
3.14	CONTRACTOR CHANGE.....	16
3.15	MATERIAL CHANGE .....	16
3.16	GAINSHARE .....	16
3.17	EXCEPTION REPORT .....	17
3.18	COMMENCEMENT OF FULL OPERATIONS .....	18
3.19	HANDOVER OF SERVICES .....	18
3.20	CHANGES TO ACCOMMODATION & SERVICES.....	19
3.21	FACILITIES MANAGEMENT INTERFACE.....	19
3.22	MEETING STRUCTURE.....	19
3.23	COMMUNICATION BETWEEN THE CLIENT AND THE CONTRACTOR .....	20
3.24	CONTRACTOR'S MANAGEMENT TEAM .....	20
3.25	SERVICE TEAM.....	21
3.26	REPORTS.....	21
3.27	AUDITS .....	22
3.28	CLIENT SATISFACTION SURVEYS.....	22
3.29	STAFF SKILLS AND TRAINING.....	23
3.30	WORKS PROJECTS.....	23
3.31	FORWARD MAINTENANCE PROGRAMME .....	24
<b>4</b>	<b>MANAGED SERVICES .....</b>	<b>26</b>
4.1	HSE MANAGEMENT .....	26
4.2	SPECIAL NEEDS SERVICES.....	27
4.3	RISK MANAGEMENT .....	27
4.4	ENVIRONMENTAL & ENERGY MONITORING .....	27
4.5	ENERGY PERFORMANCE OF BUILDINGS (EPBD) .....	28
4.6	BUSINESS CONTINUITY PLANNING (BCP).....	28
4.7	HELPDESK & CAFM .....	29
<b>5</b>	<b>HARD FACILITIES MANAGEMENT SERVICES .....</b>	<b>34</b>
5.1	PLANNED PREVENTATIVE MAINTENANCE.....	34
5.2	REACTIVE REPAIRS AND MAINTENANCE.....	36
5.3	SERVICE SCOPE - M & E MAINTENANCE.....	37
5.4	HEATING, VENTILATION AND AIR CONDITIONING SYSTEMS (HVAC) .....	38
5.5	HUMIDIFIERS .....	38
5.6	CHILLER MAINTENANCE.....	38
5.7	COOLING TOWERS .....	38
5.8	INDUSTRIAL CHIMNEY .....	38
5.9	WATER HEATERS .....	39

5.10	DUCTWORK NETWORK.....	39
5.11	COLD ROOMS/ FREEZERS .....	39
5.12	BIO SAFE CABINETS/ STORAGE CABINETS/ FUME CUPBOARDS .....	39
5.13	PLUMBING AND DRAINAGE .....	39
5.14	FUEL SYSTEMS .....	39
5.15	ELECTRICAL SYSTEMS.....	39
5.16	EMERGENCY LIGHTING .....	40
5.17	CAR PARK AND STREET LIGHTING .....	40
5.18	FLOODLIGHTING .....	40
5.19	STANDBY POWER SYSTEMS .....	41
5.20	PORTABLE APPLIANCE TESTING.....	41
5.21	FIRE DETECTION, FIGHTING .....	41
5.22	SPRINKLER AND SUPPRESSION SYSTEMS.....	42
5.23	SECURITY, ACCESS, AND INTRUDER SYSTEMS.....	42
5.24	BUILDING MANAGEMENT SYSTEM (BMS) MAINTENANCE.....	42
5.25	GAS SYSTEMS.....	43
5.26	LIFTS, HOISTS AND CONVEYANCE SYSTEMS (GOODS, PASSENGER & DISABLED) .....	43
5.27	MAINTENANCE OF WHITE GOODS .....	43
5.28	MAINTENANCE OF CATERING EQUIPMENT .....	43
5.29	MAINTENANCE OF EYE WASHES AND EMERGENCY DRENCH SHOWERS .....	43
5.30	PUBLIC ADDRESS SYSTEMS / DISABLED ALARMS / INDUCTION LOOPS / REFUGE POINTS.....	44
5.31	SPECIALIST EQUIPMENT .....	44
5.32	WATER SYSTEMS MAINTENANCE .....	44
5.33	DATA CENTRES.....	44
5.34	SERVICE SCOPE - FABRIC MAINTENANCE.....	45
5.35	INTERNAL BUILDING FABRIC .....	45
5.36	EXTERNAL BUILDING FABRIC.....	46
5.37	ASBESTOS MANAGEMENT.....	46
5.38	UNDERGROUND DRAINAGE.....	47
5.39	SIGNAGE.....	47
5.40	SERVICE SCOPE – STATUTORY/MANDATORY TESTING.....	48
<b>6</b>	<b>CLEANING &amp; ASSOCIATED SERVICES.....</b>	<b>49</b>
6.1	CLEANING.....	49
6.2	ROUTINE CLEANING .....	50
6.3	CLEANING STANDARDS.....	50
6.4	BASIC - STANDARD I .....	50
6.5	NORMAL – STANDARD II .....	51
6.6	PRESTIGE AREAS III.....	52
6.7	HYGIENE – STANDARD IV .....	53
6.8	HEALTHCARE AREAS – STANDARD V .....	55

6.9	PERIODIC CLEANING .....	56
6.10	CLEANING OF INTERNAL FIXED FURNITURE AND EQUIPMENT (FF&E).....	56
6.11	WINDOW CLEANING .....	56
6.12	ROOF GLAZING AND SKYLIGHT CLEANING .....	57
6.13	EXTERNAL CLEANING.....	57
6.14	REACTIVE CLEANING .....	58
6.15	FUEL SPILLAGES .....	58
6.16	GRAFFITI AND STAIN REMOVAL .....	58
6.17	SANITARY & WASHROOM CONSUMABLES.....	58
6.18	FEMININE VENDING MACHINES.....	59
6.19	BARRIER MATTING .....	59
6.20	REMOVAL OF WASTE TO CENTRAL LOCATION .....	59
6.21	GENERAL WASTE .....	59
6.22	CONFIDENTIAL WASTE.....	60
6.23	RECYCLED WASTE.....	60
6.24	FOOD WASTE .....	61
6.25	CLINICAL/SANITARY/HAZARDOUS/CHEMICAL/SPECIALIST WASTE.....	61
6.26	WEEE WASTE .....	61
6.27	WASTE REPORTS.....	61
6.28	WASTE STORAGE / UPLIFT .....	62
6.29	PEST CONTROL.....	62
<b>7</b>	<b>PORTERING SERVICES .....</b>	<b>64</b>
7.1	GENERAL PORTERAGE .....	64
<b>8</b>	<b>SNOW &amp; ICE CLEARANCE.....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>9</b>	<b>ANNEXES.....</b>	<b>71</b>

# **1. DEFINITIONS**

These definitions are provided to complement, but not replace, the definitions within the Contract.

## **1.1 Accommodation**

The Client's accommodation includes (but is not limited to) lecture theatres, seminar rooms, studios, galleries, exhibition areas, theatres, workshops, labs, healthcare spaces, R&D areas, offices, conference, meeting and boardrooms, student halls of residence, libraries, public areas, toilets and all other internal and external areas. The list of buildings, where the Services are required, is provided in Appendix C (Service Matrix).

## **1.2 CAFM**

The Computer Aided Facilities Management (CAFM) system to be provided by the Contractor as described in Section 4.7.

## **1.3 Continuous Improvement**

The on-going evaluation and change of processes, products, programs and Services to make them work better.

## **1.4 Contract**

Means the document contained within Volume 2

## **1.5 Commencement of Full Operations**

Means the date in accordance with the Contract.

## **1.6 Contractor**

The Contractor means the legal entity defined within the Contract, including but not limited to all parties employed by him to deliver the Services.

## **1.7 Client**

Client means the entity defined in the Contract.

## **1.8 Data Pack**

Data Pack means any data, statistics or information, which supports the specification and is issued by the Client with the invitation to tender.

## **1.9 Environmentally Preferable**

Environmentally Preferable means methods of working, which fully support sustainable development and environmental policies of the Client.

## **1.10 Gainshare**

The mechanism in accordance with Annex 1 by which the parties will share any savings generated pursuant to any proposal agreed by the Client.

## **1.11 Good Industry Practice**

"Good Industry Practice" means the exercise of that degree of skill, diligence, prudence, foresight and practice which would reasonably and ordinarily be expected from a skilled and experienced person engaged in the same type of undertaking as the service provider as appropriate under the same or similar circumstances.

**1.12 Hard Services**

The scope of Services defined in Section 5 of this Output Specification.

**1.13 HTM**

HTM means the Health Technical Memorandums which provide comprehensive advice and guidance on the design, installation and operation of specialised building and engineering technology used in the delivery of healthcare.

**1.14 Invitation To Tender (ITT)**

ITT refers to the following documents that are issued to the bidders:

- Instructions to Bidders
- Contract
- Output Specification and Appendices
- Data Pack

**1.15 Lump Sum Price**

Lump Sum Price means the fixed element of the Contract price comprising the annual cost and profit payable by the Client to the Contractor for the entire provision of the Services (other than variable Services and works).

**1.16 Method Statement(s)**

Method Statement(s) means the delivery method proposed by the Contractor in their tendered bid.

**1.17 Semi-Comprehensive Reactive Repair Threshold**

Semi-Comprehensive Reactive Repair Threshold means the definition detailed in Annex 3.

**1.18 Services**

Those Services as identified in this Output Specification and the Service Matrix, Appendix C, to be delivered under the terms of this contractual arrangement.

**1.19 Value for Money (VFM)**

Value for Money (VFM) means the demonstration by the Contractor that the service(s) provided are benchmarked against other costs for similar Services/ goods/ equipment, from other similar organisations. The implication of VFM exercises is that the Contractor takes any corrective action to ensure that VFM continues to be achieved, and that the Contractor emulates best practice throughout the Contract.

**1.20 Works Projects**

Works refer to discrete work projects, which do not form part of the ongoing planned or reactive maintenance or Service requirements as detailed within this Output Specification as described in Section 3.30 of the Output Specification.

## **2 INTRODUCTION**

The Service Matrix, contained in Volume 3, Appendix C, details which of the Services, as described in this specification document, are to be provided within the Client's Accommodation. The Client reserves the right to add or remove any of the Services from any of the buildings and/or to add any additional Services or buildings not included in this tender at a later date.

### **2.1 Objectives**

The key strategic objectives of the Contract are: -

- To appoint a facilities management provider that will deliver the Client's FM Services, across the Accommodation whilst enhancing the user experience;
- To appoint a facilities management provider who shall deliver the Services in a manner which reflects the Client's culture, values, behaviours, and qualities;
- To provide Services in a manner which optimises the cost efficiencies of integrating the component parts of the Services both at the outset of the Contract and throughout the Contract.
- To achieve a fully managed service with a Contractor who provides a single point of responsibility for managing and delivering all of the specified Services they are contracted to deliver across the Accommodation;
- To engender and nurture a true spirit of collaboration between the Contractor and the Client by seeking solutions to a range of conflicts and making a commitment to internal dispute resolution in accordance with the Contract escalation and dispute resolution procedures;
- To introduce a self-monitoring system;
- To benefit from the co-ordination and integration of the Contractor's supply chain to ensure the commitment of the entire supply chain;
- To provide a professional service which is fully compliant with all statutory and Good Industry Practice requirements for health, safety and environmental management, and other applicable policies as determined by the Client;
- To provide Services focused on the needs of end users; and which introduce customer management techniques;
- Achieve a performance driven contractual arrangement that will incentivise the Contractor to deliver a standard of service and on-going continuous improvement, which can flex according to the service needs required for the Accommodation, including the introduction of new ways of working;
- To introduce risk-based techniques, which reduce the impact of FM service failures on the core business;
- Manage the transition from the existing FM service arrangements without disruption to the business;
- Manage, where required, the transition from any building contractor handover of any new building through to full service commencement without disruption to the business;
- Provide a consistent high quality of Service across the Accommodation;



- Deliver an arrangement that will interface effectively with the Client's internal management function.

The key operational objectives and tasks of the Contractor are:

- To ensure that all business-critical systems and equipment perform to their maximum capability and to work towards prevention of loss of Services;
- To ensure that all warranties on the buildings are underpinned by an appropriate yet cost efficient maintenance regime;
- To ensure that the Intellectual Property of the Client is protected by robust systems, which are underpinned by regularly tested policies and procedures;
- To provide a safe and healthy working environment for occupants of and visitors to the Accommodation;
- To maintain and safeguard the assets of the Client Accommodation and their contents;
- To maximise the useful lifespan of the building, plant, and equipment;
- To enable the staff of the Client to carry out their business functions effectively without adding to identified risk profiles;
- To ensure that the Services are operated in an efficient and cost-effective manner with regard to their business activity;
- To manage and where practicable reduce the negative environmental impacts of the Accommodation;
- To liaise with statutory authorities and comply with relevant statutory obligations including those related to health, safety and environmental management;
- To offer advice and proposals to the Client on methods of introducing additional value for money and innovation into the Services;
- To co-operate with the Client regarding any audits or assessments which are deemed necessary by the Client to evaluate health, safety and environmental performance or to investigate related accidents or incidents.

## **2.2 Purpose of the Output Specification**

The aim of this Output Specification is to define the scope and minimum level of performance for the delivery of the Services.

Whilst retaining overall strategic control, the Client shall delegate the day-to-day management and delivery of the Services to the Contractor. The Contractor shall manage the Services in support of the Client's business aims and objectives. All operational and financial relationships shall be based on collaboration principles.

The Contractor shall have full responsibility for the delivery of all Services whether by directly employed personnel or sub-contracted personnel.

### **2.3 Facilities Management Philosophy & Approach**

The relationship that the Client seeks to foster with the Contractor, allows for sharing in all aspects of the experience, with resultant benefits for all those involved. Effective collaborative relationships will establish goodwill, trust, frankness, honesty, and openness. It is the enthusiasm, commitment, and desire to provide a successful and flexible service from every individual involved in the service provision that will contribute to the Contract's success. Team working must be a core requirement for every element of the service.

Whenever possible, longer term collaborative arrangements shall be reflected throughout the supply chain enabling teams to deliver improved performance and value in developing and using the skills and talents of the team to work in new and innovative ways.

A core requirement of the Client is to ensure that the Contractor adopts a 'student-centred' philosophy and approach in the delivery of all Services, ensuring that all staff reflect the behaviours, qualities and culture of the Client to create an environment which both supports students and creates an inclusive sense of community and belonging.

The Contractor shall, through the use of industry best practice and the introduction of innovation, achieve and demonstrate value for money across all of the Services delivered under this Contract on a continuous basis. It is central to this Output Specification that environmental, business and wider policy targets remain of collective importance. The Contractor shall recognise and involve themselves fully in the satisfaction of these targets.

The Contractor shall actively demonstrate innovative ways of delivering the Services and eliminating inefficiencies throughout the term of the Contract including new ways of working. This shall include continuous review of service delivery methods to eliminate inefficiencies, introduce innovation, realise cost savings and improve value for money. This shall be achieved at no detriment to the quality of service delivered.

The Client expects the Contractor to work within an underlying culture and philosophy of continuous improvement throughout the term of the Contract and both parties will seek to foster this through a collaborative approach. Where improvements deliver financial benefits, a Gainshare model will be applied. This is described further in Section 3.16 of this Output Specification.

The Contractor shall demonstrate, throughout the term of the Contract that the performance standards with which they are required to comply are reflected throughout the supply chain with all sub-contractors, suppliers and consultants being subject to those control parameters. The focus of the Contract is on greater consolidation of non-core activities carried out within the Accommodation to produce efficiencies of scale. This consolidation shall result in an enhanced service provision, which has the flexibility to expand and contract to accommodate the Client's core business needs.

A fundamental objective is the ability to promote the use of electronic communication insofar as is reasonably practical. Both this and the wider use of computerised FM solutions must satisfy the requirements of the Client's IT function, be compatible with the Client's IT systems and comply with the Client's IT policies.

## **2.4 Performance Mechanism**

The Client recognises modern business practices, including operation for profit, and seeks to ensure that both they and the Contractor have a mutually beneficial relationship. One of the features of this Contract is the use of an incentivised performance mechanism for the operational service costs, based on the Contractor's tendered price which is fixed for the duration of the Contract. The Client shall request the Contractor to place 5% of their tendered price within the performance mechanism against performance risk. This is referred to as the Risk Value. The remaining 95% of the Contractor's tendered price is not at risk, under the Performance Mechanism, and is referred to as the Base Contract Value.

Key performance indicators (KPIs) are included in Appendix B of this specification. These KPIs are intended to be pragmatic, allowing the Contractor to operate, whilst acknowledging that performance in certain operational areas is important enough to merit full loss of the Risk Value and these have been addressed as critical measures.

## **2.5 Change Management**

Change is a natural process and the Client wishes the Contractor to embrace the opportunities afforded by change. Therefore, the Client is committed to a mutual change management procedure with the Contractor. The Contractor shall recognise that the Client may be subject to change at short notice. Such change may result in a requirement to react swiftly to implement change in support of and in collaboration with the Client.

The Contractor shall provide a consistent lead in all areas of change management, including in all instances a written report on the advantages of the change and the operational, financial and Health, Safety and Environmental related impact. The Contractor shall also play a proactive role in change suggested by the Client. An essential component of the change process shall be the efforts of the Contractor to seek increased value-for-money and continued cost reduction against their fixed costs. The Contractor shall at all times ensure that objective advice is provided within change management reports.

### **3 GENERAL INFORMATION AND REQUIREMENTS**

#### **3.1 Health, Safety and Environmental Management**

The Contractor shall ensure compliance with all relevant statutory and best practice obligations regarding Health, Safety and Environmental (HSE) management, which arise out of, or in context with, the Services. The Contractor will also be expected to comply with any additional requirements as detailed in the Client's HSE Policies.

The Contractor shall liaise with the Client's agreed representative, as appropriate, regarding any HSE issues which arise as a consequence of activities undertaken pursuant of this Contract.

The Contractor shall effectively implement a documented HSE Management System that complies with all applicable laws, regulations, licenses, permits, and the Client requirements.

The Contractor shall ensure that they notify the Client's agreed representative of any official complaints, inspections, requirements to attend site for any reason or enforcement actions from governmental/ official authorities, as soon as practically possible but not to exceed a period of 24 hours of being aware of such occurrence.

The Contractor shall, when delivering the Services, ensure at all times the protection of the health and safety of all building occupants; students, staff, employees, users, visitors, and others that might reasonably be affected by their acts or omissions. The Contractor shall recognise the standard of Health and Safety management required by ISO 45001 or equivalent as an indication of the acceptable level of Health and Safety management required by the Client. Likewise, the Contractor shall recognise the standard of environmental management required by ISO 14001 or equivalent as an indication of the acceptable level of environmental management required by the Client.

The Contractor shall provide employees with HSE induction training prior to assignment of tasks. HSE Induction training shall, at a minimum, include but not be limited to HSE rules applicable to the scope of the service, specific HSE risks and corresponding HSE work practices/ procedures and emergency procedures in accordance with the Client's emergency plans.

The Contractor shall, at all times comply with the Client's alcohol, drugs, smoking, HSE and security policies, as applicable to the Accommodation.

The Contractor shall ensure that site specific risk assessments, method statements and safe systems of work, are produced and maintained up to date for all risks arising out of or in context with the Services, and other associated activities for which he has responsibility/ control and will provide these to the Client within 24 hours of request.

The Contractor shall make arrangements to report, record and investigate accidents and incidents arising out of or in connection with the Services provided to the Client in accordance with an incident management process to be agreed with the Client.

The Contractor shall co-operate with the Client regarding the investigation of any accidents or incidents and be prepared to engage in general discussion with the Client with regard to overall accident performance. All reportable accidents must be notified to the Health and Safety Executive, within the required timescales and appropriate information on the incident provided to the Client's agreed party(s).

#### **3.2 Corporate Social Responsibility (CSR)**

The Contractor shall provide all reasonable support pertinent to the delivery of the Services to enable the achievement of the Client's CSR policies.

The Contractor shall make available to the Client upon request their CSR policy and demonstrate their level of adherence. The Contractor shall carry out a periodic review of their policy and provide any updated documentation on a regular basis to the Client.

The Contractor shall provide such information that the Client reasonably requires, in order for the Contractor to fulfil their reporting obligations for CSR.

### **3.3 Quality Management**

The Client requires a Quality Management System (QMS) which has ISO 9001 or similar accreditation. This system must be capable of self and third-party audit. The Contractor shall ensure that they deliver the Services in full accordance with their QMS and demonstrate their adherence to the Client through their audit regime.

### **3.4 Legislation**

The Contractor shall conform to all relevant EU and UK statutory and legislative requirements and shall keep himself informed as to any changes in law that may affect the Services in the Accommodation. The Contractor shall advise the Client of any changes to its delivery methodology as a result of any legislative change in accordance with the requirements of the Contract.

### **3.5 Permits to Work**

The Contractor shall be responsible for the setting up and the operation of a safe system of work with regard to all aspects of its operation. The Contractor shall comply with these systems at all times as well as adhering to any permit system operated by the Client.

The Contractor shall as part of their access permit, permit to work and control procedures keep and control the issue of all plant room, service space/ riser and any other access keys, which have been provided to them by the Client.

The Contractor shall also ensure that they liaise with the Client to understand their parking policy and will ensure they abide by the Client's policy at all times.

### **3.6 Security Checks**

The Contractor shall comply with the Client's security requirements for all those staff that will work on the Client's Accommodation or have access to the Client's IT system. All such Contractor personnel shall be subject to a security check to meet the Client requirements.

To ensure that no break in the provision of Services occurs, the Contractor must have available to them a pool of personnel, which meets the Client's security requirements, that can be drawn upon if required.

In addition, the Contractor shall report to the Client the name of any personnel who acquires a criminal conviction during the course of their employment on this Contract. Such personnel may not, at the Client's discretion, be allowed to continue working on site.

It is incumbent upon the Contractor to guarantee the integrity of the passes issued to their staff and to ensure that this privilege is not abused. No access will be granted to staff representing the Contractor any of the Accommodation without appropriate access arrangement and the possession of an appropriate pass, with appropriate security checks, including those staff providing holiday or sickness cover.

### **3.7 Information Technology Equipment**

The Client shall provide the Contractor, for its onsite staff, with reasonable access to basic IT hardware i.e. printer, to facilitate their work on the Accommodation. The Client will provide the Contractor basic telecommunications equipment for use on the Client's infrastructure.

The Contractor shall provide their own specialist equipment which may be used on the Client's IT network subject to compliance with the Client protocols and the agreement of the Client. The Contractor shall ensure adequate back-ups are retained for the systems for which he has control.

### **3.8 Information Technology**

The Contractor shall liaise in detail with the Client's IT team and existing IT suppliers (as appropriate), in order to interface their proposed systems with those existing.

The Contractor's staff shall not be allowed access to the Client's IT systems, or to IT systems linked to them, unless they have satisfied the security check as described in the Client's IT Policy.

### **3.9 Materials & Products**

The Contractor shall provide, and ensure the availability of all equipment, materials, consumables, and products necessary to deliver the service. The Contractor shall propose a suitable methodology, inclusive of the location of all equipment, materials, consumables, and products to provide the Services. The Contractor shall ensure that all materials and products are stored and used under proper control, in a safe and environmentally responsible manner in accordance with the manufacturer's instructions and recommendations, taking due cognisance of the Client HSE policies and all applicable HSE legislation and regulations.

The Contractor shall ensure that all products and materials used meet as a minimum the standards of the Client's existing products and materials or typical materials.

The Contractor shall arrange for the disposal, transportation, storage, labelling, handling, and reporting of hazardous chemicals, materials, and dangerous goods in accordance with applicable laws (e.g. COSHH regulations) and the Client procedures and standards.

The Contractor will be responsible for the cost and removal from the Accommodation of any waste or redundant material arising out of the work undertaken for the Client and ensuring its safe disposal in line with statutory obligations.

### **3.10 Building Records Management**

The Contractor shall be responsible for holding the O&M Manuals, asset registers, maintenance and service records, test and compliance certificates, inspection programmes, orders, log books and the Health and Safety file for the Accommodation. The Contractor shall ensure that they remain up-to-date and that all records are stored, retained and disposed of in accordance with the Client policies and procedures. The records must be available for inspection at any time by the Client relevant representative(s). All building records and the data contained within them and all intellectual property rights howsoever arising shall remain the exclusive property of the Client, and shall be left in the possession of the Client at the end of this Contract.

The Contractor shall develop, implement and manage building records systems. It is anticipated that the building records management requirement shall be supported or operated through the CAFM system. However, the Client welcomes innovative proposals from the Contractor, with regard to building record management and the Client will remain open to proposals from the Contractor. Central to any proposal shall be the concept of achieving industry best practice and value for money for the Client.

The Contractor shall have full responsibility for the updating of building records and drawings following any Works inclusive of capital works project carried out by the Contractor during the course of the Contract. It is vitally important that the Contractor liaises appropriately with the Client and their Contractor's for updating building records.

The Contractor shall ensure that their CAFM system, or other agreed system, is capable of storing all Statutory inspection records for all areas of the Accommodation, irrespective of whether the respective record relates to asset maintained by the Contractor or a Client supplier. The Contractor shall ensure that the system holds the date of the last and next inspection date, and has an automated process to highlight, and notify agreed parties, when the next inspection date is within 30 days of being due, and a secondary process to highlight, and notify agreed parties, when the date has been exceeded.

The Contractor shall be able to provide up to date detailed maintenance work sheets to the Client or their representatives, for auditing purposes at any time.

### **3.11 Mobilisation Period**

The Contractor shall be required to deliver Services from the Commencement of Full Operations in compliance with the requirements of the Contract. In parallel with the service delivery the Contractor shall produce and work to a project mobilisation plan indicating the key milestones over this period as well as the interdependencies.

The Contractor shall produce a detailed mobilisation project plan, no later than 10 business days following Award or necessary standstill period, indicating the key milestones over this period as well as the interdependencies.

The incumbent Contractor(s) will retain full responsibility for all extant Services until the Commencement of Full Operations (or as otherwise formally agreed with the Client). The Contractor's full service obligations will formally be assumed on the Commencement of Full Operations as set out in the Contract.

The Client will require progress meetings weekly and updates on demand with the Contractor during the mobilisation period, to assist and keep informed as to how well duties are being assumed, and to assist in problem solving as any such matters occur. The Contractor will chair these meetings and minutes will be kept and published by the Contractor within 3 business days of each meeting.

During this time, the Contractor shall undertake the routine examinations and inspections of the Accommodation and Services necessary to assume its duties. The Contractor shall provide the Client with a key milestone report on an agreed frequency as part of the progress meetings which will include but not be limited to: -

- Key milestones achieved within programme;
- Any slippage in programme;
- Actions to address slippage;
- Actions required by the Client;
- Contractor resource hours spent on mobilisation.

The Contractor shall be responsible for ensuring that all of their staff have been appropriately vetted, including but not limited to pre-employment screening, confirmation of their identity, review of their past work history and any criminal records, and security cleared prior to them being allowed onsite, and that proof of this process is provided to the Client prior to the end of the mobilisation period.

The Contractor shall provide key Client stakeholders with appropriate CAFM training at least 10 Business Days prior to Contract Commencement.

### **3.12 Benchmarking**

The Contractor shall establish robust systems during the mobilisation period for continuing the process of producing benchmarking data, for all Services provided under this Contract. The Contractor shall continue to demonstrate on an open book basis, using the data provided for the various Services in his tender return that Services deliver “Best Practice” in their area and all costs provide value for money for the Client.

In accordance with the Client’s requirement to ensure the FM Services deliver Value for Money (VFM), the Contractor is required to provide a benchmark report on an annual basis to demonstrate VFM.

Where the benchmarking demonstrates that the Services are not providing value for money then the Contractor shall provide a report to the Client confirming the necessary actions and timescales to align their service delivery with the benchmark findings, including any proposed variance to the fixed costs and/ or service quality. Subject to the Client’s agreement of the proposed actions from the report, the Contractor shall implement the changes within 30 days, or other time reasonably agreed with the Client, and updates their Method Statements and Pricing Schedule which shall form the basis of the on-going provision of the Services.

The benchmarking statistics shall influence all areas of service and the accuracy of this information is significant. The Contractor shall recognise these facts and be prepared to fully explain all open book disclosures.

The Contractor shall ensure that the benchmarking report includes, as a minimum, the following level of information:

- Background as to the purpose of the benchmarking exercise;
- List of Services included in the benchmarking exercise;
- Benchmarking comparator metric per service used, and an explanation of why this comparator has been adopted;
- Key Cost Drivers for each service;
- Explanation of whether Services have been bundled together for the benchmarking exercise, and how this ensures VFM;
- Details of three anonymised contracts, of a similar scope that they are currently delivering the benchmarked Services to, that have been awarded/ retendered within the last 3 years;
- Comparison of the service/ bundled Services being delivered to the Client against the three anonymised contracts;
- Overview of whether this comparison supports that the Client is achieving VFM; and
- Actions to ensure that the Client continues to achieve VFM (if applicable).

### **3.13 Continuous Improvement**

The Client recognises that the Contractor may not have sufficient information at the outset of the Contract to provide a fully optimised service strategy which may lead to changes in their Method Statement(s). It is envisaged that throughout the Contract period that the Contractor will benefit from greater knowledge of the Accommodation and how the Client operates, which will enable them to refine their Method Statement(s) to make it more efficient.



The Contractor shall advise the Client of current areas being assessed prior to being implemented under their continuous improvement programme at the relevant progress meetings. Where the Contractor demonstrates the ability to deliver the Services more efficiently, which does not fall under the category of a Material Change, then the Contractor will benefit from all financial savings.

The Contractor shall not implement any of changes to their Method Statement(s) until they have been agreed by the Client.

The Contractor shall ensure that a report is produced no less frequent than annually to demonstrate the continuous improvement activities undertaken in the previous year and the proposed activities for upcoming year.

### **3.14 Contractor Change**

In order for the Contractor to maximise efficiencies to their benefit, the Contractor can propose a Contractor Change to the Client. For the avoidance of doubt any Contractor Change shall not have an adverse effect on the delivery of the Services and shall be agreed with the Client before any changes are implemented.

Examples of a Contractor Change include but not limited to: -

- A task being able to be carried out, to the same standards, but in a shorter time period that result in the Contractor being able to reduce the number of hours that the relevant staff member is employed for;
- Change of maintenance strategy e.g. planned maintenance to risk based maintenance;
- Change of supply chain partners;
- Using universal spares rather than branded spares (so long as the asset(s) are not detrimentally affected in any way);
- Utilising technology to improve the service.

### **3.15 Material Change**

A Material Change is when the Contractor proposes to change their Method Statement(s) significantly. A Material Change should be agreed with the Client prior to implementation which will be subject to Gainshare. These shall include but not be limited to: -

- A change from self – delivery to the Contractor's supply chain partner or vice versa;
- A change to the Contractor's Management Structure;
- A change to the Contractor's Support Structure;
- A change from dedicated staff to mobile/ pool of staff;
- A change in the quality of materials and/ or consumables;
- A change to the Contractor's staff roles and responsibilities etc.

### **3.16 Gainshare**

Gainshare shall apply when the Contractor proposes a Material Change or when the Contractor proposes to install/ replace equipment and/ or assets which will benefit both the Contractor and the Client. A fully explored business case shall be presented to the Client indicating all options in the proposal including, where appropriate, operational impact of changes, investment, pay-back period, risks, and the apportionment of cost savings.

In order to incentivise the Contractor and provide the opportunity for service improvement and/ or efficiencies, the Contract incorporates a general Gainshare mechanism whereby the Client and the Contractor share in any savings made through the application of a new working practice, process or equipment use. Annex 1 describes the application of the model for the identification and processing of initiatives generated by the Contractor for the improvement of the Services.

The Contractor shall take special cognisance of the operating parameters under which the Client works, by acknowledging the fact that the Client may decide NOT to proceed with certain initiatives proposed by the Contractor, and the Contractor shall accept these decisions as they arise. However, the Client shall endeavour to provide open discussion and written feedback on all suggestions whether the outcome is positive or not.

The base position for the sharing mechanism will be that the savings will be shared 50:50 between the Client and the Contractor for the first 12 months following implementation of the change, thereafter the Client will realise the full savings, as a reduction to the annual payment. However, the Client will consider alternatives sharing ratios where the Contractor can demonstrate the level of input and/ or investment required to realise the savings should result in the Contractor achieving a higher level of return and/ or benefit from the savings beyond the first 12 months following implementation.

### **3.17 Exception Report**

The Client requires the Contractor, whilst undertaking mobilisation, to carry out a detailed verification of all Assets including but not limited to mechanical, electrical and plumbing assets, equipment, building fabric (internal and external) and external landscaping, including street furniture and its criticality.

It is the responsibility of the Contractor during the mobilisation period to provide an exception report (Annex 2) for the asset register and other information provided by the Client prior to the Commencement of Full Operations, and thereafter ensure all plant identified is maintained according to all statutory obligations and other requirements detail in the Contract. The Contractor shall demonstrate by the provision of the exception report that they have fully explored the implications of their advice and can demonstrate these.

This exception report will be prepared in accordance with the Contract and shall list the following elements:

- Unique Reference;
- Item of plant, equipment or fabric;
- Location;
- Condition of assets;
- Total estimated cost;
- Priority coding;
- Risk assessment;
- Criticality.

Condition grading shall be attached to each element or sub-element from which, with suitable weighting, an overall building or part thereof, can be given a grade definition in line with the below categorisation criteria.

- A. - As new.
- B. - In condition consummate with age.
- C. - Operational but requiring repairs.
- D. - Beyond economical life.

The Contractor shall ensure that all Mechanical, Electrical, Plumbing, Building fabric and External assets, within their scope, are fully uploaded to the Contractors CAFM system, prior to the Commencement of Full Operations to allow the Contractor to provide the Client with a fully transparent annual maintenance planner.

For the avoidance of doubt, any asset not picked up by the survey, but later identified will be maintained by the Contractor for the duration of the Contract as part of his Lump Sum Price. Further information is detailed in Annex 2 of this specification.

### **3.18 Commencement of Full Operations**

The Commencement of Full Operations will be the first live day of the Contract and the Contractor will have to meet all the contractual obligations as is set out in the Contract. The financial elements of the KPIs will only apply from this date.

### **3.19 Handover of Services**

On the expiry, or earlier determination, of the Contract, the Contractor shall:

- Ensure there is no diminution of the Services up to and including the final day of the Contract period;
- Ensure that all work is transferred to any new contractor or contractors as smoothly and efficiently as possible;
- Draw any outstanding work to a close at an appropriate stage as agreed with the Client;
- Hand over to the Client all documents and information relating to the Services;
- Return to the Client any equipment owned by the Client and used by the Contractor;
- Co-operate fully with any incoming contractor or contractors;
- Ensure that relevant Client staff is fully familiar with how the Services have been operating and any specific issues they should be aware of.

### **3.20 Changes to Accommodation & Services**

It is envisaged during the life of the Contract that the Client may dispose of existing premises or acquire additional premises as part of its property portfolio. The Client reserves the right to request the extension of these Services to cover new facilities or to omit the Services from the Contract upon the disposal/ change of existing buildings in line with the variations clauses contained in the Contract. The costs of these changes shall be based on the pricing approach adopted in the Contractor's pricing schedules. i.e. if a building/ asset type is removed all costs for this building/ asset type contained in their pricing schedule shall be removed. Equally if a similar building/ asset type to an existing building/ existing asset type is added, the existing building/ existing asset type shall act as the basis of the price change, except where the Contractor can prove, to the reasonable satisfaction of the Client, that there are material differences which results in alternative cost basis for the variation being required. For the avoidance of doubt the failure of the Contractor to accurately reflect the cost of the respective building/ asset type in their pricing schedule, shall not be considered an acceptable means for an alternative cost basis to be proposed.

### **3.21 Facilities Management Interface**

The Contractor shall develop and propose a process that provides the Client with formal and informal communication and feedback. Dialogue shall be maintained at all times during the Contract period. The Contractor shall develop a communication and feedback plan that identifies key meetings, reports, evaluation and action plans, and the minimum content of which is stated in this specification. This shall be agreed with the Client.

The Contractor shall recognise and interface with the Landlord for the Client's properties (where applicable), taking a proactive approach to ensuring the Landlord's responsibility for undertaking Services is consistent with best practice.

### **3.22 Meeting Structure**

The Contractor shall establish, agree with the Client and manage a meeting structure based upon the following indicative frequencies:

- Weekly with the Client representative and/ or any other representatives identified by the Client;
- Monthly progress meetings;
- Quarterly progress/ strategy and HSE meetings;
- Annual strategy/ review meetings;
- Ad-hoc meetings on demand, especially where incident investigation is indicated, and within a reasonable time frame.

The Client through their Intelligent Client Function (ICF), shall be the prime interface and the central focus of meetings. However, the Contractor shall recognise that a significant number of stakeholders may be present. The Contractor shall ensure that appropriate senior resources are available on site to attend meetings with both the ICF and other relevant stakeholders.

The Contractor shall take minutes for all meetings and issue to the Client within 3 business days of the meeting. The Contractor's single point of contact shall ensure that all actions from each meeting have been progressed or complete to the satisfaction of the Client.

### **3.23 Communication between the Client and the Contractor**

The Contractor shall provide full information in respect of its proposed methods of communication and interface with the Client. The Client envisages an open relationship, based on mutual resolve in accordance with Good Industry Practice. The Contractor, through its interface, shall ensure all areas requiring the Client's compulsory approval are carried out in a manner that assists Good Industry Practice service delivery and is committed to its continued success.

The Contractor shall ensure this ethos is embedded within its delivery team and supply chain, demonstratable through these parties engagement with the Client and its respective internal delivery teams and advisors.

### **3.24 Contractor's Management Team**

The Contractor shall provide and agree a single point of contact for the Client via the Contractor's Representative. The Contractor shall provide a management team, led by the Contractor's Representative who will have authority to deal with and resolve all matters pertaining to the provision of Services, inclusive of financial authorisations.

The team shall provide at least the following functions: -

- General Reporting;
- Technical input into the operation/ management of the Services;
- Client service management;
- Establish procedures for effective planning, organisation and control;
- Monitoring and review of Services;
- Management of all contracts and agreements including total financial responsibility for their supply chain;
- Effective staff and sub-contractor management;
- Ensure compliance that Services are delivered in accordance with this Output Specification and the Contract;
- Provision of building specific management statistics and data, which is capable of interpretation in order to make any subsequent recommendations for appropriate action;
- HSE management reporting/ advice;
- Labour standard management report/ advice;
- Security reporting/ advice and Issues.

The Client requires the Contractor's Representative to have the appropriate management skills, leadership qualities and experience to effectively manage the Services in accordance with this specification.

The Contractor shall recognise the importance of the Contractor's Representative and ensure that if they do not fulfil the requirement for overall ownership of all elements of the contract, that they are removed at no cost to the Client and a new Contractor Representative jointly appointed between the Contractor and Client within 20 Business Days.

### **3.25 Service Team**

The Contractor shall create a service team environment, whereby each member of the Contractor's operational team is involved as a team member and encouraged to become stakeholders in the total service solution. This shall include all sub-contractors, consultants and, where practicable, suppliers. The service team culture shall be further reflected within the uniform and identity of the staff, from multi-skilled technicians to managers. A clearly identifiable image of single service team culture shall prevail across all the Services across both the Contractor's and Client's staff, which will be agreed by the Client and must not promote the corporate identity of the Contractor, or any of his supply chain, without the prior agreement of the Client.

The Contractor shall discourage the use of mobile phones by Contractor staff for personal use. Televisions, stereos, radios, and any other electronic equipment for personal use are not to be used on site at any time.

### **3.26 Reports**

The Contractor will be required to provide regular, robust, and informative reporting at agreed intervals and on demand by the Client. Reporting shall be available on all areas of the Services and information gathered during the operation of the Services noted in this specification. All reports shall be based on the Contractor's Method Statement(s) and refined to suit the Client's requirements during mobilisation and throughout the Contract period.

The format and content of all reports shall be agreed prior to the Commencement of Full Operations and each subsequent anniversary between the Contractor and the Client.

All reports must be generated from within the appropriate system such as the CAFM or other system, and must contain 100% of information in relation to operational performance across all Services, against the set performance standards contained within the KPIs including any Service failures. These performance reports must be accompanied by corresponding financial and detailed back up information as requested by the Client.

The Contractor shall provide reports, written information and/ or statistics in relation to the Services in response to ad-hoc requests from the Client. Specific examples of these include:

- Trends analysis of reactive repairs and their correlation to the current planned maintenance approach.
- Alignment of the Client's Estate's Strategy to the current approach to maintenance.
- Number of Priority 1 and 2 jobs where an Interim solution has been implemented rather than a permanent rectification.
- Energy usage trends (current against last year's usage for the same period).
- H&S, environmental and security issues/ initiatives.
- Information on staff issues e.g. new staff/ leavers/ inductions carried out.

The Contractor shall provide the Client with access to its FM systems (e.g. CAFM), to enable the Client to download management information including but not limited to

- Planned Maintenance Information;
- Reactive Maintenance Information;
- Statutory Compliance records

- Asset Records/ information;
- Utility information;
- Staff training records etc.

### **3.27 Audits**

The Contractor is required to produce an audit programme, as described in their Method Statement(s), of their proposed activities and frequencies for ensuring the quality of their service delivery, including checks to ensure risks relevant to the Services are being appropriately controlled and supporting procedures. This should include, but not be limited to: -

- Satisfaction Surveys;
- Cleaning Standards;
- Audit of Cleaning Standards in accordance with the National Specifications for Cleanliness (Quadram only);
- Building Fabric and M&E Services maintenance standards;
- Quality, Health, Safety & Environment;
- Adherence to the Contractor's BCP;
- Adherence to the Contractor's H&S Policy;
- Adherence to the Contractor's Environmental Policy; and
- Validation of information held in the CAFM system.

The audit programme is a key measurement of the Contractor's performance therefore a programme shall be agreed with the Client during the mobilisation period and periodically reviewed and updated with the Client throughout the Contract period.

The Contractor shall encourage the Client to undertake Joint Audits where practical. The Client can increase the frequency of audits at any time during the Contract.

The Contractor shall ensure that the findings of their audits are provided to the Client within 21 days of being undertaken and include the timescales and nominated parties for resolving any actions.

The Client acknowledges that actions times can vary therefore the Contractor shall ensure that all actions are completed in accordance with agreed timescales.

### **3.28 Client Satisfaction Surveys**

In addition to their general reporting obligations, the Contractor shall submit information to the Client, used to determine the level of satisfaction with the Services and shall additionally report the findings of the Contractor's customer satisfaction surveys to the Client.

The Contractor shall ensure that agreed Client's staff are surveyed at least once per annum, based on a rolling programme agreed with the Client.

The Contractor shall ensure that the findings of their customer satisfaction surveys are provided to the Client within 21 days of being undertaken and include the timescales and nominated parties for resolving any actions.

The Contractor shall ensure that all actions are completed in accordance with agreed timescales and the Contractor shall provide sufficient evidence to the satisfaction of the Client.

### **3.29 Staff Skills and Training**

The Contractor is required at all times to provide staff having skills, qualifications and experience commensurate with the Services to be provided. The Contractor shall ensure all staff are in possession of appropriate skills, accreditations and qualifications through documented training programmes and that these skills are maintained at an appropriate level by the Contractor employing an adequate training regime throughout the duration of the Contract. The Contractor shall ensure that the qualifications and training of staff meets all relevant statutory and business criticality requirements for delivery of the Service. If the Client identifies a skills gap with any personnel, the Contractor shall close the gap at their own expense.

The Service shall be executed in a workmanlike manner and in all respects to the satisfaction of this specification. The Contractor shall, if required by the Client, provide evidence of personnel's competence on request. (E.g. certification documents, training certificates, competency matrix etc.).

The Contractor shall ensure that all staff shall receive appropriate training in customer care techniques that will ensure that they deal with all occupants and visitors in an appropriate manner

The Contractor shall ensure that their staff shall remain fully briefed on customer information at all times in order to recognise and respond positively and appropriately to all the Client staff.

The Contractor will also ensure that all staff and sub-contractors are site inducted, including but not limited to HSE training, emergency procedures and relevant risk assessment for the Services they will be providing.

The Contractor shall ensure that all staff meets any Client specific training and/ or induction requirements prior to commencing work on the Client's Accommodation.

### **3.30 Works Projects**

Works are defined as activities, which do not form part of the ongoing maintenance or Service requirements as detailed within this Output Specification. They fall into two categories:

- Activities included in the Forward Maintenance Programme, ("Scheduled Activities"); and
- Activities not included in the Forward Maintenance Programme, but which are identified by the Contractor or are identified by the Client, through the Client's ad hoc requests for additional or minor works ("Unscheduled Activities").

The Contractor shall provide the Client with a Quote for Works Projects within a maximum of five Working Days, or other timescales agreed with the Client. The Quote shall include a high-level programme for undertaken the activities starting from the date of approval by the Client along with appropriate breakdown of the costs which shall be aligned with the costs detailed with the Pricing Schedules (where applicable) and any other details specifically requested by the Client. The Contractor shall ensure that the Quotes are available for the Client to review and approve through a web portal system, which shall be accessible 24 hours a day.

The Contractor shall adopt Project Management principles, when carrying out Works Project. The Contractor shall provide the Client with a detailed project plan once the Quote is approved, which shall cover start and completion dates, key milestones, interdependencies and any other relevant information required for a Work Project.

The Contractor shall ensure that start dates, key milestones and completion dates are achieved in accordance with the projects plan and works are carried out to the satisfaction of the Client.



### **3.31 Forward Maintenance Programme**

The Client wishes to take a longer-term view of their built and installed assets and requires a 5 year Forward Maintenance Programme for all (irrespective of whether the asset is part of the Lump sum obligations of the Contractor or otherwise) internal and external building fabric, external areas including street furniture, mechanical, electrical and plumbing assets (Client Assets) which are the responsibility of the Client to maintain/ replace.

The Forward Maintenance Programme is restricted to life cycle replacement, which for the avoidance of doubt includes all internal/ external building fabric, hard landscaping and street furniture. The Contractor shall review any current capital works programme during the mobilisation period and shall make any necessary recommendations to the Client's for amendments to this programme as appropriate. For the avoidance of doubt the Forward Maintenance Programme covers all Client Assets with the Client Accommodation irrespective of whether they are included in the Contractors maintenance responsibility.

The format of the Forward Maintenance Programme will be discussed and agreed with the client, and use agreed descriptors for asset types to ensure alignment with the Client's internal reporting functions, which will be based on the draft report format included in Annex 7.

Following 3 months from Commencement of Full Operations, the Contractor shall present the Client with a Forward Maintenance Programme and annually thereafter. The Client and the Contractor shall review and agree this Forward Maintenance Programme.

The Forward Maintenance Programme shall prioritise work and provide indicative costs for each works item. These costs shall be broken down into an appropriate level of detail to assist the Client in planning and budgeting for Works, and adopt industry accepted pricing principles along with the contractual financial allowances detailed in the Pricing Schedule.

The Contractor shall ensure that the programme takes full cognisance of operational planned and reactive maintenance issues and that the Forward Maintenance Programme compliments day-to-day activities. The Contractor shall demonstrate how these can be scheduled to obtain best value for the Client both through their timing and implementation.

All works up to a total inclusive value of £10,000 (including labour, materials, profit, overheads and any other relevant costs) which appear on the Forward Maintenance Programme may be executed by the Contractor through their team responsible for the delivery of the Services, upon written approval by the agreed representative of the Client.

The Contractor shall notify the Client of any unscheduled activities as soon as they become aware of them. Unscheduled activities that are generated by request of the Client shall be notified to the Contractor. All these works shall be added to the Forward Maintenance Programme and the programme reviewed jointly by the Contractor and the Client.

The Contractor may be invited to procure and/ or project manage (but not necessarily execute through their team responsible for the delivery of the Services) on behalf of the Client, works over a total inclusive value of £10,000 (whether scheduled or unscheduled). The Client reserves the right to decide whether or not to offer the Contractor such opportunities.

The threshold of £10,000 shall be reviewed periodically by the Client and may be subject to amendment on a case-by-case or on a universal basis.

The Contractor shall propose and agree with the Client, a methodology which states clearly and unequivocally how they shall: -

- Execute Works under the value of £10,000 whilst satisfying the Client need for transparency, competition, demonstration of value for money procurement and collaboration; and
- Procure and manage works on behalf of the Client over the value of £10,000 whilst satisfying the Client's need for transparency, competition, demonstration of value for money procurement and collaboration.

The Contractor shall recognise the Client requirements for transparency, competition, demonstrating value for money, procurement and collaboration must be satisfied.

The Contractor shall recognise that the Forward Maintenance Programme is to protect both their interest and the Client's interests, and that failure to ensure the accuracy of the Forward Maintenance Programme shall directly impact on their ability of the Contractor to transfer assets from their repair responsibility under the Semi Comprehensive Repair Threshold to Works projects.

## **4 Managed Services**

### **4.1 HSE Management**

The Contractor shall work in association with the Client to protect staff and members of the public on the Accommodation through compliance with all relevant statutory obligations and legislation and with the Client HSE policies. The Contractor must have the depth of technical and professional knowledge to advise the Client on all HSE matters relating to the Services delivered at the Accommodation.

The Contractor shall liaise with the Client's HSE representative to ensure that the Contractor's activities are fully in line with the Client's HSE policies and procedures, and is aware of all initiatives relating to HSE that are on-going within the Client.

The Contractor shall participate, when requested by the Client, fully in the compilation, planning, testing and implementation of the Client's emergency evacuation drills and shall report on the events of each evacuation whether planned or not. The Contractor shall be responsible for ensuring that all the Client and Contractor staff are aware of the protocol to be used in case of an emergency, and assist the Client in making certain that emergency procedures are kept up-to-date and applicable for the Accommodation under their control.

The Contractor shall provide a single contact point for all professional advice pertaining to HSE matters as they relate to the delivery of the Services at the Accommodation. They shall be aware of the appropriate Client contact point for the onward transmission of queries relating to HSE matters and shall ensure that these are directed to the appropriate the Client representative.

The Contractor shall demonstrate through the delivery of the Services that the management of their own staff is an exemplar in terms of HSE best practice.

The Contractor shall ensure that they employ appropriate Authorised Persons necessary to deliver the Services, who's credentials will be subject to verification by the Client's Authorising Engineer.

The Contractor shall warrant that he shall take all practicable steps to ensure that the Accommodation shall comply with all HSE legislation and any other statutory obligations at all times. The Contractor shall inform the Client immediately on any areas which appear not to comply with legislation.

The Contractor shall be required to report to the Client monthly on all HSE matters and to conduct a quarterly and an annual review of all HSE matters with the Client, including performance, any matters outstanding, recommended works programmes, exception reporting, and for issuing formal minutes of the meeting within one week of its taking place. The Contractor shall attend any meeting identified by the Client's HSE advisor.

The Contractor shall make available to the Client upon request within a reasonable timeframe, all documentation in respect of HSE as they pertain to the delivery of the Services.

The Client requires the Contractor to be continuously up to date with changing legislation, any advances in technology that may affect HSE facilities and equipment, in order to provide comprehensive professional advice for all HSE and associated matters within its service responsibility.

## **4.2 Special Needs Services**

The Client expects the Contractor to advise on HSE matters as they relate to those with special needs, including the Equality Act 2010 (including all subsequent Amendments and their associated Statutory Instruments), but not limited to relevant legislation covering people with disabilities. The Contractor should take a pro-active approach including consulting with the Client, on investment that should be made to improve the Accommodation (for example, access and egress) for use of those with disabilities, and to comply with the relevant guidance and legislation. The Contractor shall consult with the Client's agreed representatives with regard to the optimum route for compliance with the relevant Act(s).

The Contractor shall be expected to liaise with the Client's HSE representative(s), and with other Contractors outside the scope of this Contract as required in order to provide this service.

## **4.3 Risk Management**

In conjunction with the Client, the Contractor shall construct a risk register for the provision of Services to the Accommodation. The Contractor shall demonstrate the ability to co-ordinate all aspects of risk management including close liaison with agreed representatives of the Client.

## **4.4 Environmental & Energy Monitoring**

The Contractor shall support the Client in implementing an Environmental and Energy monitoring service, which shall monitor and record the environmental conditions within the Client Accommodation. All records from these internal systems shall be logged within the CAFM system. All proactive and quality management duties and activities shall be co-ordinated through the CAFM system. The Contractor shall be required to measure, monitor, provide advice on, and promptly react to items such as but not limited to, unacceptable air quality or effluent water quality and/ or unacceptable human comfort levels as they arise (temperature control), and respond to these according to the approach of their environmental management process e.g. ISO 14001 controls.

The Contractor shall ensure that the BMS system (or any other system) is appropriately maintained and programmed to ensure that the temperature within the Accommodation remains within agreed parameters at all times during agreed hours.

In the replacement of parts, components and equipment, the Contractor shall ensure that due cognisance is taken in selecting the most energy efficient replacements wherever possible.

The Contractor shall provide professionally managed, high quality Services that have ISO 14001 or equivalent certification. Through this certification the Client expects service to always be provided with the environment at the forefront or all strategic thinking, operational excellence and continuous initiatives.

The Contractor shall take account of, and comply with, the Client's HSE policy provided within the Data Pack, which is the basis for setting out the Client's objectives and targets for limiting and minimising the environmental impact of business operations. The Contractor shall also ensure they are familiar with this policy and any local site specific HSE initiatives and proactively engage with and support the Client in achieving these targets.

The Client aims to improve its environmental performance in all aspects of their business with a particular emphasis on sustainability. The Contractor shall provide support and advice in achieving this.

The Client is committed to responsible energy management, the most efficient use of energy throughout its operations and the minimisation of its carbon footprint. It also recognises that good energy management helps to protect the environment by conserving natural resources and reducing harmful emissions.

While the purchase of utilities shall remain with the Client, the Contractor shall be responsible for taking meter readings and shall take cognisance of any initiatives in the management of energy, in order to best advise the Client on any new initiatives that may beneficially impact the Client current strategy. The Client expects innovation in relation to the management of sustainable operations and delivery of related outcomes, as new approaches to these challenging issues become available, and as Government policy changes. The Contractor shall liaise with the Client environmental representatives/sustainable operations team in relation to these matters. The Contractor shall ensure effective management of sustainable operations.

The Contractor is required to ensure that all utilities consumption information is loaded onto the CAFM system. The Contractor shall be required to provide a flexible reporting facility against this information, allowing for trend and other statistical analysis, which is likely to include but not be limited to reporting on: -

- Electricity consumption (meter readings)
- Gas/ propane consumption (meter readings)
- Oil consumption (tank reading + deliveries)
- Water consumption (meter reading)

The Contractor shall closely observe the operating characteristics of the Services and all areas of the buildings. From these observations, and if necessary in consultation with the Client, the Contractor shall take action to adjust and correct Services and space conditions so as to ensure at all times the Accommodation operates with the least possible waste of resources and maximises the comfort of all building users.

#### **4.5 Energy Performance of Buildings (EPBD)**

The Contractor shall support the Client in complying with its responsibilities under the European Union Energy Performance of Buildings Directive, including the commissioning of EPCs (Environmental Performance Certificate) and DEC's (Display Energy Certificates) where required. Where EPCs and DEC's are required the cost of providing them will be met by the Client.

The Contractor shall take responsibility for the gathering of data collected from all energy supply metering; including any localised metering installed as part of the EPBD regulations. This data will be stored in a format that is available to provide trends over the period of the Contract.

The Contractor shall support the Client in proposing recommendations under the EPBD regulations (or any other relevant legislation) to improve the energy efficiency of the Client's current and future estate. These recommendations shall be provided with a clear indication of their cost benefit analysis or any other benefit to the Client.

The Contractor shall retain the documentation provided by the energy assessor under the EPBD directive.

#### **4.6 Business Continuity Planning (BCP)**

The Client requires the provision of professional advice in relation to BCP. This advice will be of a practical nature and will relate to the ongoing provision of Services at the Accommodation. These plans shall be inclusive of the Helpdesk service, which is anticipated to play a key role during the invocation of the business continuity plan.

The Contractor shall ensure that they have their own Business Continuity Plan to ensure that they can continue to deliver the Services at the Client's Accommodation in situations such as failure of the Contractor's IT systems, temporary closure of the Contractor's own Accommodation and so on.

The Contractor shall support the Client's business continuity planning by offering practical advice on issues such as the safe evacuation of the Accommodation during an emergency and the operation of emergency systems (such as standby power generation etc.). The Contractor shall assist the Client by ensuring that all of their staff are aware of the protocols to be used in case of an emergency and shall participate fully in the compilation, planning, testing and implementation of the Client's emergency management procedures including evacuation drills and shall report on the events of each and any incident. The Contractor shall be proactive in identifying areas of potential risk or proposing any changes to the operation of emergency procedures and reporting these to the Client.

The Contractor shall participate fully in the operation of emergency procedures such as emergency evacuation of the Accommodation in the event of fire. The Contractor shall liaise with the Client to ensure that they are fully cognisant at all times with the Client emergency procedures. The Contractor shall seek ways to improve and enhance such procedures in collaboration with the Client.

The Contractor shall comply with the provisions of this specification in conjunction with the Client in managing the implementation of any Business Continuity Plan developed by the Client. This plan shall include but not be limited to: -

- Responses to all potential incidents and emergencies;
- Actions and execution of contingency plans for each of the Client's business units;
- Compliance with legal requirements.

The Contractor shall inform and train his own staff in the pertinent procedures and methods.

The Client and the Contractor shall agree procedures to be adopted for the securing of the Accommodation in the event of the invocation of relocation contingency plans.

The Contractor shall ensure that their Business Continuity Plan is maintained and updated where necessary. Updates which impact upon the Accommodation should be submitted to the Client within 14 days of occurrence.

#### **4.7 Helpdesk & CAFM**

The Client requires the Contractor to provide, within the CAFM system, a professionally managed, high quality Helpdesk and CAFM service. The Contractor shall provide the Client with access to a fully staffed, supervised Helpdesk for all service enquiries, and reporting 24 hours per day 365/ 6 days per year.

The Helpdesk function will be accessed through a central telephone number, and by electronic communication, which shall be the contact(s) for the Client representatives. The Contractor shall ensure that the Helpdesk is answered in person within 15 seconds by fully trained fluent English-speaking operators.

The Client requires the Contractor to ensure that Helpdesk staff remains fully informed as to the status of calls to the Helpdesk and of Services managed through the CAFM system and that they ensure that customers are also kept informed of the progress of calls at each and every stage, as agreed with the Client, of the service call process. The Contractor shall take every opportunity to promote this service.

The Contractor's Helpdesk shall operate as both a strategic management and quality-monitoring tool and shall also be the focus for all day-to-day operational activities across each and every aspect of the maintenance Services. The Contractor shall demonstrate his ability to utilise the Helpdesk in this strategic management fashion.

All managerial, quality monitoring, PPM tasks and planned & reactive activities shall be managed, executed and monitored through the Contractor's CAFM system.

The Contractor shall provide appropriate personnel to ensure that the Helpdesk can operate within the requested performance parameters contained within this specification and the performance measures in Appendix B. All personnel manning the Helpdesk, irrespective of the time of day, shall be capable of handling all service requests across all Services. The Contractor shall provide all Helpdesk personnel, and agreed Client Representatives within 10 Business Days of request, with documented training, to include but not be limited to:

- Service call management
- Extensive training on the CAFM package
- Client service skills
- Listening skills
- Communication skills
- Escalation procedures
- Client's emergency procedures
- Training in respect of all operational areas of the Client's Accommodation

The Client recognises the significant strategic and operational benefits of a professionally managed Helpdesk facility. The Contractor shall ensure, through a high level of customer contact management that this benefit is delivered continuously.

The Contractor's Helpdesk shall be the responsibility of the Contractor and all calls shall be logged on their CAFM system.

The CAFM system shall be capable of being accessed electronically via the Client's internal network. The Helpdesk staff shall respond to enquiries from Client representatives in accordance with the Response and Rectification Periods, or within 60 minutes where no other period is specified.

The Contractor shall ensure that all planned and reactive tasks are accurately logged on the CAFM system within 15 minutes of being notified of the event (Client requests) or when the Contractor becomes aware of an event occurring.

The Contractor shall ensure that any updates or completed tasks are updated within 15 minutes. It shall be the Contractor's responsibility to ensure that sufficient information is contained within their CAFM system for each task to enable a full audit trail to be followed of all actions and timeframes from reporting of an issue to completion of an issue. This information shall include, but not be limited to:

- Time job logged;
- Time job issued to relevant party (Party) to resolve;
- Time party attended site;
- Time party implemented an Interim solution (if applicable);
- Time party left site/ re-attended site where either an interim/ permanent solution has not been implemented (if applicable), and the reason for this e.g. collect materials/ different contractor required etc.;
- Time Party implemented a permanent solution;
- Details of interim and permanent solutions; and
- Cost of task when complete, including labour and material costs.

The Contractor shall ensure that their CAFM System possesses an electronic sign in functionality to enable the Client to determine when the Contractor attends site.

The Contractor shall prepare a detailed methodology for liaison with the Client. The Contractor shall pay particular attention to the escalation process and the interface with the Client in this process. It is essential that the Contractor informs the Client's agreed representatives of all on going issues, especially related to assets that have been identified as business critical by the Client.

The Contractor shall have robust management systems and processes in place to deal with incidents and alarm(s), especially when related to assets that have been identified by the Client as business critical. An essential part of the systems and process shall be the liaison with the Client's agreed representatives and the escalation process to the Client in the case of incidents or alarms occurring involving critical systems.

The Contractor shall ensure that the CAFM System is updated on a weekly basis with all necessary procedural and emergency information.

It is anticipated that the CAFM system shall form the central focus for all proactive and reactive service provision. All data within the CAFM system including full details of all notes detailing the actions from job commencement to completion for all planned and reactive jobs shall be capable of being accessed electronically via the Client's IT networks; i.e. the Client intranet or internet, with the Client having 8 Representatives having appropriate licenses in order to have full read only access to real time performance monitoring data, without location dependency. This shall include but not be limited to:-

- Asset Maintenance tracking;
- Reactive Maintenance information;
- Planned Maintenance information; and
- Planned Maintenance scheduling.

The frequency of tasks executed within the PPM regime shall be in line with current legislation and Good Industry Practice, or may be reduced where no material risks are presented to the Client.

The CAFM system shall be sufficiently flexible to allow assets to be cross-referenced at different levels. This allows greater capability in identifying particular assets, systems or sections of Services within any given site, building or floor within a building. Given this capability, equipment or Services, which are programmed for maintenance or require attention due to malfunction, shall be clearly identified on job sheets with respect to type of plant and accurate location. The Contractor shall ensure this capability.



It is a requirement that the Contractor shall produce and maintain a fixed asset register for all items under their remit for the Services (including internal and external building fabric) by the end of the mobilisation period and update as required. This shall be provided to the Client who shall retain all of the rights to the information both physically and intellectually. The asset register shall be compiled from surveys and O&M manuals and all asset details entered into the CAFM system on site. Each asset will be given a unique asset number, either as a bar code, which can be read electronically, or with a tag label.

The coding system shall also include all defined Client identifiers to enable wider cross referencing of their assets across various systems as detailed in Annex 7.

Assets, each of which will be individually numbered, will be capable of being identified in two hierarchical structures, one system based, the other geographically based.

#### SYSTEM BASED HIERARCHY

System; e.g. Heating System

System; e.g. Boiler Plant

System; e.g. Shunt Pump

System; e.g. Motor

#### GEOGRAPHY BASED HIERARCHY

Site; e.g. the Client

Building; e.g. Building A

Floor; e.g. Ground

Room/ Area e.g. Boiler Room

The Contractor shall provide the necessary resources to maintain, extend and enhance both the quality and the depth of the information held on the system to the mutual benefit of both itself and the Client. The Contractor shall ensure that the history of assets is captured by the system and shall achieve this by accurate data entry with regard to work orders and appropriate management of the CAFM System.

The CAFM should provide asset management, asset tracking and trend analysis capability as a minimum and should be able to provide data in a format which can be easily interrogated by both the Contractor and Client. Any trend analysis requested by the Client shall be provided in an agreed format, ensuring that all agreed identifiers (as per Annex 7) are included and searchable within the data set.

The Contractor shall note that the Client will determine, in part, the Contractor's performance by regularly and routinely querying the data held and it is in the interests of the Contractor to ensure all feedback information associated with its activities is promptly and accurately entered into the system. It is the Contractor's responsibility to regularly feed updated information into the CAFM System regarding the completion of tasks or otherwise. The importance of real time, accurate management information is key to future success, therefore, the system must be capable of delivering both standardised and bespoke reports. The Contractor is required to report on all performance whether successful or not.

Given the strategic and operational importance of the CAFM system, the Contractor shall need to work closely with the Client whilst undertaking the setting up of operations, in order to achieve the transparency of FM information that is a base of the understanding of this specification. The Contractor shall ensure that the requirements for full access to the Contractor's records are achieved. The Client shall accept nothing less than full transparency of FM information, for on-going audit/ information purposes.

The Contractor's Helpdesk element of the CAFM system shall be the sole focus of reactive maintenance activities and relay of this information to the Client. The Helpdesk shall accept calls or electronic communication from customers reporting a fault or the need for service to any item of built or installed assets. Each call shall be allocated a unique number. The Contractor shall keep the caller abreast of call developments and shall consult the Client to ascertain the degree to which the Client wishes to be updated during the mobilisation period and at least annually thereafter. An update must be produced when requested by the call originator within 15 minutes of request.

The Contractor Helpdesk staff shall be sufficiently trained and knowledgeable to ensure each reactive task is prioritised correctly in accordance with the Response and Rectification Periods.

It is essential that all maintenance staff working on behalf of the Contractor involve themselves fully in the identification of faults. The inherent skills of the Contractor's staff shall ensure the timely identification and rectification of faults. Both faults identified by the Client and the Contractor's staff must be logged through the CAFM system for quality analysis. Each and every reactive service request must have an associated history, including completion date and time, within the Helpdesk system.

## **5 Hard Facilities Management Services**

### **5.1 Planned Preventative Maintenance**

The Client requires a professionally managed, high quality maintenance service which, through a regular and organised scheme ensures the maintenance and operation of all items of plant and equipment within the Accommodation in accordance with the Client standards or obligations and in accordance with maintaining, where the existing infrastructure permits, 100% availability of all business-critical areas and systems.

The Contractor is to develop, publish and operate a holistic maintenance strategy, designed to ensure that the built and installed assets are maintained to the optimum standards whilst minimising costs.

In doing so the Contractor should take cognisance of the asset profile, the impact of non-availability and of targeting maintenance using full planned preventative maintenance, condition-based maintenance, reliability-based maintenance and run to fail strategies, at the Contractor's discretion.

The Contractor shall demonstrate on publication of the PPM regime, the acknowledgment of the issues identified within the Forward Maintenance Programme and where the major operational maintenance items contained within the PPM schedule overlap, thus demonstrating the net operational and cost saving to the Client implicit in this synergetic approach.

The Contractor shall ensure the successful operation and optimum condition of all of the Client's plant and systems in the Accommodation. The Contractor shall ensure that they are maintained at optimum performance and statutory obligations. The Contractor shall also provide the same maintenance approach to all aspects of the Accommodation, including building fabric, grounds and FF&E.

The maintenance regime shall be implemented in such a way as to align with the maintenance requirements specified by appropriate legislation, regulatory guidance and Good Industry Practice in order to meet the performance standards required by the Client.

The Contractor shall recognise that where healthcare facilities are included within the Accommodation that the maintenance approach must also ensure adherence to HTM's and wider NHS compliance requirements.

The Contractor shall demonstrate the ability to support this initiative through methodologies and in particular proposals, which include:

- Raising operational standards;
- Management information & asset tracking;
- Risk based asset management;
- Maintenance targeting;
- Forward Maintenance Programme.

The overriding responsibility of the Contractor shall be to ensure that the maintenance Service to the Client's Accommodation are delivered as required for the duration of the Contract.

The Contractor shall provide/ review and update the annual PPM schedule during the mobilisation period for all sites in accordance with the mobilisation plan and presented to the Client for comment prior to the Commencement of Full Operations. The Contractor shall deliver the maintenance in accordance with the specific day that the PPM schedule denotes that they are due, or within 72 hours of such day with the prior agreement of the Client.

The Contractor shall provide an updated annual PPM schedule for all sites in the event of:

- The Contractor proposes any changes to the maintenance strategy;
- Any assets which have been replaced as part of lifecycle works, project works or Forward Maintenance Plans;
- Any assets which have not been identified during the asset verification survey;
- Any assets removed from scope;
- 30 days prior to the first and subsequent anniversary of Contract Commencement

The Contractor shall be responsible for the maintenance and operation of the built and installed assets within the Accommodation for the duration of the Contract.

It is a fundamental requirement of this specification that the Contractor takes cognisance of the intimate relationship between operational elements and those elements of life cycle management. The Client requires a demonstration through appropriate methodologies, that the Contractor shall implement a holistic PPM schedule to maximise the life of all built and installed assets.

The Contractor shall monitor the Services so that operating conditions can be maintained and the quality of service provision can be recorded. The Contractor shall be responsible for establishing/ maintaining the necessary systems including the use of the CAFM system to log and record responses to problems as they occur as well as recording performance of equipment, systems and personnel.

The Contractor shall ensure that their maintenance strategy takes due cognisance of any specific warranty period maintenance requirements.

The Contractor shall include within their costs for all consumables relating to planned maintenance. This shall include but not limited to: -

- Lamps;
- Batteries;
- Oil;
- Grease;
- Filters (including HEPA and other specialist filters);
- Fixings;
- Belts;
- Containment Covers;
- Gaskets etc;
- Water Softeners / Salts;
- Water treatment chemicals/ consumables; and
- All sundries.

All reactive works identified during a PPM activity are to be communicated to the Client as detailed in the Contractor's Method Statements (or otherwise agreed) and updated on to the Helpdesk system. For the avoidance of doubt this includes reactive works identified from the PPM task which cannot be addressed whilst undertaking the PPM activity will be managed as a reactive maintenance task (with the Semi-Comprehensive Reactive Repair Threshold for reactive maintenance tasks applying). These are then issued to the appropriate resource for information and action, in accordance with the Response and Rectification Periods.

If, during any visit to the Accommodation during PPM activities any asset, plant or system is found to be in an unserviceable condition or sufficiently defective as is likely to fail before the next PPM visit, then the Contractor shall inform the Client in writing. A detailed report must be produced by the Contractor and submitted to the Client in less than 5 working days and must include the specific asset the fault relates to, the nature of the fault, the nature of the action required, details of the spares to be used, replacement assets, plant or system proposed, and the costs involved broken down by labour/materials. For the avoidance of doubt, this does not relieve the Contractor from its obligations under this Output Specification and/ or the Response and Rectification Periods.

The Contractor shall be responsible for good housekeeping in plant rooms and maintenance spaces and ensure all rubbish, surplus materials, packaging, etc. are removed from all work areas immediately on completion of maintenance activities and that all items and areas are left in a clean and tidy manner. The Contractor shall include plant room inspections within their auditing schedule.

## **5.2 Reactive Repairs and Maintenance**

The Contractor shall demonstrate the ability to monitor reactive call patterns to establish the need for proactive intervention before notification by the end user through the use of Building Management Systems (BMS), Building Energy Management Systems (BEMS) predictive or condition-based equipment and the observations of the Contractor's personnel.

The Contractor is required to respond to reactive maintenance requests for the Accommodation identified in this Output Specification during Core hours and outside these hours. All of these requests are to be responded to in accordance within the relevant Response and Rectification Periods as described in the documents, according to the priority allocated to the fault.

At Contract Commencement, all service requests shall be channelled through the Contractor's Helpdesk. The priorities for reactive tasks are identified by the Helpdesk staff and logged in the CAFM. These are then issued to the appropriate resource for information and action, in accordance with the Response and Rectification Periods.

The Contractor shall provide a professionally managed service, through the CAFM system, for reactive repairs and maintenance 24 hours per day, 365/ 6 days per year. The first £1,000 of the value of each and every reactive repair (including labour, materials, profit, overheads and any other relevant costs) shall be carried out within the Contractor's Lump Sum Price and is referred to as the Semi-Comprehensive Reactive Repair Threshold. For the avoidance of doubt the £1,000 shall exclude any costs to the Client directly assigned to planned maintenance or general contract management to avoid the potential for double counting of costs. Further details and a worked example of the £1,000 Semi-Comprehensive Reactive Repair Threshold is provided in Annex 3 of this specification.

The Contractor shall be responsible for meeting minimum Response and Reactive times contained within the performance regime to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the Client.

The Contractor shall at all times ensure that sufficient competent, appropriately trained staff are deployed to cater for the spectrum of planned and unplanned demands on the maintenance Services. The Contractor shall ensure that only appropriately trained personnel are dispatched to reactive activities. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be in evidence.

### 5.3 Service Scope - M & E Maintenance

The scope of Services for this Contract is to cover all planned and reactive maintenance of mechanical and electrical systems that are housed, owned or leased within the demise of the Accommodation, except where these are specifically excluded as being the responsibility of another (e.g. included in the scope of work of another party and or service provider's contract) within the Service Matrix.

The Service Matrix provides the Contractor with the details of assets which are in scope for the Accommodation. Where an asset is listed, the Contractor shall recognise that all associated equipment relating to that asset is also in scope and falls under the Semi Comprehensive threshold. E.g. A fire alarm system includes for all smoke detectors, heat detectors, relays, fire alarm panels, controls, break glasses, wiring, hold open devices and any other associated equipment within that system.

The Contractor shall, at all times keep the Accommodation free from all surplus materials, rubbish and debris arising from the execution of the Work(s) and is not permitted to use the Client's waste facilities areas unless the Contractor has prior approval from the Client.

The Contractor shall be responsible, at their own expense, for the cleaning, making good of decoration, floor coverings, ceiling finishes, wall finishes, FF&E etc. if the Contractor was found to be responsible through neglect of their maintenance obligations, poor workmanship, poor materials or any other Contractor failing which would lead to damage of the Client's Accommodation.

Where materials, articles, or Services are specified to be manufactured, constructed, or installed by a licensee or registered firm of a third-party Quality Assurance Scheme, the manufacturer, and supplier of firm must be a current participant in the specified Scheme.

The Contractor shall comply with the Client's HSE policy, for the Accommodation a system of working which is safe for his own employees and for all other persons on or near the site or Accommodation.

The Contractor shall take all reasonable precautions to keep to a minimum inconvenience caused to the occupants, particularly with regard to noise and the spread of dust. The Contractor shall ensure that all necessary measures are taken to control noise levels in accordance with the relevant legislation and in particular shall ensure that all noisy mechanical plant and tools are fitted with mufflers or silencers. The use of personal radios will not be permitted in any of the Accommodation. The use of mobile telephones may be restricted in certain areas identified by signage.

The Contractor shall confine his activities to the area of the Works and such other areas or facilities that he is expressly permitted to use. The Contractor shall not trespass upon adjoining properties or otherwise create a nuisance to adjoining owners or occupiers. If the execution of the Works requires that the Contractor must enter upon adjoining property, the necessary permission shall first be obtained by the Contractor. The Contractor shall ensure that escape routes and exits are kept clear of all rubbish, plant, materials etc. at all times.

The Contractor shall ensure that during any planned or reactive maintenance works they take all reasonable measures and precautions to minimise any potential harm to the Accommodation or parties therein, and ensure that all plant areas are appropriately secured. Where lifts are being taken out of service to undertake the works, appropriate signage will be posted on each floor to advise potential users of their unavailability.

#### **5.4 Heating, Ventilation and Air Conditioning Systems (HVAC)**

The Contractor is required to maintain the heating, cooling and mechanical ventilation plant so that the statutory minimum temperatures for occupied areas are not breached and the systems are fully functional and free from defects. This includes all distribution systems, pipework, pumps, heat sources, calorifiers, fans, AHU's, MVHR units, FCUs, LEV systems, extract fans, dampers, replacement/cleaning of filters, valves, fire dampers, VCDs, chilled beams, A/C systems, actuators, leak detection systems, wiring and any other associated controls and equipment.

The Contractor shall provide, at their own expense, alternative methods of heating/ cooling, when maintenance or breakdown could take temperature levels outside of these parameters. The Contractor is also responsible to implement frost protection measures if required.

The Contractor shall ensure mechanical ventilation is maintained to ensure the air change rate within each space/ area is achieved.

Filters shall be regularly replaced or cleaned to maintain the required performance of air flow and meet design parameters for the units. Filters shall be replaced or cleaned on a frequency of no greater than annually except where it can be proven, to the reasonable satisfaction of the Client, that the filters are in a condition which is not impacting on the required air flow levels and/or impacting on the effectiveness and efficiency of the units.

#### **5.5 Humidifiers**

The Contractor shall maintain all humidification plant and ancillary equipment so that the design humidity parameters are maintained. The Contractor shall pay particular attention to the humidity within areas that contain plant and equipment that has been identified as critical by the Client and shall provide mobile humidity equipment when repair or breakdown could take humidity levels outside of these parameters.

#### **5.6 Chiller Maintenance**

The Contractor shall maintain all chillers in accordance with legislation ensuring that all equipment is operating safely and free from defects. This includes all pipework, refrigerants, condensers, insulation, wiring, and any other associated controls and equipment.

#### **5.7 Cooling Towers**

The Contractor shall maintain all cooling towers in accordance with legislation to ensure it is operating safely and free from defects. This includes all pipework, refrigerants, condensers, insulation, wiring, and any other associated controls and equipment.

#### **5.8 Industrial Chimney**

The Contractor shall maintain all industrial chimneys in accordance with legislation to ensure it is operating safely and free from defects. This includes but is not limited to:

- Ensuring the structural integrity of the supporting shell;
- Ensuring the integrity and functionality of the firebrick and/or metal flue liners;
- Maintenance and repair of access equipment, including but not limited to fixed ladders, bridges, platforms etc;
- Maintenance of measuring points (where applicable).

## **5.9 Water Heaters**

The Contractor shall maintain all water heaters (gas or electric) in accordance with legislation ensuring that all equipment is operating safely and free from defects. This includes all distribution systems, pipework, wiring, burners, elements and any other associated controls and equipment.

### **5.10 Ductwork Network**

The Contractor shall maintain and clean all over ground ducts, shaft, risers and associated ventilation.

The Contractor is also responsible for the management and/ or securing any permissions or consents required in relation to the delivery of this service. The Contractor shall further ensure that all ductwork servicing catering facilities, bio safety cabinets, fume cupboards etc. are maintained and cleaned taking due cognisance of relevant codes of practice and appropriate legislation.

### **5.11 Cold Rooms/ Freezers**

The Contractor shall ensure that all cold rooms and freezers are operating in accordance with agreed parameters through the efficient maintenance of all HVAC plant and ensuring that all door seals, opening mechanisms and other sealants are intact and operating effectively.

### **5.12 Bio Safe Cabinets/ Storage Cabinets/ Fume Cupboards**

The Contractor shall ensure that they work in conjunction with the Client's Lab equipment maintenance provider to ensure that maintenance is scheduled and undertaken in a manner which minimises down time of the Bio Safe Cabinets and Fume Cupboards. The Contractor shall be responsible for the maintenance of all services supporting these and other specialist laboratory equipment to ensure their continued functionality. This shall include but not be limited to fan and isolation valves, and infrastructure supplying water, gas, process air & vacuum.

### **5.13 Plumbing and Drainage**

The Contractor shall maintain all plumbing and drainage systems ensuring that pipes and associated equipment shall be free from defects, leaks, foul odours and/ or blockages and are in a condition for their intended purpose. This shall include maintenance of all associated water / sewage pumps, chambers, systems, tanks etc as appropriate.

### **5.14 Fuel Systems**

The Contractor shall maintain all fuel systems including connections, pipes, valves, control systems, alarm systems, and fuel supply levels for the buildings, in line with industry best practice. For the avoidance of doubt fuel systems shall incorporate all fuel systems within the Accommodation.

The Contractor shall routinely inspect and test all pipework on each system to prevent any leaks.

### **5.15 Electrical Systems**

The Contractor is required to maintain all electrical distribution systems including but not limited to transformers, distribution boards, isolators, power factor controllers, circuit breakers, air circuit breakers, contactors, relays, power factor correction units, general lighting, general power, external lighting, busbar chambers, metering, earthing, bonding etc. and including any associated equipment such as wiring and controls to current legislation.



The Contractor is required to maintain all mains and sub-mains electrical systems and these systems must be tested in accordance with all legislation. The Contractor shall identify the electrical distribution systems that supply power to critical plant and identify any single point of failure. The Contractor shall provide a suitable maintenance methodology for the maintenance of these critical electrical distribution systems and provide standby power when electrical distribution systems to critical plant are maintained that do not have backup distribution systems installed. The Contractor must ensure that all works are carried out in full compliance with all relevant the Client policies.

Fixed wire electrical testing shall be undertaken in accordance with the relevant standards or legislation. The control and execution of this service shall be managed entirely by the CAFM system in line with the overall PPM regime and subject to the same performance standards, whether fulfilled by direct personnel or sub-contracted element. All reports and recommendations shall be held centrally within the CAFM system and the Contractor shall provide the Client with a full report within 10 business days of the testing date. Any observations which are considered to be an immediate Health and Safety concern an urgent concern or require further investigation required shall be logged on the CAFM system and the appropriate response and rectification time contained within Appendix B will apply.

All actions arising from the fixed wire test up to the cost of £1,000 per building in total over the Contract duration shall be included within the Contractors' Lump Sum Price. For the avoidance of doubt, all recommendations which are considered to be an upgrade to the existing system shall not be included in the Contractors' lump sum price.

The Contractor shall notify the Client of any recommendations to improve the system and provide quotes when instructed by the Client within the agreed timescales.

The Contractor will ensure that any electrical works carried out are in line with the Client's Electrical Safety Policy at all times.

#### **5.16 Emergency Lighting**

All Emergency Lighting Systems must be tested in accordance with appropriate legislation, at a time to be agreed between the parties. The results shall be logged locally and centrally within the management regime. All abnormal test results shall be acted upon in accordance with Good Industry Practice.

The Contractor is responsible for all emergency lighting repairs within its Lump Sum Price including the replacement of failed batteries and all emergency lighting failures will be subject to the Response and Rectification Periods.

The Contractor is responsible for the maintenance of centralised battery systems including the top up of battery cells to ensure compliance with current legislation. Replacement battery cells are part of the Contractor's lump sum price.

#### **5.17 Car Park and Street Lighting**

The Contractor is required to maintain all car park systems, access/ barrier systems, bollards, street lighting and all associated equipment and controls to current legislation. All lamp heads should be clean and free from defects and columns and fixtures should be structurally sound and securely fixed for their intended purpose.

#### **5.18 Floodlighting**

The Contractor is required to maintain all floodlighting, sports lighting and all associated equipment and controls to current legislation. All lamp heads should be clean and free from defects and columns and fixtures should be securely fixed for their intended purpose.

### **5.19 Standby Power Systems**

The Contractor is required to maintain the standby power systems at all the Accommodation consisting of standby generators and uninterrupted power supply plant and equipment. The Contractor shall have a robust maintenance regime, including but not limited to off and on load testing in place and shall take cognisance of the criticality of the plant the standby power systems are servicing and its role in the disaster recovery of critical plant.

The Contractor shall provide mobile generators if required for maintenance purposes or breakdown of standby power systems that Services plant identified as critical by the Client. The Contractor is responsible to provide mobile generators within the agreed response times and shall ensure that the specification of the mobile generators is appropriate for its intended use and complies with the Client relevant policies for the use of such items.

The Contractor shall provide all fuel and lubricant to the standby power equipment and is responsible for emergency fuel delivery to the equipment in accordance with statutory requirements. The Contractor shall carry out regular generator and other tanks fuel level checks and top up where required.

The Contractor shall pay particular attention to standby power systems within its contingency plans as these systems can prove to be essential in business contingency situations.

### **5.20 Portable Appliance Testing**

Portable Appliance Testing (PAT) shall be carried out in accordance with this specification. As a minimum, testing shall be implemented in accordance with the Code of Practice for In-service Inspection and Testing of Electrical Equipment published by the Institution of Electrical Engineers, or regional equivalence. PAT shall be risk based. The Contractor shall intimate the expected frequency based on the risk presented to the Class 1 and 2 electrical and electronic equipment of the Client by the working environments within the Accommodation.

The Client shall provide the Contractor with details of any new equipment introduced to the site. As an integral part of this Contract the Contractor shall ensure that any item of equipment introduced to the site prior to this being used. Once tested, items shall be tagged and logged in accordance with the above regime by the Contractor.

The control and execution of this service shall be managed entirely by the CAFM system in line with the overall PPM regime and shall be subject to the same performance standards, whether carried out by the Contractor's directly employed personnel or by sub-contracted personnel. All reports and recommendations shall be held centrally within the CAFM system.

The Contractor shall be responsible for maintaining an up to date PAT register, inclusive of any new equipment that should be covered by this service.

### **5.21 Fire Detection, Fighting**

The Contractor is responsible for maintenance and repair of all firefighting systems and equipment in accordance with current legislation. This includes but is not limited to, fire alarms, automatic opening vents, window vents, call points, smoke detectors, heat detectors, relays, fire beams, fire curtains, hold open devices, fire shutters, wiring, hose reels, dry/ wet risers, hose reels, fire hydrants, evacuation chairs etc.

All Fire Detection Equipment must be tested both weekly and in a manner which ensures that every available manual call point shall be activated through the testing period and cyclically at a frequency and at a time to be agreed between the parties in accordance with manufacturer's and installer's guidance and in line with statutory guidance. The results shall be logged within each location and centrally within the management regime. All abnormal test results shall be acted upon.

All Fire Fighting Equipment must be tested in accordance with statutory guidance, consisting of both fixed and portable firefighting equipment, with random discharge of extinguishers being affected. The replacement of fire extinguishers are not included in the Contractors Lump Sum Price.

The Contractor shall be responsible for managing and maintaining an up to date schedule of portable firefighting equipment for the Accommodation based on a format agreed with the Client.

## **5.22 Sprinkler and Suppression Systems**

The Contractor shall maintain all sprinkler and fire suppression in accordance with current legislation ensuring that all equipment is operating safely and free from defects. This includes any associated controls, wiring, relays, pipes, pumps, valves, sprinkler heads etc.

## **5.23 Security, Access, and Intruder Systems**

The Contractor shall maintain all security, access systems and intruder systems in accordance with current legislation ensuring that all equipment is operating safely and free from defects. This includes any associated controls, wiring, relays, CCTV systems (cameras, recorders etc), detection devices, proximity readers, motors, barriers, turnstiles, gates, automatic doors, revolving doors, roller shutters etc. to ensure their proper functionality throughout the course of the Contract.

The Closed Circuit Television (CCTV), Intruder, access control systems. It will be the Contractor's responsibility alone to ensure the continued functionality of the CCTV, Intruder and Access control equipment and any failure that leads to a weakness in security is rectified within agreed timescales.

The Contractor shall liaise with the Client's security representative and any relevant security equipment specialists over the issues of access, security systems and CCTV equipment.

The Contractor shall take cognisance of the security implication of maintenance to the security, access and intruder systems when any downtime may occur or in case of faults to the systems. The Contractor shall clearly demonstrate in its submission that the security of the Client Accommodation is not compromised by maintenance or system failure, and that the provision of manned guards, where detailed within the Services matrix as being required, in these instances is the responsibility of the Contractor.

## **5.24 Building Management System (BMS) Maintenance**

The Contractor shall maintain the BMS systems including the front-end PC, nodes, relays, actuators, wiring and any associated controls and equipment etc. ensuring that all equipment is operating safely and free from defects.

The monitoring of the Client building engineering Services is, where possible, to be achieved through the BMS where installed. It will be the Contractor's responsibility to operate 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, at agreed control and operating duties. The Contractor shall respond to any departures from agreed environmental parameters and shall take actions to remedy failures in accordance with the rectification and response periods.

Before adjusting set points or modifying software, the Contractor shall fully understand the effect that these actions may have on the air conditioning process and take cognisance of the internal and external environment.

The Contractor is to monitor alarms on a 24 hours a day, 365/6 days a year basis, and on alarm activation to manage the situation to close down point of the alarm.

The Contractor shall report on alarm management in accordance with frequencies agreed with the Client's FM team.

### **5.25 Gas Systems**

The Contractor shall maintain all gas systems including connections, pipes, valves, control systems, leak detection systems, alarm systems, and gas supply levels for the buildings, in line with current legislation ensuring that all equipment is operating safely and free from defects. For the avoidance of doubt gas systems shall incorporate all gas systems within the Accommodation, including medical/laboratory gas systems.

The Contractor shall routinely inspect and test all gas pipework, up to the final fixed isolation valve on each system to prevent any gas leaks.

### **5.26 Lifts, Hoists and Conveyance Systems (Goods, Passenger & Disabled)**

The Contractor shall maintain all lift and conveyance systems in accordance with current legislation ensuring that all equipment is operating safely and free from defects. This includes all wiring, controls and associated equipment.

The Contractor shall recognise the criticality of fully functional Lifts to the delivery of the Client core business. The Contractor shall provide a service to ensure the lifts perform efficiently and reliably and are aesthetically appropriate in line with the prestigious nature of the Clients' business.

The Contractor shall ensure that all planned and reactive maintenance is carried out in accordance with all relevant statutory regulation.

The Contractor shall be responsible for the release of trapped persons within all of the Client's conveyance systems and shall ensure that they have in place appropriate procedures to ensure this occurs with the minimum of delay.

### **5.27 Maintenance of White Goods**

The Contractor shall be responsible for the maintenance and disposal of domestic white goods, which shall include but not be limited to fridges, dishwashers, and microwaves. The Contractor shall ensure that the equipment is fully compliant with current statutory/ mandatory regulations and relevant Good Industry Practice standards.

### **5.28 Maintenance of Catering Equipment**

The Contractor shall ensure that the catering equipment is subject to a robust maintenance standard to ensure that it is fully compliant with current statutory/ mandatory regulations and relevant Good Industry Practice standards.

### **5.29 Maintenance of Eye Washes and Emergency Drench Showers**

The Contractor shall be responsible for ensuring that such units are maintained in a safe and hygienic manner at all times to ensure no build-up of Legionella type bacteria and other micro-organisms. Additionally, emergency drench showers must be inspected following any interruption to the plumbed water supply.

The Contractor shall also ensure that emergency drench equipment remains unobstructed at all times. Objects, including those on wheels, may not be positioned in way that would obstruct immediate access to emergency drench equipment.

### **5.30 Public Address Systems / Disabled Alarms / Induction Loops / Refuge Points**

The Contractor shall be responsible for the maintenance and repair of Public Address Systems, Disabled Alarms, Induction Loops, Refuge Call Points etc. and all associated equipment in accordance with current legislation (where applicable) ensuring full functionality of these systems. The Contractor shall ensure that the sound is audible clear and is fully functional for its intended purpose.

### **5.31 Specialist Equipment**

The Contractor shall be responsible for the maintenance and repair of specialist equipment as detailed in Volume 3 - Annex 6 in accordance with Manufacturers Recommended Servicing requirements.

Where defined within Annex 6, the Contractor shall undertake a multipoint (12 Pen) Validation of the Autoclaves, in accordance with accepted best practice and UKAS 17025:2017 standards. The Validation shall include, but not be limited to a detailed test which enables the engineer to record the temperature readings within the Client's specific load and set up dedicated programs for those loads. A certificate pack including detailed test results and load descriptions shall be supplied once the Validation has been completed.

### **5.32 Water Systems Maintenance**

The Contractor shall ensure that a robust risk assessment is undertaken to ensure that the maintenance of the water system complies with all relevant legislation and approved codes of practice, including but not limited to L8. Where a clean and disinfection/ chlorination is required, it shall be carried out in accordance within the requirements of legislation and industry best practice.

For the avoidance of doubt, any risks identified from the risk assessment shall be mitigated by the Contractor and the Contractor shall notify the Client of all risks and all actions taken. Any actions identified from the risk assessments shall be considered as a Reactive Maintenance Task and shall fall into the £1,000 Semi-Comprehensive Reactive Repair Threshold. The Contractor shall log all actions on the Helpdesk with the appropriate Response and Rectification Periods allocated to the task.

The Contractor is to ensure that all water used is safe and complies with current Legislation on water quality. This includes the maintenance, testing, sampling, drain down and appropriate cleaning of water tanks where appropriate of all of the associated parts and storage tanks to ensure the entire water systems are maintained in accordance with current Legislation.

The Contractor is responsible for nominating a Responsible Person and Duty Holder within their organisation for water management for the Services.

### **5.33 Data Centres**

The operation and availability of data centres is of critical importance to the Client. The Contractor shall ensure that maintenance of M&E and plumbing systems supporting the data centre is carried out in line with best practice. The Contractor shall ensure that the required set points for temperature and humidity are maintained at all times. Maintenance strategies for the data centres shall be regularly reviewed with the Client and shall include as a minimum visual checks of the main plant items daily (7 days per week).

The Contractor shall be aware that the data centres are a continually evolving environment and as such there will be a requirement to regularly liaise with the Data Centre Manager to ensure that the maintenance strategy adapts to reflect any changes, such as but not limited to items which impact on the level and/or usage of the HVAC, power or lighting equipment.

For the avoidance of doubt, any incident relating to power, lighting, temperature or humidity is considered to have a Priority 1 response/rectification time and this has a 24 hours per day response requirement.

Critical spares for any M&E equipment supporting the data centres shall be kept onsite and regularly reviewed to ensure that stocks are available.

The Contractor is to monitor all data centre alarms on 24 hours a day, 365 days a year basis.

The Contractor shall ensure that they respond and rectify the reason for the alarm activation in accordance with agreed timescales. The type of alarms to be monitored includes, but is not limited to, temperature, humidity, electrical supply, UPS status, fire alarm and leak detection.

All planned and reactive maintenance for assets associated with the data centres must be communicated to the Data Centre Manager in advance of the activity being undertaken and the protocol for access to these areas adhered to at all times.

### **5.34 Service Scope - Fabric Maintenance**

The Contractor shall provide a professionally managed, high quality planned preventative and reactive fabric maintenance service in accordance with a system and programme of internal and external building fabric maintenance. This programme shall take cognisance of the asset registers and the Client's obligations. All planned internal and external building fabric maintenance shall be programmed via the Contractor's CAFM system.

The Contractor is to develop, publish and operate a holistic maintenance strategy, designed to ensure that the building fabric is maintained to the optimum standards whilst minimising costs.

Day-to-day repairs to the internal and external fabric shall be carried out in accordance with the terms and conditions of the Contract. Notification of the day-to-day repairs must be transmitted via the CAFM system and allocated to the appropriate tradesmen. Planned Preventative Maintenance tasks shall be generated by the PPM system in advance. The Clients' management shall agree access arrangements for restricted areas in order to avoid any interruption to business.

### **5.35 Internal Building Fabric**

The Contractor shall ensure that all internal doors, windows and glazing (including all ironmongery) are fully operational and are free from defects, have no broken seals and can be used for their intended purpose.

The Contractor shall ensure that all skirtings, architraves, worktops, shelving, doors sills etc. shall be fully secure with no defects, sharp edges, have no broken seals and shall be maintained to a condition to meet their intended purpose.

The Contractor shall ensure that all floor coverings (including matwells) shall be maintained to ensure that they are free from rips or tears, including undertaking repairs where necessary, and be fully secured to ensure the Accommodation is free from trip hazards. All thresholds must be fully secured, and floor welds shall be replaced where required.

The Contractor shall ensure that all ceiling finishes are maintained to ensure that they are fully intact, in a condition to meet their intended purpose and there are no potential H&S concerns. This includes but is not limited to localised ceiling tiles repairs/ replacements, redecoration of areas following repairs e.g. water ingress etc.

This Contract is to include, but not be limited to, all routine and reactive maintenance to the following elements of the Accommodation building fabric:

- External fabric repairs;
- Internal fabric repairs;
- Lecture theatre retractable seating;
- External and internal visual building checks;
- Fixed and loose furniture repair;
- Ceilings/ suspended ceilings;
- Floor coverings;
- Window and manually operated doors, inclusive of fire doors;
- Room integrity (fire suppression integrity);
- Joinery;
- Glazing;
- Internal partitions (including movable partitions);
- Roofs and general water integrity;
- Roof access systems;
- Suspended floors;
- Water softeners;
- Ladders and steps;
- Decorated surfaces (including redecoration following repairs of areas);
- Flood control systems;
- Locksmith Services;
- Washroom and toilet appliances.

### **5.36 External Building Fabric**

The Contractor shall ensure that all external building fabric is maintained to a standard which is wind and water tight and is free from graffiti.

The Contractor shall ensure that all external doors and windows (including all ironmongery) are fully operational, regularly inspected and lubricated, and are free from defects and are in a condition as per their intended purpose.

The Contractor shall ensure that all gutters, downpipes, hoppers and any other associated rainwater outlets shall be free of leaks and/ or drips and shall be free flowing with no visible vegetation growth, bird nesting, silt or any other debris which will impact on health and safety, the building appearance and/or the overall drainage system. Responsibility for the aforementioned infrastructure is deemed to run from all inlets through to the point where pipework/similar goes below ground level/basement level, whichever is lowest. N.B. This includes aforementioned infrastructure which routes surface water internally (e.g. internal downpipes).

The Contractor shall ensure that all roof areas shall be free of leaks and/ or drips with no visible vegetation growth, bird nesting, silt or any other debris which will impact on health and safety, the building appearance, and/ or the overall drainage system.

### **5.37 Asbestos Management**

The Contractor shall maintain the current Asbestos register under relevant asbestos legislation and associated Approved Codes of Practice, including the publishing and maintenance of a comprehensive asbestos register and associated risk analysis of all areas within all Accommodation, identifying those which:

- Are presumed by the Contractor to contain asbestos, or;
- It has been concluded by the Contractor that they do contain asbestos, or;
- It has been concluded by the Contractor that they do not contain asbestos, or;
- Are presumed by the Contractor that they do not contain asbestos. (If in doubt, asbestos should be presumed present).

The Contractor shall make this asbestos register permanently available to the Client staff, all of the Contractor's personnel, sub-contractors and suppliers and any other operatives carrying out work on the Contractor's behalf.

The Contractor shall ensure that all activities, are executed and records updated with due regard to the relevant legislation.

The Contractor shall ensure that all activities, irrespective of their level of complexity, which are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full method statements for the safe execution of their task. Where asbestos is likely to be disturbed as a result of Contractor activities, the Client must be advised of the extent of the work, the range of the Client employees affected and the measures the Contractor has deployed to eliminate or minimise the risks.

The Contractor shall provide professional advice across the Accommodation contained within this Contract relating to asbestos and its management. The Contractor shall fully support the Client agreed representatives when executing any responsibilities relating to asbestos management.

### **5.38 Underground Drainage**

The Contractor shall be responsible for the maintenance of underground drainage within the redline boundary of the site. For the avoidance of doubt, in the case of underground blockage the Contractor shall be responsible for clearing of the blockages within the boundary of the site. The Contractor shall report any external blockages to the Client and upon request liaise with the utility provider as required to address any blockages.

### **5.39 Signage**

The Contractor shall be responsible for the maintenance and replacement of all non-Client branded (internal and external) permanent signage in the Accommodation, including but not limited to, all signage associated with the European charter for the protection of minority languages, safety signs and signals regulations and equality matters, means of escape identification and all signage used for directional and identification purposes.

The Contractor shall, whilst carrying out the mobilisation, undertake a review of the signage currently installed within the Client's Accommodation and bring to the attention of the Client any matter, which could materially affect the price submitted, together with rectification proposals and costs where appropriate. By the end of this period the Contractor shall be deemed fully aware of the condition of the installed signage and to be fully satisfied with its condition unless the Client has been notified to the contrary. The Contractor shall take full responsibility for the adequate provision of all statutorily required signage on the Accommodation including the replacement of signage within the Semi Comprehensive Reactive Repair Threshold.



#### **5.40 Service Scope – Statutory/Mandatory Testing**

The Contractor shall set up a programme of statutory/mandatory inspections to ensure that all equipment receives the required inspections and testing at the correct time as part of their PPM programme. The Contractor 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 Client's concerns with that aspect of performance.

The Client inspections for the purpose of arranging insurance, covering items such as, but not limited to lifts and pressure vessels are excluded from this Contract. However, the Contractor shall receive the output report and shall take appropriate action with agreement of the Client. All statutory and mandatory testing is the responsibility of the Contractor. It is the responsibility of the Contractor during the mobilisation period to verify the statutory requirements for the Accommodation, and thereafter ensure that all relevant systems identified are maintained according to all statutory obligations.

Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors and other such persons appointed by the Client. The Contractor shall co-operate with the persons executing these inspections when required and provide reasonable assistance with regards to access and allowing inspection of assets within their Lump Sum Fee.

Unless otherwise stated, the Contract shall cover all statutory and mandatory testing and maintenance responsibility which includes, but may not be limited to:

- All Electrical systems;
- All HVAC systems;
- All Fire & Security systems and equipment including risk assessments;
- Water systems management including risk assessments;
- Passenger & Goods Lifts
- Eye Bolt Testing;
- All Roof Access Systems (including harnesses etc.);
- Lifting equipment Inspections;
- Roller racking storage systems;
- Lecture theatre retractable seating;
- External cradles;
- Pressure Vessel;
- Pressure Systems (Written Schemes);
- Closed System Water Dosing;
- Environmental compliance;
- Lightning protection systems;

The Contractor shall be responsible for any actions arising from all statutory maintenance inspections which fall into the £1,000 Semi-Comprehensive Reactive Repair Threshold. Any actions identified during inspections shall be considered as a Reactive Maintenance Task and the Contractor shall log all actions on the Helpdesk with the appropriate Response and Rectification period allocated to each task.

## **6 CLEANING & ASSOCIATED SERVICES**

### **6.1 Cleaning**

The Contractor shall provide a comprehensive cleaning service throughout the Client's Accommodation as detailed in the Service Matrix (Appendix C) and in compliance with the cleaning monitoring programme detailed in Annex 4 of this specification. The Service shall be delivered in a safe and efficient manner. The Contractor shall take responsibility for maintaining all internal cleanable areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure the Client high standards and image are maintained at all times. The Contractor is required to provide a high-quality service within the scope of this Output Specification.

The Contractor shall recognise that certain areas (Healthcare Areas) of the Accommodation are subject to NHS standards, and that specific cleaning standards of these are dictated by NHS to ensure cleanliness standards are achieved and infection control protocols implemented. The Contractor shall ensure that the staff employed in these areas are fully cognisant with these standards for routine and periodic cleaning, auditing requirements and access protocols for patient areas.

The Contractor shall undertake all tasks normally associated with a professional cleaning service, to ensure that the Client's Accommodation including lecture theatres, studios, office areas, toilets, shower rooms, kitchens, labs, medical/ treatment areas, public areas, meeting and conference rooms and all other working areas, furniture and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

The Contractor shall provide all consumables and materials required for a comprehensive cleaning service to the areas within the Client Accommodation which comply with all relevant legislation, Client's policies and HTM's (where applicable). The Contractor shall be responsible for monitoring the quality of the consumables / materials provided on a daily basis to ensure a high-quality service is provided.

The Contractor shall, using reasonable endeavours and as far as is reasonably practicable, specify and use cleaning materials that are Environmentally Preferable throughout the entire product cycle.

The Client holds a number of events both during and outside their normal operating hours such as high-profile VIP visits and art exhibitions that may require the Contractor to provide additional Cleaning services, additional Cleaning staff and/or to increase the Cleaning standards during these periods to reflect the nature and importance of these events. The Contractor shall ensure, when given 24 hours' notice, that he responds positively to requests to escalate the service provision, in terms of staffing and the service specific duties to be performed. For the avoidance of doubt any additional requirements directly related to the requirements shall be outside the Lump Sum Fee and chargeable based on the defined rates in the Pricing Schedule.

The Contractor should note that no paper, documents or files on desks are to be touched at any time, and phones, keyboards etc. must be put back in correct positions after cleaning.

The Contractor shall recognise that tasks undertaken in certain areas by the Client may be commercial in nature and will require detailed protocols to be agreed in advance for the cleaning of these areas.

The Contractor shall ensure that all equipment and materials are appropriately colour coded in accordance with good industry standard and ensure there is never any cross contamination in his cleaning method.

## 6.2 Routine Cleaning

The Contractor is required to provide a high-quality service within the scope of the Output Specification. Routine cleaning of the internal and external areas will be provided to the required service standard, described in clauses 6.4, 6.5, 6.6, 6.7 and 6.8. The Contractor shall undertake all tasks normally associated with routine cleaning, to ensure that all areas including (but not limited to) the teaching and learning areas, halls of residence, offices, toilets, shower rooms, refreshment points, meeting areas, circulation areas, public areas, including restaurants and all other areas, furniture and equipment within the Accommodation spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

## 6.3 Cleaning Standards

To enable the requirements of the Client to be met and to achieve a cost effective and efficient service, five standards of cleaning have been developed which are listed below. These standards will be applied across the Client Accommodation included in this Contract, as Basic, Normal, Prestige, Hygiene and Healthcare Areas. The standards are to be applied to routine and periodic cleaning activities.

Based on the assignment of cleaning standards to building areas, as described above, the Contractor shall be responsible for creating and maintaining a schedule of Accommodation, for the building, which identifies the standard applied in each area.

The Contractor shall be responsible for monitoring the provision of the Services in order to ensure that the cleaning standards are adhered to.

## 6.4 Basic - Standard I

Basic standard of cleanliness and appearance required at all times. This standard will be applied to areas such as fire exits, secondary stairways, goods lifts, terraces, loading bays, car parking areas and external side entrances. A fair standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme which are measured by the Monitoring Periods.

Basic standards include: -

- All floor surfaces shall be reasonably free from debris, clean and dry. Floors must be safe and not slippery. Particular care is to be exercised when staff are still on the premises. Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing condition and appearance.
- Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present must be reasonably free from dust and debris.
- No litter or rubbish shall be present, and all waste bins and receptacles emptied regularly and shall not be overflowing and be free of foul smells.
- Car parking areas shall be reasonably free of litter, debris and fuel spillages.
- All hard floors, carpets and carpet tiles must be reasonably free from grit, dust and debris with no apparent stains. They must be clean and dry.
- All walls, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be reasonably free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height.

- All ceilings, ventilation diffusers and ceiling light fittings must be reasonably free from debris, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
- All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, storage cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- All fittings shall be cleaned and cared for, reasonably free from dust, marks and smears. Light fittings must be reasonably free from dust. All signage, including emergency signage shall be reasonably clean, dry and free of stains, marks and dust.
- Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
- All localised recycling centre waste receptacles and general waste bins shall not be overflowing and be free of foul smells. Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations. All waste to be removed frequently to central rubbish collection point.
- Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills.
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.
- All glass panels, doors and glass surfaces to be free from smears, fingerprints etc. and is cleaned regularly to maintain an optimal standard at all times.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees.

## **6.5 Normal – Standard II**

Areas to which this service standard applies include, but are not limited to, all teaching and learning areas, workshops and studios, office areas, service areas, post rooms and business centres / photocopying areas and locker rooms. A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme which are measured by the Monitoring Periods.

- All floor surfaces shall be free from debris, clean and dry. Floors must be safe and not slippery. Particular care is to be exercised when staff are still on the premises. Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing condition and appearance.
- No litter or rubbish shall be present, and all waste bins and receptacles emptied regularly and shall not be overflowing and be free of foul smells.
- All hard floors, carpets and carpet tiles must be free from grit, dust and debris with no apparent stains. They must be clean and dry.
- All walls, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height.

- All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
- All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, storage cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- All fittings shall be well cleaned and cared for, free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
- Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
- All localised recycling centre waste receptacles and general waste bins shall not be overflowing and be free of foul smells. Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations. All waste to be removed frequently to central rubbish collection point.
- Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the main traffic areas must be evenly brushed and opened against the flow of incoming traffic.
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.
- All glass panels, doors and glass surfaces to be free from smears, fingerprints etc. and is cleaned regularly to maintain an optimal standard at all times.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees.

## **6.6 Prestige Areas III**

Areas to which this service standard applies include, but are not limited to gallery and exhibition areas, reception areas, passenger lifts, escalators, lift lobbies, entrances, waiting areas, visitor and meeting room toilet areas, boardrooms, conference rooms and public walkways. These areas require a high standard of cleanliness and appearance at all times with evidence of a regular cleaning programme which are measured by the Monitoring Periods.

- All floor surfaces shall be free from debris, clean and dry. Floors must be safe and not slippery. Particular care is to be exercised when staff are still on the premises. Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing condition and appearance.
- No litter or rubbish shall be present, and all waste bins and receptacles emptied regularly and shall not be overflowing and be free of foul smells.
- All hard floors, carpets and carpet tiles must be free from grit, dust and debris with no apparent stains. They must be clean and dry.
- All walls, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris, stains, runs, and cobwebs to full height.

- All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
- All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, storage cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- All fittings shall be well cleaned and cared for, free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
- Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
- All localised recycling centre waste receptacles and general waste bins shall not be overflowing and be free of foul smells. Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations. All waste to be removed frequently to central rubbish collection point.
- Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the main traffic areas must be evenly brushed and opened against the flow of incoming traffic.
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.
- All glass panels, doors and glass surfaces to be free from smears, fingerprints etc. and is cleaned regularly to maintain an optimal standard at all times.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees.

## **6.7 Hygiene – Standard IV**

The requirements for these areas will be in addition to Standard II&III as identified in section 6.5 & 6.6. Areas to which this service standard applies include, but are not limited to areas such as toilets, bathrooms, kitchens, changing rooms, medical/ first aid rooms, shower rooms, refreshment points and vending areas.

- All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. All toilet areas shall be free of odours.
- Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly and all surfaces to remain free from finger marks. Mirrors must be clean and free from smears.

- Soap dispensers must be filled, have clean nozzles, and the external surfaces must be clean dry and free from smears. Solid bars of soap must be clean and replaced as necessary. All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times. Towel holders/dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. The external surface of hand dryers must be clean, dry and free from smears.
- Feminine Hygiene Facilities are required in the Accommodation. The Contractor shall be responsible for the provision and maintenance of Feminine Hygiene receptacles. The Contractor shall provide regular collections of the Feminine Hygiene receptacles and will ensure receptacles are not overflowing or become foul smelling. Cognisance should be given to certain locations that may require the receptacles to be serviced outside of normal working hours. The feminine hygiene receptacles are to be kept free of marks, stains and dust.
- The Contractor shall also be responsible for the provision and maintenance of Feminine Hygiene vending machines. The Contractor shall ensure that the feminine hygiene vending machines are fully stocked, and the external surfaces are clean, dry and free from smears and dust.
- The Contractor shall be responsible for the provision, maintenance and refill of air fresheners and water sanitiser units, which are to be economically and functionally appropriate to the area in which they are to be utilised, as part of the Contract. The cost of this service provision shall be included in the Contract Lump Sum Price.
- In addition to Standard II cleaning of floors, walls and work surfaces; these areas shall be disinfected. The Contractor will take cognisance that the cleaning of main kitchens and any adjoining servery counter areas are out-with the remit of this Contract. The Contractor shall however be responsible for the cleaning of all dining areas. Cleaning of all staff kitchens and refreshment points however are the responsibility of the Contractor throughout the Accommodation.
- The Contractor shall ensure that all fridges are cleaned from inside and outside and out of date food is disposed of. The frequency for fridge cleans shall be agreed with the Client. The Contractor should also ensure that appropriate and agreed signage is displayed on the fridges to advise customers of the cleaning schedule. Microwaves and ovens within the kitchenettes and tea-points shall also be cleaned inside and out.
- For the avoidance of doubt, the Contractor's fridge cleaning service is required only for fridges in staff kitchens and refreshment points only. The Contractor will not be responsible for fridge cleans in main kitchen areas.
- The Contractor shall also ensure that where domestic type dishwashers are present, they are loaded and unloaded at the end of each working day.
- Vending areas shall be kept free from stains and spills. Floors and walls shall be disinfected at appropriate intervals. This cleaning standard on all floors and surfaces is to be in evidence daily before the start of business activity, and on-going.
- Fridges, microwaves, vending machines and other items of equipment shall be maintained in a hygienic manner both internally and externally.

## 6.8 Healthcare Areas – Standard V

The Contractor shall be responsible for ensuring that these areas are cleaned in accordance with the risk categories identified within the NHS National Specifications for Cleanliness.

The Contractor is required to:

- Provide a standard of service that helps to deliver a positive image of the Client and a level of cleanliness which provides a clinical and socially acceptable environment for patients, visitors and staff, as defined and measured in accordance with The National Specifications for Cleanliness and Patient-Led Assessment of the Care (PLACE) assessment.
- Provide a quality driven services which achieves an optimum standard of cleaning for all buildings and areas of the Hospital appropriate for their use; and is held in high regard by all users of the Hospital, in accordance with the service standards defined within The National Specifications for Cleanliness.
- Deliver the services in accordance with the Client's Guideline for the Cleaning and Disinfection in the Hospital, and the Client's Control of Infection Policy and procedures.
- Be responsible for the cleaning of all areas of the defined Healthcare areas, to the standards and monitoring frequencies (all as defined in the Revised Guidance on Contracting for Cleaning published by NHS Estates and any future amended standards); according to whether they are, in accordance with such Revised Guidance:
  - A. Very High Risk Areas
  - B. High Risk Areas
  - C. Significant Risk Areas
  - D. Low Risk Areas
- The Contractor will not clean, or move to enable general cleaning, items of equipment so identified by the Client within the Client's Guideline for the Cleaning and Disinfection in the Hospital unless in agreement with the Client. This shall include:
  - A. surgical instruments;
  - B. anaesthesia machines;
  - C. microscopes;
  - D. laboratory benches;
  - E. CSSD;
  - F. physiological monitoring equipment;
  - G. patient medical equipment when in use (e.g. respirators, air tanks, infusion pumps);
  - H. department based - computers, visual display units and radiographic equipment or machine consoles including anything bearing radiation or Hazard Warning signs;
  - I. Theatre T45 Trolleys;
  - J. IT Equipment; and
  - K. equipment that is plugged in for recharging, treatment etc.



- The Contractor is to undertake audits in accordance with NHS and Client requirements and guidelines as part of the overall services, including The National Specifications for Cleanliness. The Contractor's quality assurance programme is to be aligned to these audit programmes, and The National Specifications for Cleanliness audit, and include a multidisciplinary approach.
- The Contractor shall provide appropriate certification to the Client's Infection Control Team, in order to confirm that deep cleaning has taken place within very high risk areas (and other areas as defined by the Client), within 4 hours of the deep clean being completed.

The Contractor shall take due cognisance of the Client's operating policies, which included, but are not limited to responsibilities retained by the Client, access protocols and communication requirements and ensure that the Services are delivered in accordance with these requirements.

### **6.9 Periodic Cleaning**

The Contractor shall maintain appropriate certification for the Periodic Cleaning, where appropriate, in accordance with the agreed programme and relevant legislation and shall be available for the Client to view no later than 3 business days following undertaking the Periodic Cleaning.

The Contractor shall carry out the Periodic Cleaning Service to ensure there is little or no disruption to the Client's day to day business.

The Contractor shall make the necessary arrangements with the Client for access to carry out the Periodic Cleaning.

The Contractor will ensure that Periodic Cleaning for the CL3 Labs is undertaken at 6 monthly intervals based on a programme agreed with the Client. The deep cleaning of the CL3 Labs shall be undertaken in a manner which meets as a minimum the requirements for ongoing certification of the space.

### **6.10 Cleaning of Internal Fixed Furniture and Equipment (FF&E)**

The cleaning of FF&E shall be carried out to the relevant standards, including window blinds, in order to maintain a clean and tidy appearance.

The methodology of window blind cleans shall be determined by the Contractor to achieve the necessary standard of cleanliness as detailed within their Method Statements

### **6.11 Window Cleaning**

The Contractor shall clean all internal and external glazing including frames and sills periodically as described in the Contractor's Method Statements. The following cleaning standard shall be applied:

- All floors and furniture are to be adequately protected before the commencement of work.
- All glazing throughout the Accommodation shall be cleaned. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display case (external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows.
- The Contractor shall leave glazing clean, dry and free from smears. There must be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass shall be cleaned and also be left free from liquid spillage, smears and cleaning marks.

- The Contractor must ensure that he satisfies himself as to the proper working order of any cleaning access equipment. The Contractor shall provide the specialist access equipment. The cost of providing such access equipment shall be borne by the Contractor.
- The Contractor must ensure that all staff carrying out this work are aware of and comply with, the relevant legislation and the Client policies. Risk assessments must be carried out and a site-specific policy statement must be submitted and agreed with the Client prior to the commencement of service.

### **6.12 Roof Glazing and Skylight Cleaning**

The Contractor shall clean all atrium roofs, skylights and roof glazing periodically as described in the Contractor's methodology.

- The Contractor shall leave atrium roofs, skylights and roof glazing clean, dry and free from smears. There must be no evidence of run marks, verdigris, stains or finger marks on glass, paintwork or surrounds.
- Adjacent surfaces, including mullions, frames and structural parts associated with the glass shall be cleaned and also be left free from liquid spillage, smears and cleaning marks.
- The Contractor must ensure that he satisfies himself as to the proper working order of any cleaning access equipment. The Contractor shall provide the specialist access equipment. The cost of providing such access equipment shall be borne by the Contractor.
- The Contractor must ensure that all staff carrying out this work are aware of and comply with, the relevant legislation and the Client policies. Risk assessments must be carried out and a site-specific policy statement must be submitted and agreed with the Client prior to the commencement of service.

### **6.13 External Cleaning (inc Façade Cleaning)**

The required service standard is to be evident at the defined monitoring periods. The following standard shall apply:

- All entrances to the Accommodation must be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate. For the avoidance of doubt, this should include the cleaning of the car park, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards and immediate entrance.
- All external waste bins should be emptied to central rubbish collection / disposal arrangements and replaced by the Contractor in their original locations.
- External signage, smoking shelters, cycle shelters, bin stores, bicycle parking enclosures, sculptures and other decorative items external to the building shall be maintained in a clean and stain free manner.
- External furniture shall be maintained in a clean and stain free manner.
- In addition to the daily routine cleaning the Contractor shall ensure that the main entrances to Accommodation is checked throughout the day to ensure no build-up of debris or dirt and that external bins are not overflowing at any time.
- External Façade/Cladding systems (metal and glazed) shall be free from dirt and debris.

The Contractor must ensure that all cleaning solutions employed for the cleaning of external signage etc. is suitable for the purpose so as not to cause any damage to the finishes.

The Contractor shall ensure that cleaning methods will comply with any manufacturer's recommendation for the cleaning of the external building fabric.

#### **6.14 Reactive Cleaning**

The Contractor is required to provide a reactive Cleaning Service. The reactive service is required to maintain the full, and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables and monitoring the cleanliness of the sanitary facilities.

All requests for reactive cleaning shall be made via the Helpdesk. In the event a room has not been cleaned or does not meet the required standards, the Contractor shall liaise with the Client immediately to arrange a suitable time for the room to be cleaned to the applicable standard.

The Contractor is to ensure individuals that attend reactive cleaning requests are sufficiently qualified and competent to execute the range of activities required to be undertaken. This shall include but not be limited to spills, bodily fluids, flooding, overflowing bins, foul odours, any areas which do not meet the cleaning standards at the monitoring period and/ or any areas not cleaned as part of the planned cleaning service etc. The Contractor is to ensure that all calls are responded to and rectified in accordance with the Response and Rectification Period or where the Client prescribes a suitable time for cleaning.

#### **6.15 Fuel Spillages**

The Contractor is required to clean and remove fuel spillages within the boundaries of the Accommodation with an appropriate spills kit. Areas must be cordoned where appropriate and the spill should be disposed in accordance with legislation.

#### **6.16 Graffiti and Stain Removal**

The Contractor is required to provide a service for the removal of staining from building fabric as caused by such events as atmospheric pollution, the accidental spillage of material and the application of unauthorised artwork.

Appropriate cleaning methods and materials will be applied to ensure the building fabric is not adversely affected and is returned to the previous condition and standard.

#### **6.17 Sanitary & Washroom Consumables**

The Client requires a complete washroom supplies service. The Contractor shall provide all sanitary & washroom consumables within his Lump Sum Price and shall manage the stock levels to ensure availability of washroom consumables at all times at all sites. The Contractor shall ensure that the quality of washroom consumables is no less than the quality of the existing washroom consumables.

Any changes to the quality of consumables shall be agreed with the Client prior to implementation. These consumables shall include but not be limited to:

- Paper Towels;
- Roller Towels;
- Toilet Rolls;
- Liquid Soap;
- Bin Liners; and
- Toilet Air Fresheners.

The Client requires a complete washroom supplies service. The Contractor shall provide all sanitary & washroom consumables within his Lump Sum Price

The Contractor will also procure, manage, maintain, and restock all sanitisers, wall-mounted alcohol and hand lotions (including both the consumables and dispensers) throughout the Hospital site (including any which may be to the exterior of the Hospital).

#### **6.18 Feminine Vending Machines**

Feminine supplies vending machines shall be provided in all ladies toilets. All costs associated with the provision, stocking and maintenance of these machines should be met through the vending charge, with no costs to the Client through the Contract or any other mechanism.

The Contractor shall ensure compliance with all relevant legislation, will ensure that all consumables used by him shall cause the least possible harm to the environment and comply with the Client's environmental policies, and that all potentially harmful consumables are stored safely and securely under lock and key and the control of the Contractor.

#### **6.19 Barrier Matting**

The Contractor shall provide barrier matting to all entrances of the Accommodation. The Barrier matting should be replaced and/ or cleaned regularly to ensure safe access and egress to the Accommodation. The Contractor shall ensure that the barrier matting does not create a slip or trip hazard.

#### **6.20 Removal of Waste to Central Location**

The Contractor shall ensure that all waste receptacles are emptied, and all waste removed frequently to the Client's central waste collection point and shall ensure that each waste stream (e.g. general waste, recycled waste and food waste) are deposited in the appropriate collection point as agreed with the Client.

All waste should be appropriately stored in accordance with Good Industry Practice, legislation (where applicable) and to ensure there are no environmental impacts; complaints from neighbouring properties; foul smells etc.

The Contractor shall provide all materials and consumables associated with the provision of this service, including waste bags and all other associated materials and supplies.

#### **6.21 General Waste**

This service consists of the collection, removal, treatment and/ or disposal of all non-classified waste materials, excluding foodstuffs and cooking oil. Contractors should familiarise themselves with the Client's waste policy and ensure that the Client's targets are met or exceeded, and the Contractor shall assist the Client with the promotion of reducing waste streams through innovation.

The Client will provide all necessary bins for this service. The Contractor will provide sacks, of a suitable quality, and be responsible for removal and disposal off site.

The Contractor shall collect and dispose of general waste in an appropriate, secure and environmentally preferable manner, through collections by the relevant local authority or other reputable organisation that the Contractor may contract with. The Contractor shall take cognisance of the need of the Client to meet government targets on waste, will provide support to the Client in achieving this and will report on performance against these targets.

The Service shall be suited into the general cleaning service so that all areas are clear of all waste prior to the start of the Core Hours for the respective building.

In fulfilment of its statutory duty of care, the Client will require the Contractor to provide full information on the methods of disposal of waste. In particular, the Client will wish to be assured that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill.

The Contractor shall ensure that for buildings / areas that are subject to HTM's, that the waste service is delivered in fully compliance with the requirements of the relevant HTM standards.

It is an important aspect of this service that the Client requires the Contractor to demonstrate commitment to and compliance with the principles of sustainable development.

## **6.22 Confidential Waste**

The Contractor shall ensure the secure collection, storage, removal, disposal and/ or destruction of all confidential materials in accordance with the Client's policy so that at no time these materials are out of the Contractors possession, or capable of being deciphered once disposed of. Confidential waste shall be signed for by the nominated Contractor's staff at the point of collection, and the Contractor staff member shall further indicate on each disposal, that it has been adequately destroyed.

All Contractor's staff engaged in the disposal of confidential waste must be security cleared to an appropriate level, and the Contractor shall be responsible for ensuring that only those staff appropriately cleared have any access whatsoever to confidential waste.

The Contractor or their appropriate waste subcontractor must be appropriately licensed, and certificates of disposal and other necessary documentation must be stored for future reference.

The Client may, from time to time, audit the records of confidential waste disposal.

## **6.23 Recycled Waste**

The Contractor shall on a continual basis seek to increase the volume and range of goods that are recyclable. The Contractor shall demonstrate their ability to furnish the Client with information on current level of recycling and their plans to increase this.

The Contractor shall be responsible for recycling as a minimum; paper, cardboard, glass, plastic and cans. The Contractor shall be solely responsible for the streaming, collection and disposal of all these items, according to a schedule agreed with the Client.

The Contractor will publish any additional guidelines or strategies for recycling material. The Contractor shall, through this promotion, continuously seek to increase the amount of materials able to be recycled.

The Contractor shall demonstrate, through their monthly reporting, that they remain cognisant of any new technologies/strategies for disposing of waste in an Environmentally Preferable manner. The Client will wish to assess the Contractor's knowledge in this respect from time to time, and their methods for its implementation.

The Contractor shall ensure that the volumes of all materials recycled on a monthly basis are recorded and made available to the Client during normal reporting sessions or upon request.

The Contractor shall be responsible for supporting the Client in meeting the targets for increasing recycled materials, and for demonstration that these targets have been met. These targets shall comply with the Client targets for sustainable development. The Contractor shall report on volumes, quantities, and weights of waste in accordance with ISO 14001.

The Client is keen to promote recycling of other waste products, subject to practical consideration and economic viability. The Contractor is required to provide proposals to introduce additional waste materials for recycling.

## **6.24 Food Waste**

The Contractor shall ensure that food waste removal from the Accommodation is carried out in accordance with current legislation. The Contractor shall provide monthly volumetric reports of food waste from the Accommodation

## **6.25 Clinical/Sanitary/Hazardous/Chemical/Specialist Waste**

The Contractor shall provide for the removal and disposal of sharps and other Clinical/Sanitary/Hazardous/Chemical/Specialist and sanitary waste to ensure bins are not overflowing.

The Contractor shall provide for the removal and disposal of hazardous waste, including radioactive waste, chemical waste and specialist waste.

The Contractor shall ensure at all times that staff coming into contact with clinical, sanitary, hazardous, chemical and specialist waste have received appropriate and adequate training in the handling of such waste, including the detection and handling of sharps.

The Contractor, where removing waste from Hospital areas, shall comply with relevant statutory standards and requirements, Law, codes of practice, NHS requirements and related Client policies;

The Contractor shall provide procedures for segregation of differing types of clinical and non-clinical waste at source to avoid hazards of clinical waste being dealt with by inappropriate systems. These procedures will be agreed with the Client;

The Contractor will use appropriately designed and correctly used packaging and labelling, to take account of the hazards of different sorts of waste and to enable tracking of waste disposal;

The Contractor shall ensure management and tracking, to provide for safe and secure handling of waste and support in the event of accidents or emergencies;

The Contractor will provide a Waste Disposal Service that ensures that the Client's legal obligations are protected as described in HTM 07-01 'Safe Management of Healthcare Waste' and subsequent amendments.

The Contractor will be responsible for tagging and correctly labelling of all clinical and domestic waste receptacles appropriate to their contents.

The Contractor will undertake the delivery of all Services, and conduct themselves at all times, in accordance with the Client's Pride Value Policy.

## **6.26 WEEE Waste**

The Contractor shall provide for the removal and recycling/disposal of WEEE waste, in full compliance with the Waste Electrical and Electronic Equipment regulations.

The Contractor shall record and report on WEEE waste to the Client and in compliance with the regulations

## **6.27 Waste Reports**

The Contractor shall provide the Client with waste reports to ensure the Client complies with legislation and the Client's waste policy. This should include but not be limited to details: -

- Weight of waste by category;
- Destination of waste;
- Copies of all transfer / treatment / destruction notes;
- Costs;
- Trends; etc.

The Contactor shall ensure the facilities used for the disposal / treatment of waste has appropriate licences and these licences should be made available for the Client to review at any time.

The Contractor shall assist the Client with promoting the reduction and recycling of waste and introducing additional value for money and innovation into the service;

### **6.28 Waste Storage / Uplift**

The Contractor shall assess / survey the Accommodation prior to the Commencement of Full Operations for optimising the best strategy for the storage and uplift of all waste. The frequency for all waste stream uplifts should ensure that bins and/ or containers are not overflowing.

All waste should be appropriately stored in accordance with Good Industry Practice, legislation (where applicable) and to ensure there are no environmental impacts; complaints from neighbouring properties; foul smells etc.

The Contractor shall provide all materials and consumables associated with the provision of this service, including waste bags, containers, compactors and all other associated materials and supplies. The quality of the materials / consumables selected shall reflect the nature and type of waste being stored/ moved, and will ensure as a minimum compliance with all relevant legislation including where applicable HTM requirements.

### **6.29 Pest Control**

The Contractor is to provide a planned and reactive pest control service for the Client Accommodation as identified within the Service Matrix, in order to keep the Client's Accommodation free from rodents and insects and all other pests.

The Contractor shall provide a full action plan for dealing with the range of pests encountered within the Accommodation. Prior to Contract Commencement and at the Contractor's cost; the Contractor shall carry out a detailed survey of the site before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating a preventative action plan.

The action plan will include a detailed methodology for planned pest control and shall include but not be limited to;

- Dates of visits;
- Floor plans;
- Location of bait boxes;
- Bait used;
- COSHH details;
- Emergency details;
- Any other legislative details etc.

The Contractor must determine the site conditions and make a list of all the pests identified during the site visit. All Health, Safety and Environmental issues must be addressed, regarding access, dangers regarding the type of pest and possible treatments, and therefore the relevant legislation that has to be adhered to.

The Client requires a pest control service that would control, if not eradicate all pests from site, including the removal of dead creatures. The Client will require the Contractor to use the most effective and humane methods possible and to remove animal corpses immediately. The Contractor shall also implement an effective and humane animal disease control service.

It will be the Contractor's responsibility to prepare a programme for the agreement of the Client, for the control of avian pests.

Inspection and service will take place during visits to the Accommodation by the Contractor. The Contractor shall provide a number of planned visits that will be sufficient to prevent infestations from developing.

The Contractor must comply with the Client's environmental policies and all legislation.

The Contractor must make every effort to use Environmentally Preferable materials and equipment if available, provided that their efficacy is adequate for the purpose for which they are intended.

Reports shall be written at the survey stage and after each site visit (planned or reactive). They may need to be supplemented by annotated maps, plans or sketches. The reports shall be clear, concise and complete. They shall contain a summary of what was found, including the species involved; the degree and extent of infestation and its significance, and possible origin(s). The Contractor shall provide comments on hygiene, proofing, structure, design and management. Practices as they affect pest infestation or control shall be included.

The Contractor shall institute a system of written reports on all pest control site visits in accordance with legislation. These shall be dated and describe the extent of treatments undertaken. Only approved pesticides must be recommended and used in accordance with the label instructions and conditions. The identity of all pesticides applied shall be recorded, together with any warnings/precautions to be undertaken by the Client staff in relation to the pesticides applied/work carried out.

Certificates must be provided showing each of the technician's qualifications in the pest control techniques and processes. The Contractor, or their sub-contractor must be a member of the British Pest Control Association (BPCA).

The Contractor shall provide all materials and equipment associated with the pest control service. No material or equipment, with the exception of bait boxes, associated with this service is allowed to be stored at any of the Client's Accommodation.

Emergency call outs and follow up treatments shall be regarded as additional to routine inspections. The Contractor may include a routine inspection during an emergency call out or follow up only if a routine visit is due and if all inspection points are covered in addition to emergency or follow up work.

Additional follow up visits may be required to reinforce control measures. These will often occur at the beginning of the Contract to rid Accommodation of existing infestations and following emergency call outs to ensure that actions taken prevent infestations from developing. The Response and Rectification Periods shall apply for the first initial reactive visit however; the Contractor shall provide a detailed programme for the treatment and/ or eradication of the pest no later than 24 hours from the initial site visit. The Contractor shall implement and follow the plan and provide the Client with all updates and necessary paperwork in accordance with all legislative requirements.



## **7 Portering Services**

### **7.1 General Porterage**

The Contractor shall provide a professionally managed general porterage service as required during the hours detail in Annex 5. The service provided shall be flexible in nature, and able to accomplish the transport of supplies and the delivery of parcels and heavy packages as well as undertaking all normal duties envisaged under a porterage service.

The Contractor shall provide all necessary equipment in order to effectively carry out the portering service.

The Contractor shall perform other porterage duties as requested by the Client from time to time around the Accommodation, including "desk drops", population of notice boards and hanging or replacing posters.

The Contractor shall collect or deliver archive boxes as required between desks and stores area.

All staff shall have undertaken appropriate training such as manual handling and customer service skills and be otherwise appropriately professionally trained for their duties.

Porters shall obtain appropriate signatures indicating the safe delivery of goods/and or completion of the service in all instances in accordance with agreed Client policies.

The Porterage service shall have the attire of the overall service team.

## **8 Grounds Maintenance**

### **8.1 General**

The Client requires a grounds maintenance service for all external hard and soft landscaping within the site boundary. A high standard of maintenance will be required to deliver and maintain a high quality external landscape, and meet the other Client objectives of improving and enhancing biodiversity in designated areas, create and maintain a definitive site boundary through hedgerows and fencing, and strengthening existing soft landscape through addition of native and ornamental plant species.

The Contractor shall liaise with the Client to agree a formal process for all additional Grounds Maintenance requests. The Contractor shall ensure, when given 24 hours' notice, that he responds positively to requests to escalate the service provision, in terms of staffing, grounds maintenance standards and/or the service specific duties to be performed.

The Contractor shall produce a regular report for the Client, and this should include any reported or identified defects relating to the following, including a recommendation for rectification:

- Ruts, holes and other damage to grass/paving areas caused by the activities of the Client or other third party which may constitute a hazard to health and safety;
- Trees of any size which have fallen, or are broken, damaged, diseased or otherwise may constitute a hazard to health and safety;
- Areas which are continuously water-logged;
- Areas which fall below specification;
- Evidence of disease or pests;
- Damages to fencing.

The Contractor will give due regard to the prevailing weather conditions in the execution and timing of his operations. This is especially relevant to mowing e.g. too severe a cut in times of drought, avoiding operating machinery over waterlogged ground, and inspecting trees and tree supports following adverse weather.

### **8.2 Hard Landscaping Maintenance**

Hard Landscaping Maintenance shall include but shall not be limited to:

- Footways/ footpaths/ road surfaces (including road drainage).
- Courtyard, terrace paving and decking.
- Steps to entrances.
- Wooden decking and steps
- Car parking areas.
- Kerbs, edgings, gullies and pre-formed channels.
- Fencing/gates and boundaries
- External furniture including but not limited to wooden furniture, bicycle shelters, sculptures, bike racks, smoking shelters etc.
- Snow and ice clearance

The Contractor shall ensure that:

- All external hard surfaces are kept safe, clean and tidy, inclusive of road sweeping of main site access roads.
- Planned and reactive maintenance activities shall ensure that areas of hard landscaping are safe, free of defects and present no dangers or hazards to the Client or his staff.
- Fences, gates and boundaries shall be maintained and replaced to deter unauthorised access and to retain the appearance of well-kept facilities.
- All external furniture, bicycle stores, bus shelters and the like are maintained and kept in good repair.

The Contractor shall respond to requests for reactive maintenance placed via the Helpdesk. The Contractor shall, additionally, ensure that a pro-active approach is taken to maintenance of hard landscaping and shall take advantage of the ability of the CAFM to incorporate these activities into a planned preventative maintenance regime.

#### **8.2.1 Cleaning of External Areas and Street Furniture**

The Contractor is required to carry out cleaning of paving and all external hard surfaces, street furniture (e.g. bins, seating, lighting, walling, drainage gulley/channels/drains, gravel and bound gravel and bollards) and smoking terraces etc. using appropriate systems to ensure all engrained dirt is removed, using appropriate cleaning methods and products to remove organic and non-organic staining from surfaces, including but not limited to, paving, granite, metallic stains, oil and grease stains, paint, gum.

Appropriate maintenance activity should be planned to ensure that paths and channels are kept tidy, weed free, and free of encroachment by grass and other plant material including moss control should place.

#### **8.2.2 Fencing and Boundaries**

All fencing within the site, including perimeter fencing, is to be maintained to a standard which is compliant with health and safety with particular regard to areas adjoining pedestrian footways and grazing fields. All posts, supports and wires to be regularly checked. Any loose, broken, or damaged sections are to be remediated as soon as possible following identification.

### 8.3 Soft Landscaping Maintenance

The Contractor shall provide a fully comprehensive soft landscaping service. The Contractor shall maintain all external planted areas and shall ensure the maintenance of healthy and vigorous plants and trees with a tidy, weed free appearance.

The Contractor shall provide a horticultural service in respect of the provision and maintenance of external planting in beds and containers, and all trees. All plants and trees shall be maintained so as to ensure a visually-pleasing, healthy and safe condition. All plants and shrubs that have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.

The Contractor shall ensure that:

- All plant specimens shall be kept to a height and form, which is safe and accords with good horticultural practice;
- All pots/ containers shall be cleaned and replaced where necessary;
- All external soft landscaped areas are kept safe, clean and tidy. Planned and reactive maintenance activities shall ensure that areas of soft landscaping and planting are safe, free of defects, and present no dangers or hazards to the Client or its staff;
- All external hard surfaces shall be kept reasonably free of weeds, moss, lichen or any other organic growth so as to present a tidy appearance at all times;
- All areas must be kept free of a large accumulation of leaves, weeds and any other solid matter;
- Litter picks are to be performed across external areas as agreed with the Client and as required to meet the service standards;
- All trees are maintained to ensure the safety of the Client and his staff;
- Suitable inspections are carried out to ensure that watering levels are adequate to ensure plantings and trees are kept suitably nourished, and in drought conditions the Contractor should consult with the Client regarding alternate supply or other action proposed.
- Maintenance operations shall be undertaken in adherence to the Client's Health and Safety and Environmental policies and all relevant legislation, and with due cognisance of the safety of staff, students, and visiting public in the area.

All debris arising from the performance of the Services shall be removed from the site on the same day, and disposed of in an environmentally preferable manner. The burning of any arisings on site is strictly forbidden.

The Contractor shall consider in every instance whether the use of any form of chemical (for uses including but not limited to fertilizer, pesticide and herbicide) is strictly necessary before application. The Contractor must only use chemicals specifically approved for the purpose for which it is intended as dictated by relevant codes of practice and legislation, and approved for usage by the Client in advance of every application. All chemicals shall be applied in accordance with manufacturers' instructions. All chemicals, pesticides and artificial fertilisers must be stored safely and securely in a lockable storage area, under the strict control of the Contractor.

Dead weeds and any untreated vegetation shall be cleared by hand or mechanical means from all treated areas. This operation will be carried out no sooner than four weeks after the application of chemical, and the process repeated as required to maintain the required standard. Suitably detailed records of herbicide/ pesticide use must be kept and made available to the Client on request.

Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. The Contractor shall substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Contractor shall maintain the Grounds of the Client's premises by using good husbandry and encouraging native flora and fauna.

### **8.3.1 Planting**

The Contractor shall ensure that all planting areas including all shrubs, herbaceous perennials and annuals are maintained to provide high quality spaces which visually enhance the external landscape.

All planted shrubs, herbaceous perennials and annual beds shall be kept free of weeds, litter and other extraneous material. All plants to be maintained to prevent overhang into seating areas, footways and vehicular areas. Specimen shrubs are to be shaped appropriately to their species, location, season and stage of growth, leaving a well-balanced natural appearance.

Pruning shall be in accordance with good horticultural practice and in the appropriate month/season to maintain flowering and fruiting. All pruning of shrubs is to be carried out using secateurs or when necessary, heavy duty loppers. Under no circumstances will the use of mechanical hedge trimmers or similar equipment be permitted for this work. Climbing shrubs shall be tied in and wireframes or supports inspected and repaired as necessary.

During the growing season all surface soil must be cultivated to a medium tilth and cambered to an even convex profile, with the edge of the bed around 50mm below the adjoining grass or hard surface, maintained weed-free.

Shrub bed edges, borders, mowing margins, tree circles, kerb, path and road edges which abut grass must be maintained, and the Contractor shall ensure that only the minimum amount of turf is removed conducive to forming a true edge. This maintenance activity shall be scheduled and carried out as often as required to maintain the required standard.

The Contractor shall advise the Client of all trees and plants found to be dead, dying, vandalised, or not growing in a vigorous condition. At the end of each growing season the Contractor shall provide a list of all trees and plants that are dead or dying from any cause other than malicious, accidental damage, or vandalism. These are to be replaced during the next appropriate planting season. All plants shall be planted at the size to which the tree or shrub has established, where appropriate.

### **8.3.2 Trees**

The Contractor shall provide a service which maintains healthy tree cover across the site, with a clear stem of 2.2m (where practical) to allow free-flowing pedestrian movement beneath.

To ensure that they are in good health and in a safe condition, all trees are to be inspected on a regular basis, and immediately following any incidents that are liable to have a significant negative impact upon their integrity e.g. incidents of unusually inclement weather. The inspection may show that tree surgery is required to make a tree safe or prevent a potentially dangerous situation developing. Surgery may also be needed to remove a nuisance, improve the appearance of the tree, reduce the impact of a tree close to buildings or improve a tree's long-term health. Pruning shall be limited to the minimum necessary to maintain good form and vigour and to remove dead, diseased or dying branches.

The inspection should be thorough and carried out by a trained Arboriculturalist. If tree surgery is required, a schedule of work to be undertaken by a skilled tree surgeon must be agreed with the Client. Any tree surgery must take account of the use of the site, the conservation value of the tree and other site-specific requirements.

The Contractor shall be responsible for the removal and control of so called 'invasives' which exhibit distinctly invasive growth. Throughout the leaf - fall period, all grassed areas; roads, paths and other hard surface areas shall be maintained in a substantially leaf - free condition.

The Contractor shall provide all materials and consumables to provide this service inclusive of fertiliser and woodland mulch. Mulch should be applied as required using the same material as was originally specified, to maintain 50mm depth until such time as canopy closure occurs.

#### **8.3.3 Hedges**

The Contractor shall provide a hedging maintenance service which enhances the boundary of the site, and contributes to biodiversity by encouraging development of local native species, and insect and bird life.

Maintenance activities and frequencies should be planned to ensure that all established hedges are cut back to the previous year's growth, and whenever growth exceeds 150mm (subject to nesting bird restrictions). The Client requires all hedges to be finished 'square', with a slight taper from the bottom to the top, and all clippings to be removed. Flail type cutters are not to be used at any time.

The base of the hedges are required to be clean, tidy and weed free following hedge cutting, and where the hedge meets grass the edge must be left neat, vertical and tidy.

#### **8.3.4 Green Wall**

The Contractor is required to maintain green wall structures with a diverse range of plants to encourage insects and bird life, as well as a visually enhancing vertical garden.

Appropriate cleaning activities and frequencies must be scheduled to ensure that green walls are maintained to a high standard throughout the year. This includes, but is not limited to, ensuring irrigation is functioning as required, removing litter/ dead leaves/ weeds/ pruning, and replanting/ replacing dead plants on a like-for-like basis.

#### **8.3.5 Amenity Grass**

The Contractor shall maintain the external grassed areas so as to ensure the maintenance of healthy, close textured, weed free sward, and the ability to withstand pedestrian use. Reseeding should take place where required to prevent areas of grass appearing 'thin'.

The height of the grass shall be maintained at a height of 35mm and not exceed 50mm at any time. The Contractor must ensure that cut heights are appropriate to prevent 'scalping' at any time. Where the grass abuts a horizontal surface, it shall be cut back to the inside of the hard surface without forming a channel. All arisings to be collected, removed and disposed of to an offsite location, unless agreed otherwise by the Client.

All mown areas shall be kept free of flowering stalks of grass and weeds by cutting with a suitable mower. This activity shall be carried out when required and in addition to general cutting.

No growth regulators of any form shall be applied to any area of turf without the Client sanctioning the activity.

#### **8.4 Snow and Ice Clearance**

The Client requires the provision of a professionally managed snow and ice clearance service to the premises identified within the Service Matrix. Where snow or heavy frost is forecast, the Contractor shall take reasonable preventative measures to maintain safe surfaces for pedestrian and vehicle users.

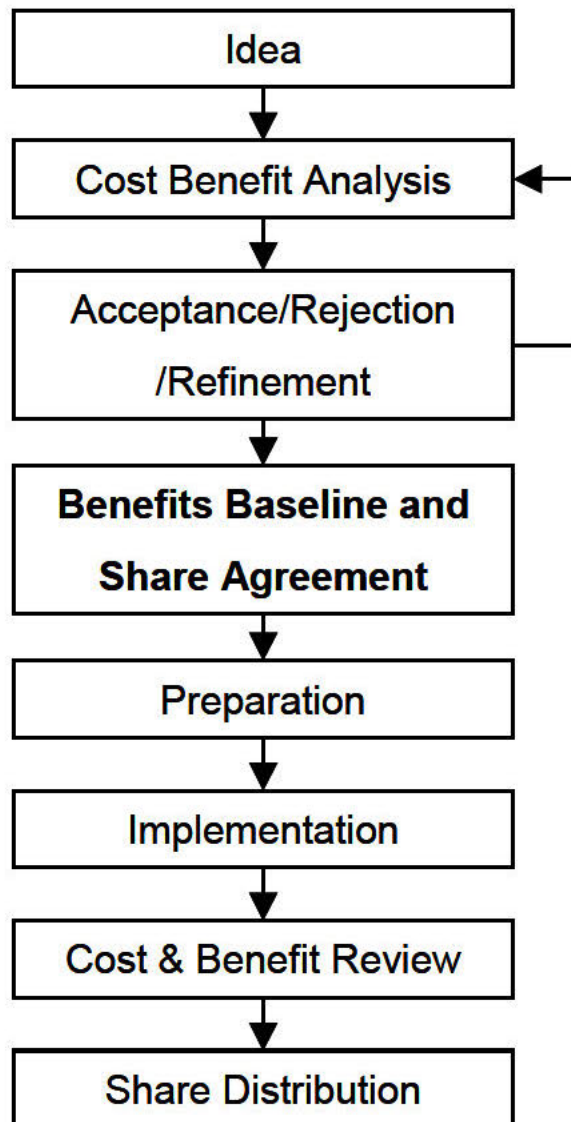
All roads, pathways, car parks, entrances, and other affected surface areas of the premises, including specifically the access areas for access to Stores, shall be free of snow and ice and kept in an anti-slip condition. Particular care shall be taken during snow clearance not to damage the Client's Accommodation including but not limited to barriers, stonework, and pavements.

This service shall be executed prior to the start of Core Hours, or other period agreed with the Client, and throughout the day as appropriate.

## 9 **ANNEXES**

### **Annex 1 - Gainshare**

The Client is willing to discuss the apportionment of the share to reflect incentives over the longer term. Gainshare under this model shall be utilised only in the event of actual demonstrable and agreed savings. This is demonstrated in Figure 1.





## **Annex 2 – Exception Report**

### **1. Introduction**

The purpose of the Exception Report process is to ensure that the Contractor has an accurate understanding of which assets are within each building and has a maintenance strategy and cost which reflects this.

In recognition that no asset register will ever be 100% accurate, the Exception Report provides a facility for the Contractor to undertake a detailed survey of the Accommodation, and to identify any material variances from the information provided during the tender stage, namely in the form of the asset register, Service Matrix and any subsequent clarifications.

Through this facility to undertake due diligence prior to Contract Commencement, both the Contractor and the Client is protected from “risk pricing” being applied to the information provided during tender stage. Further as this process is completed prior to Contract Commencement there is no potential for the Contractor to be exposed to the risk that the Client considers any determination to the asset has occurred due to a lack of maintenance by the Contractor.

### **2. Contractual Requirements**

In accordance with the Output Specification:

The Client requires the Contractor, whilst undertaking mobilisation, to carry out a detailed verification of the plant, equipment and building fabric and its criticality.

It is the responsibility of the Contractor during this mobilisation period to provide an Exception Report for the asset register and other information provided by the Client within the mobilisation period and prior to the Commencement of Full Operations, and thereafter ensure all plant identified is maintained according to all statutory obligations and other requirements.

The Contractor shall use the Exception Report to include for all aspects of internal and external building fabric maintenance.

For the avoidance of doubt, any asset not picked up by the survey, but later identified will be maintained by the Contractor for the duration of the Contract as part of his Lump Sum Price.

Any additions or omissions for Warranted assets, will be added or deducted from the Contractor's Lump Sum Price based on the costs included in their Pricing Schedule, based on the average price for the asset across the Contract as detailed in the Pricing Schedules.

### **3. Practical Interpretation**

The asset register is not designed to provide the level of granularity that the Contractor will obtain through the operational period of any Contract; rather it is designed to provide sufficient information on the Clients' property to allow the Contractor to provide reasonably accurate costing during the tender period, taking into account the Contractors experience of maintaining similar facilities.

Therefore, whilst the asset register may contain certain information on “routine” Parent and Child assets, which have limited impact on the Contractors price/ delivery solution e.g. No. of Distribution Boards, No. of Light Fittings etc., these are provided for information only and are not warranted for the purpose of the Exception Report. The intention for these routine assets is that the Contractor utilises the information available from the data pack, site tours and their wider experience to determine the required labour time/ sub-contractor costs to be applied.

However, the asset types which are known to have a material impact on the Contractors price/ delivery are warranted based on the information provided in the Asset Registers. These are predominately the

Parent HVAC assets, and Contractors should base their tender submission on the provided information/ quantity

Where through the asset verification process, undertaken in accordance with the Exception Report process, the Contractor identifies that the quantum data provided was incorrect, either negatively or positively then the Contractor shall identify the additional cost and/or saving as a result of the change using the same methodology as the original tender submission was made against.

The Exception Report shall also identify any assets which were noted in the asset register, where the Contractor believes are beyond their economical life, along with the costs to either replace these assets and/or the reduction in their costs (based on the same methodology as the original tender submission was made) should the Contractor no longer be responsible for maintaining / having the Semi-Comprehensive Reactive Repair Threshold against.

Where the Contractor deems assets to be beyond their economic life, they will be required to provide photographic evidence to support this position and/or written submission clearly explaining their rational for deeming the asset to be life expired. For the avoidance of doubt an asset being beyond the theoretical design life denoted by CIBSE and/or any other industry body, shall not be considered as proof that an asset is life expired, and any assessment must be based on operational condition.

Where the Contractor and the Client do not reach mutual agreement on the condition and/or quantity of an asset this matter shall be referred to an independent adjudicator under the Dispute Resolution Process of the Contract, whose decision shall be deemed final.

In accordance with the Output Specification, it is the sole responsibility of the Contractor to ensure that their survey process is robust enough to accurately capture all assets within their remit during the mobilisation period. Therefore, should the Contractor identify further assets during the life of the Contract (excluding those installed by the Client after Contract Commencement) they will be responsible for ensuring they are subject to a robust maintenance regime within their lump sum price.

The below table denotes the main asset types and whether they are subject to price/ delivery variation, or whether the Contractor is deemed to have taken full price risk as part of their tender submission regardless of quantity. For the avoidance of doubt the Contractor shall not be responsible for the maintenance of any asset, where the Contractor/ the Client have agreed as part of the Exception Report that it is beyond its economical life (Condition D). Any item type not specifically denoted in the Asset Categorisation table will be deemed to be unwarranted.

#### 4. Asset Categorisation

For any asset type identified in the Service Matrix as being part of the Contractor's Lump Sum Price (denoted through a Y against the respective asset type and building), the following conditions applied around whether quantity changes enable price variations.

<b>Asset Type</b>	<b>Data in Asset Register Warranted and Price Variation allowed for differences in Qty?</b>
All Building Fabric Elements (including FF&E)	No
General Sanitary Ware (WC, WHB, Urinals, Cleaner Sinks, Showers etc)	No
All electrical systems and components, excluding those specifically included in the table below	No
Specialist Units (Drench Showers, Plumbed Water Coolers, Plumbed Eye Wash units)	Yes
Boilers (Heat Source)	Yes
Water Booster Set	No
Water units (Electric and Gas fired)	No
Leak Detection System	No
Chilled Beams	No
Chillers	Yes
Compressors	No
Pressure Systems	No
Fan Coil Units	Yes
Air Handling Units	Yes
Hot Air Blowers	No
A/C Units	Yes
Humidifiers	No
Local Exhaust Ventilation	No
Kitchen Equipment	Yes
Smoke Dampers	No
Fixed Installation/ Distribution	No
PAT testing	Yes (subject to a 10% tolerance of advised numbers at a Contract level)
Earthing and Bonding	No
Emergency Lighting	No

<b>Asset Type</b>	<b>Data in Asset Register Warranted and Price Variation allowed for differences in Qty?</b>
Lighting	No
Non-Branded Signage	No
Lightning Protection	No
Electric Heaters / Radiators	No
Supply / Extract Fans	No
Kitchen Extract Fan	No
UPS	Yes
Generators	Yes
Transformers	No
Battery Charger	No
CCTV	No
Intruder/ Fire/ Access control Systems	No
Disabled / PAVA/ Panic Alarms etc.	No
Evacuation Chairs	Yes
Lifts / Disabled Hoists	Yes
Roller Shutter (manual)	No
Roller Shutter (electronic)	Yes
Fire Shutter	No
Automatic Electric Doors	No
BMS	No
Turnstile / Speed Gate	No
Fume Cupboards	Yes
Specialist Assets	Yes
Cold Rooms	Yes
Induction Loop	No
Window Cleaning Equipment	No
Eyebolts, Latchways & Gantries	No
Fire Extinguishers	Yes (10% tolerance applied before variation)
Other Fire Fighting Equipment, including Sprinklers / Gas Systems etc	No

<b>Asset Type</b>	<b>Data in Asset Register Warranted and Price Variation allowed for differences in Qty?</b>
Water Tanks/ Distribution, Pumps etc	No
White Goods	No
Specialist Equipment (as per Annex 6)	Yes

## 5. Worked Examples

<b>Variation Noted</b>	<b>Price Variation Allowed</b>	<b>Calculation</b>
5 No. Boilers found in Building "B", Asset Register Notes 3	Yes	Contractor allowed £3k for Boiler Maintenance (circa £1k per boiler). Cost increase allowed for additional 2 Boilers @ £1k each = £2k
5 No. Boilers found in Building "B", Service Matrix shows N for Boiler Maintenance at this building.	Yes – Subject to the Client confirming they want asset maintained	Contractor allowed an average of £1k across other buildings per boiler. Cost increase allowed for all Boilers = £5k.
5 No. Generators found in Building "B" 4 condition B, 1 condition D. Asset Register notes 5 units but all condition B	Yes – Subject to the Clients' confirmation that they want to remove the 5 <sup>th</sup> unit from the Contract	Contractor allowed £5k for generator maintenance (circa £1k per generator). Cost decrease by £1k
20 No. Distribution Boards in Building "A". Asset Register detailed 30.	No	N/A
20 No. Distribution Boards in Building "A". Asset Register detailed 0.	No	N/A
Contractor had made an assumption on type of BMS system in building "C", which on survey turned out to be a different system which is more expensive to maintain.	No – This type of pricing assumption is Contractors' risk.	
Any Asset which is life expired (Condition D)	Yes – Subject to the Clients' confirmation that they want to remove the item from the Contract	Using the same methodology as how the original asset type was priced for the building/ portfolio.

## **6. General Guidance**

Please note the Exception report should cover all assets (Mechanical, Electrical, Plumbing, Building Fabric, External landscaping etc.) that are the Client's responsibility, and the Contractor is responsible for ensuring that they detail any gaps between what has been requested in the Service Matrix compared to what their survey discovers within the respective property.

### **ANNEX 3 - £1,000 Semi Comprehensive Reactive Repair Threshold**

#### **1. Introduction**

The purpose of this requirement is to incentivise the Contractor to undertake a robust planned maintenance programme on all assets for which they are responsible, thereby minimising the incidence of reactive repairs.

Where a reactive repair is required, the risk associated with the repair lies with the Contractor to ensure that the repair is undertaken within the required timescales and that the repair is concluded on the initial visit to site without a need for a follow up.

#### **2. Contractual Requirements**

As a requirement of the Contract and as detailed in the ITT document there is a requirement for the Contractor to be responsible for the first £1,000 of **each and every** reactive repair.

Included within the Lump Sum Price for the Contract, Contractors are required within their costs to include for all reactive repairs up to a value of £1,000 for each reactive incident / item.

#### **Extract from AECOM ITT document**

##### **Reactive Repairs and Maintenance**

The Contractor shall provide a professionally managed service, through the CAFM system, for reactive repairs and maintenance 24 hours per day, 365/6 days per year. The first £1,000 of the value of each and every reactive repair (including labour, materials, profit, overheads, and any other relevant costs) shall be carried out within the Contractor's lump sum price.

#### **3. Practical Interpretation**

As part of this requirement the Contractor must accept the need to provide the Client with transparency and value for money at all times. As such the following should be fully considered when making a claim for items in excess of £1,000.

Items not permitted within the £1,000 Threshold

- The contractor shall not be permitted to combine multiple repairs in order to create an overall repair cost in excess of £1,000.
- The cost of consumables such as filters, belts etc. will have been allowed for within the on-going maintenance cost lump sum and will therefore not be permitted in the overall repair cost
- Where a repair in excess of £1,000 occurs due to a lack of maintenance the Contractor shall not be permitted to claim the Client
- The Contractor will not be permitted to include for additional overhead and profit out with the tendered rates. All rates for labour, management etc. will as detailed in the Lump Sum Price cost plan as submitted by the Contractor during the bid process.

Exception to £1,000 threshold application

- Where the Contractor can demonstrate that a reactive repair requires replacement of a life expired item which has been fully maintained, then the Contractor shall follow the requirements of the Forward Maintenance Programme in respect of lifecycle replacement (as detailed in the ITT) and notify the Client of any unscheduled activities as soon as they become aware of them. Approval to proceed must be provided in writing by the agreed representative of the Client and invoice for additional payment submitted upon completion.

#### 4. Typical Worked Examples

The following table provides examples of issues which may arise which do not fall under the category of Asset Lifecycle Replacement: -

Issue	Resolution
Reactive repair to replace a PCB unit in an external condenser at one location with a total repair cost of £700.	No additional payment to Contractor as repair cost is contained within the Lump Sum Price
Reactive repair to replace boiler element unit with a total repair cost of £1,300.	Contractor submits full documentation and where agreed by the Client £300 additional payment made to Contractor
Reactive repair to replace two PCB units in external condensers in different locations with a total repair cost of £1,350.	No additional payment to Contractor as each item / incident is standalone
Contractor submits account which includes for additional overhead, profit or consumables normally included for within routine maintenance or uses labour rates outside agreed tendered rates.	Contractor submits full documentation and only elements allowed within the Contract for reactive repairs at the agreed rates in excess of £1,000 are paid to contractor where the allowable costs for a single reactive item exceed £1,000
Reactive repair resulting from failure to clean burners on boiler as part of PPM which results in a repair in excess of £1,000.	No additional payment to Contractor due to failure to undertake planned preventative maintenance associated with boiler plant
Reactive repairs resulting from the fixed wire testing.	<p>All category 1 &amp; 2 repairs to be completed by the Contractor (at their cost) up to £1,000 collectively meaning that the Contractor is liable for the first £1,000 for the reactive repairs for each and every year.</p> <p>Scenario 1 – Contractor adopts a 20% FWT strategy every year. This means that the Contractor is liable for the first £1,000 for every category 1 &amp; 2 repair.</p> <p>Scenario 2 - Contractor adopts a 100% FWT strategy every 5 years. This means that the Contractor is liable for the first £5,000 for every category 1 &amp; 2 repair.</p> <p>Any recommendations to upgrade to current standards or legislation are not to be included but these have to be reported and discussed with the Client.</p>



## 5. Asset Lifecycle Replacement Classifications

The Contractor shall be responsible for the replacement of all assets which fall under the Semi – Comprehensive Reactive Repair Threshold.

The Semi – Comprehensive Reactive Repair Threshold shall not apply where the cost to replace a component part (child) of an asset is greater than 50% of the overall cost to replace the asset (parent). For the avoidance of doubt, this only applies when the cost to replace full assets is greater than £1,000.

### Worked example 1: -

Boiler breaks down and the Contractor determines that replacement burners are required.

Cost to replace burners = £1,500 (including fault diagnosis)

Cost to replace boiler = £5,000

The Contractor responsible for the first £1,000 (excluding fault diagnosis) as the cost to replace the burner is less than 50% of the overall cost to replace the boiler. The Contractor is responsible for providing all back up evidence to the satisfaction of the Client.

### Worked example 2: -

Split A/C breaks down and the Contractor determines that a replacement component within a wall mounted unit is required.

Cost to replace component = £850 (including fault diagnosis)

Cost to replace wall mounted unit = £1,500

The Contractor is responsible for determining the fault at their cost and the Client is responsible for the full cost of the component or the wall mounted unit (at the Client's discretion) under lifecycle. The Contractor is responsible for providing all back up evidence to the satisfaction of the Client.

### Worked example 3: -

Heating breaks down and the Contractor determines that a replacement pump is required as there are no component parts that can be replaced (e.g. Seals, impellers, pump-shafts, pump-bearings, drive couplings, stators, motors, windings, etc.)

Unable to carry out component repair

Cost to replace pump = £1,500 (excluding fault diagnosis)

The failure is a child of the main asset (component) and therefore the Contractor is responsible for the first £1,000 of the cost of replacing the pump. The Contractor is responsible for providing all back up evidence to the satisfaction of the Client.

### Worked example 4: -

Heating breaks down and the Contractor determines that a replacement pump is required as there are no component parts that can be replaced (e.g. Seals, impellers, pump-shafts, pump-bearings, drive couplings, stators, motors, windings, etc.)

Unable to carry component repair

Cost to replace pump = £950 (including fault diagnosis)

The Contractor is responsible for the full costs (including fault diagnosis) as the cost to replace the pump is below the Semi–Comprehensive Reactive Repair Threshold.

**ANNEX 4 - Cleaning Monitoring Programme**

<b>Area</b>	<b>Monitoring Period 1 - Requirements</b>	<b>Monitoring Period 2 - Requirements</b>
All UEA Buildings	08:00 (Monday to Friday)	
Quadram (all areas)	08:00 (Monday to Friday)	
Endoscopy (toilets)	Every Hour between 09:00 and 15:00	n/a
Quadram (toilets)	08:00 (Monday to Friday)	12:00 (Monday to Friday)

The cleaning monitoring periods provided above are indicative only and are designed to give the Contractor an understanding of how this will operate. The Contractor shall be responsible for liaising with the Client during the mobilisation period to understand the specific areas and monitoring periods for the cleaning monitoring program.

**ANNEX 5****Portering Requirements**

<b>Building/Location</b>	<b>Service Required</b>	<b>Days / Hours for Service</b>
Quadram	Portering Services (Volumetric Driven)	Monday – Friday 0800 -1600
Quadram (Endoscopy)	Portering Service (Dedicated Resource)	Monday – Friday 0800 -1600

**ANNEX 6 – Specialist Equipment**

As per attachment