

## Document no 5a.2

# Service specification – Mechanical, Electrical and Public Health (MEP) Maintenance Services

**Tender 22112 - ELFT/TENDER/15/338 - Hard and Soft FM services for East London NHS Foundation Trust properties located in Bedfordshire and Luton**

## **1 Mechanical, Electrical and Public Health (MEP) Maintenance service requirements**

### **1.1 Overview**

The contractor is to provide a planned and reactive maintenance service to the mechanical, electrical and public health (MEP) installations on the Bedfordshire and Luton Mental Health and Wellbeing Services sites as follows:

- 1.1.1 Planned maintenance, inspections, tests and certification of MEP installations in accordance with statutory requirements.
- 1.1.2 Planned maintenance, inspections, tests and certification of MEP installations in accordance with industry best practice.
- 1.1.3 Reactive maintenance and repair service 24 hours a day 365 days per year to the MEP installations.

## **2 Key Objectives**

2.1 In addition to the key objectives, stated within the general services specification the contractor shall:

2.1.1 Provide the Trust with a comprehensive, technical and fully operational planned and reactive maintenance service to the MEP installations.

2.1.2 Ensure that the planned and reactive maintenance service to the MEP installations do not conflict with the Trust's provision of patient care, and trust Policies.

## **3 Bedfordshire and Luton Mental Health and Wellbeing Services Background and service locations**

3.1 Bedfordshire and Luton Mental Health and Wellbeing Services provides a wide range of mental health and community and inpatient services to children, young people, adults of working age and older adults, to the Bedfordshire and Luton area. The Trust operates from approximately 33 community and inpatient sites and have 280 general and specialist inpatient beds.

3.2 Given the nature of the sites, security is paramount both for staff, service user and Supplier safety.

3.3 Mechanical, Electrical and Public Health Maintenance Services under the framework could be requested to be carried out at any of the following service locations:

- Charter House, Alma Street, Luton LU1 2PL
- 105 London Road, Luton, LU1 3RG
- 54 Lewsey Road, Luton, LU4 0EP

- Luton & Central Beds MH Inpatient Unit 1, Ground Floor - Crystal Ward, Calnwood Road, Luton, LU4 0LX
- Luton & Central Beds MH Inpatient Unit 1, First Floor - Outpatients etc., Calnwood Road, Luton, LU4 0LX
- Luton & Central Beds MH Inpatient Unit 2, Onyx Ward, Calnwood Road, Luton, LU4 0FB
- Luton & Central Beds MH Inpatient Unit 2, ECT Suite and Pharmacy, Calnwood Road, Luton, LU4 0FB
- Luton & Central Beds MH Inpatient Unit 3, Coral Ward, Calnwood Road, Luton, LU4 0DZ
- Luton & Central Beds MH Inpatient Unit 3, Jade ward, Calnwood Road, Luton, LU4 0DZ
- Oakley Court, Angel Close, Luton, LU4 9WT
- 67 High Street North, Dunstable, LU6 1JD
- Barford Ave, 29 Barford Ave, Bedford, MK42 0DS
- Beacon House, 5 Regent Street, Dunstable, LU6 1LR
- Beech Close Resource Centre, 5 Beech Close, Dunstable, LU6 3SD
- Cedar House, Bedford Health Village, 3 Kimbolton Road, Bedford, MK40 2NT
- Crombie House, 36 Hockliffe Street, Leighton Buzzard, LU7 8HE
- Day Resource Centre, Bedford Health Village, Bedford, MK40 2NU
- WELLBEING, 3 Woburn Road, Bedford, MK40 1EG
- Florence Ball House, Bedford Health Village, 3 Kimbolton Road, Bedford, MK40 2NT
- Fountains Court, Bedford Health Village, 3 Kimbolton Road, Bedford, MK40 2NT
- Grove Place, 24 Grove Place, Bedford, MK40 3JJ
- Rush Court 3, 5-7 & 9, 5-9 Rush Court, Off Grove Place, Bedford, MK42 3JT
- The Poplars, Mayer Way, Houghton Regis, LU5 5BF
- The Crescent, 21 The Crescent, Bedford, MK40 3JJ
- The Coppice, 2 The Glades, Northampton Road, Bromham, Bedford, MK43 8HJ
- The Lawns, The Baulk, Biggleswade, SG18 0PT
- Townsend Court, Mayer Way, Houghton Regis, LU5 5BF
- Twinwoods, The Lodge, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Admin Block, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Clinical Resource, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Raymond Smith (Specialist Medical), Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Russell Block, Milton Road, Clapham, Bedford, MK41 6AT
- Twinwoods, Whitbread Centre, Milton Road, Clapham, Bedford, MK41 6AT
- Whichellos Wharf, The Elms, Stoke Road, Linslade, Leighton Buzzard, LU7 2TD
- Whichellos Wharf – Cottage, The Elms, Stoke Road, Linslade, Leighton Buzzard,

3.4 At any time during the contract period a site may be added to the sites which require service or alternatively removed. Any additions or deletions shall be fully communicated to the Contractor at least 4 weeks before the change takes place. Any amendment to the contract price shall be mutually agreed by both parties.

#### **4 Scope**

The Contractor shall be responsible for the provision of planned and reactive maintenance and statutory compliance, including but not limited to the maintainable assets identified in the asset register (hereby and after "Maintenance Services").

Maintenance Services include but are not limited to:

- Maintenance planning.
- Asset data collection and management.
- Maintenance logbooks.
- Planned and reactive maintenance.
- Project works.
- Site inspections.
- Water treatment.
- Statutory testing.
- Technical support.

Maintenance activities shall address but not be limited to the following equipment:

- Heating.
- Ventilation.
- Air conditioning.
- Mechanical and electrical Services.
- Fire systems.
- Security Systems – not guards.
- Lifts.
- Generators.
- UPS.
- Water Services.

The Contractor is responsible for ensuring compliance to relevant Trust standards and legislation.

The Contractor should note that the sites at each of the service locations are a mixture of inpatient, outpatient and administration function. With the exception of the inpatient areas that operate 24 hours per day 7 days per week the normal hours at each of the locations is between 08:00 and 19:00 Monday to Friday excluding public holidays. It is noted that inpatient areas have protected meal times. Unless otherwise directed by an Authorised Officer all planned preventative maintenance should be undertaken during this period. Where planned preventative maintenance shall cause inconvenience to the occupiers and patients then the Contractor shall agree the attendance time with the Authorised Officer this may include carrying out works outside of normal working hours.

## **5. Service levels**

The Services shall be carried out to manufacturer's recommendations and or in accord with good industry standards and practices published by organisations including, but not limited to: B&ES), NICIEC, gas safe and CIBSE. In addition the Services shall be carried out to the satisfaction of the Authorised Officer and the Contractor shall use the standard of skill and care which is ordinarily exercised by experienced and competent Contractor performing Services of a similar nature.

The primary basis of the maintenance standard for M&E Maintenance Services shall be to B&ES Standard SFG20 which shall form the minimum basis of the M&E maintenance schedule from Contract Commencement.

The following service levels have been identified to provide flexibility for the Trust to vary maintenance service levels to meet the Trusts strategic objectives.

#### 5.1 Defined Service Levels

The Contractor shall perform the maintenance in accordance with the following defined service level:

- Full maintenance for all legislatively maintainable assets.
- Planned preventative maintenance regime in accordance with and not less than the standard identified by the B&ES maintenance task schedules SFG20 and subsequent updates.
- Planned maintenance in accordance with the manufacturer's maintenance task specifications.
- Planned and agreed maintenance / testing for any maintainable assets where a tasks schedule has not been defined.
- Meaningful walk round inspections.
- Reactive maintenance in accordance with prioritised reactive call outs.

#### 6. Maintenance planning

The Contractor agrees that the data contained within the Contractors maintenance planning system used shall be the property of the Trust and shall be provided as requested and without delay in a printed format and also as exportable electronic file capable of being manipulated in Microsoft Excel.

The proposed maintenance plan shall be provided to the Authorised Officer not less than 6 weeks prior to the commencement of each Contract year and shall be approved by the Trust nominally 1 month prior to commencement of the Contract year.

The operated maintenance planning system shall be the primary repository of all asset data and maintenance history and is to be kept updated at all times. Updates are to take place not less than weekly.

#### 7. Asset data collection and capture

It is noted that the Asset Register contained within these documents has been developed from information provided by the existing contractor and it is recognised that the Asset Register is not complete. The Asset Register has therefore been split into two sections as follows:

- Asset Register section 1 – information from existing register
- Asset Register section 2 – assumed assets based on typical MEP installations within the Trusts properties.

The Contractor shall maintain all mechanical, electrical and public health systems, installations and equipment. The Contractor shall provide a fixed price cost for both sections of the asset register. Where items within section 2 of the asset register are found to be significantly different the Contractor shall agree the revised cost for maintenance of section 2 items with the Authorised Officer.

The Contractor is to undertake a full and thorough asset survey of all of the maintainable assets at the service locations immediately following Contract Commencement.

The Asset Register shall be the property of the Trust and is to be updated by the Contractor on or before the 12 month anniversary of the Contract. The maintenance plan shall be provided to the Authorised Officer not less than 6 weeks prior to the commencement of each Contract year and shall be approved by the Trust nominally 1 month prior to the Contract year.

The Asset Register shall be provided upon request to the Trust or their Authorised Officer in an editable MS Excel format.

In addition the survey should include elements of fabric that are generally subject to degradation and require replacement, items such as: Window seals, Solar glazing film.

The asset survey is to be undertaken in accordance with good practice as identified by CIBSE, BSRIA etc and include for condition, remaining life, energy usage, refrigerant, legislative maintenance requirement as well as the lifecycle replacement of any assets.

The process and operation must allow for the continuous updating of the asset listing, maintenance programmes and task schedules etc.

The Contractor is to ensure that they have a full understanding of their obligations and applicable legislation with regard to maintainable assets and the physical limit of liability/responsibility for each asset/system.

This survey will:

- Identify all assets for inclusion within the maintenance programme.
- Identify the assets for which the Contractor has responsibility by the use of asset labels, affixed to each recorded asset or an agreed alternative such as soft Q tags.
- Identify asset location.
- Identify asset description.
- Identify asset make, model and serial number.
- Identify/estimate asset age.
- Identify linked assets e.g. split Air conditioning condensers and room units.
- Identify asset refrigerant gas type if present and mass.
- Identify asset pertinent rating: Voltage, kW rating etc...
- Identify asset condition based on CIBSE Guide M 2014.
- Identify asset remaining life expectancy based on surveyors experience and the Company's perceived current usage.
- Identify asset remaining life expectancy when compared to CIBSE guide M 2014.
- Identify asset remedial defects.
- Estimate material and specialist activity costs to return asset to 'condition 5 – reasonable', based on CIBSE Guide M 2014.
- Estimate self-delivered labour costs to return asset to 'condition 5 – reasonable', based on CIBSE Guide M 2014.
- Prioritisation for undertaking asset remedial required works.
- Identify where and reason as to why asset maintenance cannot be carried out within normal working hours.
- Identify any physical constraint that may impede asset maintenance by example: confined space, working at height, the Company activity.

The survey shall include and draw information from existing asset registers and maintenance logbooks/certificates. Additionally secondary infrastructure assets shall be taken account of and included e.g.: mains cabling, pipe work etc.

Upon completion of the condition survey, the Contractor shall provide reports of the findings of the survey to the Authorised Officer with the cost to complete the identified remedial repairs required.

The survey shall form the basis of a robust and refreshed Asset Register, which the Contractor is required to update 2 months prior to each Contract anniversary and to present to the Authorised Officer in a format for ease of transfer into a CAFM system or in to a Microsoft Excel spreadsheet.

The asset condition survey and Asset Register shall form part of the data used for maintenance planning and lifecycle replacement programme.

## **8. Maintenance logbooks**

The Contractor shall provide and keep updated meaningful maintenance log books that provide clarity on: Legislative certification and status, maintenance planned, completed and to be completed.

The maintenance record shall include the following items as a minimum:

- Record of maintenance work undertaken, including details of what works were completed. A record of works not completed should be detailed. All works should be cross-referenced with the maintenance work plan, work schedules and asset register.
- The Contractor shall record all failures or problems highlighted during the maintenance process and shall rectify them. Where a problem is highlighted that is outside the scope of this contract, the Contractor shall inform the Authorised Officer. It is a requirement that the details of the fault resolution path are recorded to provide an audit trail for future reference, and to assist with reviews of plant operation and staff training.
- Maintenance staff record, showing maintenance staff attendance/departure and reasons for attendance. This record should also apply to any Subcontractors.
- The Contractor shall ensure that all Contractors operatives update the maintenance record in a consistent and suitable manner.
- A copy of all test certificates, manufacturer's guarantees, warranties and maintenance agreements.
- Control sequences and schedules of all fixed and variable equipment settings.
- Condition of the status of the asset at the time of every planned preventative maintenance inspection.
- Specialist Subcontractor reports.
- As built drawings and specifications/O&M manuals. The Contractor shall be responsible for keeping the relevant documentation up to date where any alterations are undertaken by the Contractor.
- A system of records to monitor the use of refrigerants on the Site as required by the F-Gas regulations.
- A system of records to monitor water quality and temperature in accordance with the requirements of ACOP L8 and the water management risk assessment for each service location.
- Water management risk assessments for each service location.
- Be clearly identifiable with each section labelled.

- Kept in a pre-defined place, readily accessible 24/7 to all staff including the Authorised Officer.
- Contain maintenance work reports - identifying statements such as 'complete' and signed with an illegible signature shall not be tolerated.
- Copies of relevant statutory certification shall be retained in the log book.
- The Contractor is required to retain records of all checks and inspections and to make them available to the Authorised Officer as required.

The contractor shall use a Computerised-Aided Facilities Management (CAFM) system to record the maintenance activities and these shall form the maintenance log book. The Contractor shall detail the proposed CAFM system in their tender return.

The proposed CFAM system shall have the facility for the Authorised Officer to review log book through an internet / web access portal. The Contractor shall include for all costs, charges and licences associated with the use of the CAFM system.

The information, registers and other documents contained within the maintenance log book remains the property of the Trust. The Contractor shall ensure their proposed CAFM system is capable of exporting a full record of the maintenance service in a meaningful format to the Authorised Officer when requested and in all instances at the end of the contract. The meaningful format shall be agreed with the Authorised Officer at the time of the request and may be any of the following MS Excel .csv file, CAFM system data file transfer, .pdf report format. The purpose of the information shall be to retain a fixed record of maintenance activities or to enable the Trust or one of their Contractors to import the information into a new CAFM system. For the avoidance of doubt all maintenance log book information, registers and other documents relating to the works and services are the property of the Client and shall be returned at the end of the contract.

In order to provide instant access to the Authorised Officer or other legislative inspector that may require sight of the maintenance records to confirm compliance with statutory requirements the Contractor shall also maintain a system of hard copy documents to record the maintenance activities. The location of the hard copy documents shall be agreed with the Authorised Officer and may include additional copies held in a secure location at remote service locations.

In all instances the Contractor shall allow to maintain and operate the PPM record system in accordance with the requirements of this specification.

Where the PPM record system is electronic the Contractor shall also keep hard copy records of all statutory test certificates and service records.

## 9. **Fault reporting**

All Contractor personnel shall formally report maintenance defects via the Contractors helpdesk the same day of identification including by example: leaking pump, failed door handle, faulty light fitting, rotted plant roots etc.

Any damage to the Company property and assets caused by inappropriate use of tools and or equipment by the Contractor shall be rectified at the Contractor's expense.

## 10. **Waste disposal**

All maintenance generated general and non-general waste is to be the responsibility of the Contractor who shall dispose of in accordance with legislation environmental compliance requirements.

The Contractor shall bear all responsibility and cost for the timely, correct and appropriate containment and disposal of hazardous materials including, but not limited to:

- Refrigerant gases.
- Used filter media.
- Insecticides.
- Fertiliser.

Spent or contaminated refrigerant gas as a function of and present at the service locations shall revert to the responsibility of the awarded Contractor if not clearly identified to the Company within the Mobilisation Period.

With the exception of stationery and cardboard the Contractor may not utilise the arrangements in place for the Trust waste, to dispose of waste goods and materials produced/created as a function of providing Maintenance Services.

All waste shall be disposed of in accordance with current legislation and good practice, with all documentation retained by the Contractor for inspection at any time and up to three years post Contract.

The Supplier shall comply with the Environmental Protection Act 1990 and exercise the duty of care required under Section 34. In addition the Supplier shall comply, as appropriate, with the Control of Pollution (Amendments) Act 1989 and the Controlled Waste (Regulations of Carriers and Seizure of Vehicles) Regulations 1991.

**11. Planned and reactive maintenance**

The Contractor shall be responsible for the provision of planned and reactive maintenance. The planned and reactive maintenance shall be carried out in a planned and professional manner.

The reactive response times at Contract Commencement Date are as follows:

<b>Priority</b>	<b>Response (working hours)</b>
P1	2 - best endeavours
P2	4
P3	8
P4	24
P5	56 / 7 working days

The Contractor shall undertake all reasonable reactive maintenance repairs within the proper response time and during working hours at no extra charge. The Contractor shall be required to justify any charge sought relating to the labour element of the reactive maintenance repair undertaken during normal working hours at the service locations by the Contractors permanently allocated service and maintenance team.

Wherever possible, reactive work shall be carried out whilst undertaking planned preventative maintenance activity.

**12. Walk round tours**



The Contractor is to undertake regular and recorded walk round tours of the service locations including all plant rooms, equipment rooms etc., to identify issues and required remedial repairs.

The Contractor is to undertake regular and recorded walk round tours of the service locations meeting rooms, offices, presentation suites, receptions etc., to identify faulty door furniture, failed lamp fittings etc.

The Contractor is to undertake regular and recorded walk round tours of the offices, rest areas and catering facilities, external areas and car parks at the service locations to identify issues.

The Contractor is to report all faults to the helpdesk.

Walk round tours have no value unless the observations are meaningful and the information is gathered in an objective and comparable manner, providing the ability to compare current conditions with previous inspections and identifying trends, any control adjustments required or the onset of failure.

### 13. **Advisory services**

The Contractor shall advise the Trust on maintenance of the service locations, including but not limited to:

- Condition surveying and appraisals/ forward repair programming.
- Energy efficiency and control appraisals.
- Environmental performance.
- Health and safety matters and permit to work system.
- MEP Helpdesk.
- Changes to Statutory legislation and obligations.
- Alterations and improvements.
- Defects management.
- Statutory Inspections – Pressure Systems; Lifts; Fire Safety; etc.
- Any specific requirements or obligations relating to the Trust service locations, e.g. Water Hygiene, electrical testing.

### 14. **Approach to maintenance**

If the Contractor can demonstrate at any time, that adopting a different maintenance strategy, or using a particular specialist, would improve the efficiency and cost effectiveness of a system or service and that the level of service shall not be reduced, then this should be brought to the notice of the Authorised Officer for consideration.

In first six months of Contract Term the Contractor shall ensure that all maintainable assets are maintained or brought up to an agreed condition and a stable level of reliability and confidence has been instilled. Thereafter the Contractor should focus on maintaining condition while reducing cost, ensuring that the Trusts business activity is not impaired.

### 15. **Heating and fluid transfer**

#### 15.1 Boiler, combustion and gas fired water heaters, gas space heaters, flu systems and chimneys.

Maintenance of these items is to be undertaken by appropriately qualified and registered staff, directly employed by the Contractor. Whilst undertaking Boiler maintenance etc., the combustion technician shall also review and include the gas

pipe work associated with the plant being maintained and also the flue system(s), paying particular attention to any flu system drains.

The maintenance and servicing shall be in accordance with the individual manufacturers recommended maintenance requirements along with Gas Safety (Installations and Use) Regulations 1998 and carried out on an annual basis.

The Contractor and his staff shall hold Gas Safe Registration appropriate for the systems being maintained or repaired.

#### 15.2 Maintenance of pressure vessels, pressure relief/release

The Contractor shall maintain pressure vessels in accordance with legislation and good practice and shall also organise and facilitate any statutory or required insurance inspections. This extends to hot water boilers located at refreshment points.

The Contractor shall be responsible for the organisation of and maintenance of all equipment coming under the Pressure Systems and Transportable Gas Container Regulations 1989 and the Pressure Systems Safety Regulations 2000 (or International equivalent) as determined by the service location conditions.

Similarly the Contractor shall be responsible for the maintenance and replacement of any pressure relief/release and thermal valves as well as steam traps.

#### 15.3 Pumps including submersible and sump pumps

The Contractor shall follow good practice in the maintenance of all pumps and identify a regime in which pumps are to be managed. Maintenance induced failure is to be avoided. Good practice shall be followed by typically ensuring that all submersible pumps and particularly those on rails (if applicable), are recoverable by the attachment of stainless steel chain.

Care is to be taken to ensure that insulation and any lagging does not cause 'sweating' and undue degradation.

### 16 **Ventilation and air conditioning**

Service visits (2 off per annum) shall be performed by a competent person who shall also be available to undertake any works recommended from the service visit and any other reactive and preventative maintenance requirements in which to make sure the various systems operate efficiently and effectively. The Contractor shall include to carry out the following:

- Check refrigeration pipework condition
- Check pipework insulation
- Carry out leak detection as per the current F-gas regulations (done by indirect/direct method)
- Carry out test on heating and cooling functions.

Indoor air handling units;

- Clean filters report and quote for any damaged filters
- Check all electrical connections
- Test fan motor and lubricate any bearings if possible
- Check evaporator coil and clean if needed
- Check operation of condensate pumps and check condition of condensate tray clean if needed

- Clean the front fascia.

Outdoor unit;

- Check and clean condenser coil
- Check compressor mounting and listen for any undue noise or vibrations
- Carry out inspection and testing of safeties
- Check all electrical connections
- Carry out inspection of fan blade and motor
- Clean condenser unit.

Air Handling Unit (Supply/Extract);

- Check electrical supply voltage
- Check tightness of all electrical connections
- Check alignment of fan and motor pulleys
- Check taper lock bushes are tight
- Check fan belt tension and adjust or replace if required
- Check any additional bearings and couplings where fitted
- Manually rotate fan impellers and motors to ensure freedom of movement
- Check and prime condensate drain traps
- Check all filters and replace as appropriate
- Check that all control system components, such as fan run on timers, airflow switches, etc., are wired correctly
- Check control damper operation
- Check that ductwork is clear of debris and that any fire dampers installed downstream of the fan are open
- Check that access panels and doors are fitted and secure
- Check fan motor current draw.

#### 16.1 Air conditioning

Split air conditioning units that are to be maintained in accordance with the service levels required, typically the cleaning of the condenser units is to be carried out in the spring season, prior to the month of May and is to include for identifying degradation in pipe work insulation. Pressure washers are not to be used to clean the condenser coil matrices.

Liaison with the Authorised Officer is to be undertaken to ensure that the legislative requirements to identify the refrigerants in use (for relevant systems including 13kW) has been undertaken and if not, this is to be accounted for as part of the asset condition and verification survey.

Where fitted, electric trace heating is to be reviewed and ensured operating correctly during the early autumn of each year.

The Contractor shall ensure that any refrigerant kept on site is stored safely and appropriately and disposed of in accordance with legislative and waste requirements.

It is preferable that filters where possible are of the washable type, e.g. DX Split units.

The fan coil units ceiling grilles shall be cleaned as a part of the fan coil maintenance.

#### 16.2 Air handling units and extract system maintenance

To be maintained in accordance with good practice and thinking. The Contractor is to ensure that manometric gauges/BEMS readings are working correctly and

manometer readings are taken as part of the walk round inspections for review against time frequency filter changes.

Heater batteries and fire dampers and fire extract systems are to be identified and maintained strictly in accordance with legislative requirements as a minimum.

The Contractor is to ensure that kitchen extract systems and associated ducting is inspected and swabs taken to identify whether duct cleaning is required.

The cleanliness and maintenance of the extract and duct systems is to be maintained.

It is preferable that filters where possible are of the washable type.

## **17 Controls and alarms**

### **17.1 Building energy management system**

The Contractor shall expertly operate and interrogate the building management systems installed at the service locations. Passwords are to be kept in a controlled manner, with access to these passwords being provided to the Authorised Officer upon request.

The Contractor shall review the BMS installations and shall discuss with the Authorised Officer the options for remote monitoring of the systems at the Contractors helpdesk.

### **17.2 Fire alarm maintenance and testing**

All fire alarm panels' controls and associated equipment are to be maintained and tested as prescribed in accordance with legislation in particular in accordance with BS 5839-1 Fire Detection and Alarm Systems for Buildings. Code of Practice for systems design, installation, commissioning and maintenance, BS Institution ISBN 0 580 40376-9.

The Responsible Person for the premises is to ensure that a Weekly Test of the building Fire Alarm System is carried out under The Regulatory Reform (Fire Safety) Order 2005 (Article 17). At least one Manual Call Point (MCP) is to be operated to test the ability of the controlling equipment (Fire Alarm Panel) to receive a signal, sound the alarm and operate any other devices fitted to the Fire Alarm system. Weekly testing can be carried out by the Fire Alarm maintenance company.

The Contractor shall be required to carry out the weekly fire alarm test as required by BS 5839 Part 1 Detection and Alarm systems: code of practice for system design, installation and servicing. These tests to be recorded in the fire safety log book.

The Contractor shall be responsible for organising, managing, undertaking and reporting on legislative compliant fire evacuations at the service locations in collaboration with the Authorised Officer.

The Contractor shall provide guidance and support for all evacuations.

### **17.3 Fire equipment and testing**

All fire equipment including risers, sprinklers, fire hose reels and fire extinguishers are to be maintained and tested as prescribed in accordance with legislation, but ensuring that the maintenance is fit for function.

Fire extinguishers should conform to British Standard 5423 or BS EN 1869: 1997 and be maintained as outlined in British Standard 5306: Part 3. Schemes for ensuring the conformity with these Standards have been produced by the British Standards Institution and adopted by British Approvals for Fire Equipment (BAFE), and conforming equipment and services are recognised by that organisation's mark of approval.

Fire blankets are classified in British Standard 7944 and are described as follows:

- Light Duty - These are suitable for dealing with small fires in containers of cooking fat or oils and fires in clothing.
- Heavy Duty - These are for industrial use where there is a need for the blanket to resist penetration by molten materials.

#### Fire Doors

Any associated door locking and or door hold open devices interfaced with the alarm systems should also be tested and inspected in accordance with BS 5839-3 specification for automatic release mechanisms for certain fire protection equipment.

#### 17.4 Security alarm maintenance, CCTV and testing

The Contractor is required to maintain these assets and their associated components in accordance with the requirements of legislation and the Trust insurance and security policy. This activity should be integrated with Security Services to ensure the overall system is maintained to provide a robust security system, including the cleaning of any security camera lenses.

The security alarm systems shall include but not be limited to the following systems:

- Intruder alarms
- Nurse call systems
- Staff panic alarm systems
- Accessible WC call systems

#### 17.5 Access control and door intercoms

The Contractor is required to maintain these assets and their associated components in accordance with the requirements of legislation and the Trust insurance and security policy. This activity should be integrated with Security Services to ensure the overall system is maintained to provide a robust security system, including the cleaning of any intercom camera lenses.

Copies / records for access codes are to be centrally held.

#### 17.6 Time clock changes

Time clock changes in the spring season to reflect the change in time from GMT to BST and in the autumn from BST to GMT shall be undertaken.

#### 18. **Water treatment**

The Contractor shall provide water management risk assessments for the public health and water services at the service locations. The Contractor shall also undertake the review of the water management risk assessments as required by HSE ACOP L8, following significant system changes and as a minimum every 2 years.

The Contractor shall use the water management risk assessment to put in place a water hygiene regime for the service locations. The regime shall be produced and audited by an appointed specialist Subcontractor having suitable and sufficient qualifications in accordance with the requirements of the HSE ACOP L8 and BS 8580: 2010. The Contractor shall be responsible for carrying out the procedures outlined within that regime and maintaining “water hygiene log books” for each of the service locations to the satisfaction of the Authorised Officer.

The Contractor shall be responsible for all of the water Services and treatment to ACoP L8 and any maintenance including testing of all stored water, hot and cold water temperature readings. The Contractor shall have responsibility for the draining off of ‘dead legs’.

The Contractor shall be responsible for the organisation and maintenance of a water register as required by HSE ACOP L8 2010. International standards or equivalent shall be adhered to.

The Contractor shall proactively work with the Authorised Officer to understand any implications of water hygiene relating to the hospitality guest suites.

It is expected the Water hygiene maintenance shall be in accordance with;

- BS 8580: 2010 – Water Quality – Risk assessments for Legionella Control – Code of Practice.
- L8 - The Control of Legionella bacteria in water systems - Approved Code of Practice & Guidance 2013.
- HSG274 Part 1, Part 2 and Part 3 – Published 2013.
- Water systems Health Technical Memorandum 04-01: The control of Legionella, hygiene, “safe” hot water, cold water and drinking water systems.
- Heating and ventilation systems Health Technical Memorandum 03-01: Specialised ventilation for healthcare premises.
- Decontamination Health Technical Memorandum 01-05: Decontamination in primary care dental practices.
- Health Technical Memorandum 64: Sanitary assemblies.
- BSRIA Application Guide AG 20/2000 Guide to Legionellosis - Risk Assessment.
- Health and Safety at Work etc. Act 1974, Sections 2, 3 and 4 (HSW).
- Control of Substances Hazardous to Health Regulations 2002, Regulation 6 (COSHH).
- The Public Health (Infectious Diseases) Regulations 1988.
- The Water Supply (Water fittings) Regulations 1999.
- The Water Supply (Water Quality) Regulations 2010.
- BS EN 806: 2012 and BS 8558.

The water management risk assessment shall determine the works to be carried out by the Contractor however it is expected the minimum service level shall be as follows:

Monthly

- Temperature recording of sentinel outlets
- Temperature recording of calorifiers
- Temperature recording of cistern water heaters.

Quarterly in addition to monthly;

- Inspection of calorifiers and water heaters.

Six Monthly in addition to quarterly and monthly;

- Cold water storage tank inspection and temperature recording
- Thermostatic mixer valve inspection, maintenance and temperature recording
- Hot water heater inspection and temperature recording.

## 19. **Electrical**

### 19.1 High voltage electrical maintenance

This is considered to be a voltage equal to or greater than 1,000 volts. There is no high voltage maintenance service provision required.

### 19.2 Low voltage electrical maintenance

The Contractor shall undertake and be responsible for all electrical maintenance at the service locations.

### 19.3 Fixed wire testing in accordance with BS7671 – IET wiring regulations:

A testing regime of 20% of a sample of representative circuits has been strictly maintained. The Contractor is to base their costs on this approach and to identify this cost as a separate line item within the Proposal.

### 19.4 Distribution cabling, RCD's, earthing and sub metering:

All electrical infrastructure items including but not limited to: Distribution cabling, RCD's earthing and sub metering shall be responsibility of the Contractor.

### 19.5 Portable appliance testing

The Contractor should propose an approach to ensure legislative compliance for portable appliance testing at the Trust service in the most cost effective and pragmatic manner.

The Contractor is to provide a per item price for this activity based upon their proposed approach.

## 20.0 **Power support**

### 20.1 Auxiliary generator maintenance, testing and fuelling

This is the responsibility of the Contractor.

The maintenance requirements are generally considered to be 1 minor and 1 major service per annum.

The Contractor shall be responsible for the condition of the fuel, refuelling of the generator tank (but not the cost of the fuel) and security of the fuel stored in the generator tank.

Fuel tank level readings are to be taken on a monthly basis and any unexplained variation of more than 10 litres per month is to be investigated. An unexplained fuel loss of this magnitude may indicate a fault with the fuel pipe or connections.

Similarly, fuel quality is to be checked for: condensation, fuel bacteria and regression.

In conjunction with the Authorised Officer, the generator shall undergo a one off test and shall be required to function in full operating capacity, under load, potentially using a load bank test unit, the cost of the hire of which shall be additional to Contract.

## 20.2 Uninterruptible Power Supply (UPS) maintenance

Where fitted UPS systems, including those serving emergency lighting installations shall be part of the Contractor's responsibility.

Maintenance and testing of the UPS system shall be the responsibility of the Contractor who shall liaise with the Authorised Officer in the organisation to agree when the maintenance shall be undertaken so as to ensure that no critical the Trust activity is put at increased risk.

The Contractor will, undertake a cost value benefit analysis to determine the most appropriate maintenance required from the specialist Contractor , e.g. fully comprehensive, comprehensive relating to capacitors only, ppm with reactive repairs chargeable.

## 21 Lighting

### 21.1 Emergency lighting

The Contractor shall maintain the emergency lighting systems in accordance with legislation and shall record the results of any tests in a meaningful manner. The sustained discharge testing shall be undertaken outside of normal working hours or at a time agreed with the Authorised Officer. Concurrent testing is permitted by the Trust following risk assessment and evaluation.

It is expected the Contractor shall as a minimum maintain the emergency lighting systems in accordance with the following:

- BS 5266 Emergency Lighting.
- The Code of Practice for the emergency lighting of premises.
- Electricity at Work Regulations 1989.
- BS 7671 2008 (The IEE Wiring Regulations) 17th edition.
- Requirements of the Electricity Supply Company.
- Health Technical Memorandum 05-03 Fire Safety in the NHS.
- Health Technical Memorandum 06-01 & 06-02 Electrical Services LV.

#### Monthly

- Check all luminaires and other emergency lighting equipment is in good condition and all lamps and fitting diffusers are clean, undamaged and the lamps are not blackened.
- Briefly test all emergency lighting by simulating a failure of the normal mains supply. The test should not exceed a quarter of the equipment rated duration, check all fittings work correctly.
- Upon restoring the mains supply check all mains healthy lamps are operating.

#### Six monthly



- Carry out testing as in the monthly test routine but test the fittings for one third of their rated duration.

Annually

- A full system test should be conducted by a competent service engineer including a full rated duration test of the system (3 hours).

Compliance of the installation and system with the requirements of BS 5266 should be considered and documented.

## 21.2 Lighting Internal / external

Within the first six months of the Contract Term the Contractor shall, at no additional charge, undertake individual lamp replacements and bulb changes where specialist access equipment is not required and the activity can be safely undertaken. Where specialist access equipment is required this shall be discussed with the Authorised Officer.

During the first six months of the Contract Term the Contractor shall develop and propose a lighting and re-lamping strategy to cover individual lamp failures and bulk re-lamping and shall identify appropriate luminance (LUX) levels. This strategy shall also identify when and how bulk re-lamping activity shall be initiated.

## 22 **Vertical transportation, lifting equipment, fall arrest systems, gantries, cradles etc.**

### 22.1 Lift maintenance

The Contractor is to ensure that lift maintenance is to undertaken fully in accordance with legislation, LOLER regulations lift and good practice. The Contractor is to ensure that all works and documentation relating to lift maintenance is carried out to a high level of professionalism.

### 22.2 Lift Communications

The Contractor shall be responsible for the checking of the operation of the communications systems fitted to the lift cars and in addition the operation of the phones fitted in the stairwell and refuge areas on a weekly basis. If a fault or non-operational device is identified, this is to be reported to the helpdesk.

### 22.3 Vertical and horizontal fall arrest systems and eyebolts

The Contractor shall be responsible for the management and maintenance of all fall arrest systems and all eyebolts.

Within the asset verification and condition survey, the Contractor shall identify the presence of fall arrest systems and location of eyebolts.

The Contractor shall with the Authorised Officer identify the purpose and utilisation of these systems and eyebolts and an agreed strategy with respect to fall arrest systems and eyebolts shall be put in place.

The preferred option for fall arrest systems and eyebolts is that fall arrest systems are not tested, but are physically isolated to prevent use and appropriate signage, clearly identifies that they are not to be used, without having first been tested in accordance with legislation and certificated as such.

Any maintenance to be carried out shall be by a suitably qualified specialist contractor and shall extend to all aspects of the fall arrest system, including where applicable harnesses.

#### 22.4 Gantries and window cleaning cradles

These are the responsibility of Contractor who shall manage and arrange all legislative maintenance and shall be fully supportive of the Trust with respect to statutory and insurance inspections.

The Contractor shall ensure that all loose protective covers are inspected as a part of the walk round inspections so as to ensure that in high winds they do not become detached.

#### 23. **Lightning system maintenance**

The Contractor shall collate records relating to previous lightning test and inspections carried out and shall implement a legislatively compliant regime in accordance of Risk Assessment and where necessary inspection and test.

In the event of a lightning strike at any of the service locations an evaluation and review is to take place that shall be initiated by the Contractor.

It is expected that as a minimum the Contractor shall maintain the systems annually in accordance with the following:

- BS EN 62305 or
- BS6651 : 1999, depending upon when the system was installed.

#### 24 **Television cabling and television and satellite aerials**

Maintenance of the cabling and of the supports and aerials/dishes of any TV and Satellite dishes is the responsibility of the Contractor and shall in the absence of any legislative requirement require an inspection to identify that they are secure affixed and not liable to physical failure. Operational maintenance shall be reactive only.

#### 25 **Car park barrier and auto door maintenance**

The Contractor shall maintain the car park barrier and automatic doors in accordance with industry and legislative requirements.

Within the Mobilisation Period the Contractor is to ensure that there is sufficient experience within the aligned team to be able to readily disengage the operating system should it cease to work to enable the Trust activities to continue.

This also extends to the automatic entrance doors and the revolving doors.

Maintenance Engineers must be qualified to work on automatic doors to BS 7036 and the Automatic Door Technician Check List must be carried out when servicing and maintaining automatic doors, to provide the evidence that parameters are adhered too and safety devices are in place.

- Check that the door is activated from a range of approximately 1400mm.
- Check that the safety devices are working correctly and that the moving door leaf avoids contact with any person using the door.
- Ensure that there are no distractions or obstructions in the vicinity of the door which may congest or inhibit traffic flow.

- Check that the door has no tripping or slipping hazards.
- Check all door panels for broken or cut glass.
- Check that all doors have signs displayed at recommended viewing heights.
- Check the position and security of associated screens and barriers.
- All checks must be recorded and entered into a logbook which is kept onsite.

## 26 **Utilities and metering**

26.1 The Contractor shall support the Trust and the Authorised Officer in respect of Utilities and check meter readings. The support shall consist of the following:

- Monthly reading of the electricity meters
- Monthly meter readings of the gas meters
- Monthly meter reading of the water meters

The meter readings shall be recorded in a format agreed with the Authorised Officer. It is expected this will be an excel spreadsheet.

The Contractor shall be responsible for putting suitable checks and validation process in place to ensure the recorded information is accurate.

26.2 The Contractor will compile the data into a suitable graphical report format to enable the Contractor and the Authorised Officer to track utility consumption and identify anomalies and areas for improvement.

26.4 The Contractor shall maintain an accurate schedule of utility meters including their locations and shall forward the information to the Authorised Officer on request. The schedule shall where appropriate include sketches or drawings showing the locations.

26.5 Having knowledge of the location of the utility meters the Contractor shall escort any persons requiring access to the utility meters as requested by the Authorised Officer.

## 27 **Facilitate insurance inspections**

The Contractor shall facilitate the organisation, accompaniment and assistance for any required legislative, statutory and insurance inspections at no additional cost to the Trust.

## 28 **Sub-Contracting**

28.1 The Contractor shall indicate within their tender proposal aspects of any part of the service that they intend to sub contract and/or employ a third party to fulfil this service.

28.2 The tenderers shall provide name(s), address(es) and contact details of all proposed sub contracted suppliers and/or third parties.

28.3 The tenderers shall not sub-contract any part of the works to the MEP maintenance service without prior consent in writing from the Trust's authorised officer.

28.4 Where sub-contracting arrangements do exist, the tenderers shall arrange for all invoices to be coordinated with the Trust receiving invoices only from the Contractor.

## 29 **Previous Experience**

- 29.1 Please provide details of previous experience in the NHS including Mental Health and Secure Services and any other Public Sector body, in MEP maintenance services, in the last three years.

**30 Management and Team Structure**

The Contractor must provide details of any professional institutes/associations they are accredited with and advise conformance to all relevant Government legislation with regards to MEP maintenance services.

**31 NHS Requirements and Trust Policies**

- 31.1 The Contractor will ensure Services are delivered in accordance with Trust Policies, NHS guidance and CQC guidance.
- 31.2 The Contractor will ensure their operational activities are documented in Method Statements incorporating risk assessments which minimise the impact on Trust activities, and such are made available to the Trust within 24 hours.
- 31.3 The Contractor will ensure their Services are delivered in accordance with these operational task based method statements.

**32 Sustainability**

All Contractors are asked to provide their Sustainability Policy outlining mechanisms for ensuring that processes in place are sustainable and designed to reduce Environmental, Economic and Social impact.

**33 Contractors Personnel**

The following are requirements for any employees working and entering Trust premises.

- 33.1 Alcohol - No alcohol is to be brought or consumed on site.
- 33.2 Radio Receivers - The use of radio receivers, cassette players and other audio equipment will not be permitted in or adjacent to occupied premises.
- 33.3 Tobacco - The Contractor shall not allow his employees to smoke tobacco on any of the Trust Sites

**34 Site Procedures**

The Contractor is to adhere to the following procedures when working on Site.

- 34.1 Every employee of the Contractor, or any sub-contractor, who attends a Site should be appropriately dressed in overalls or the contractors uniform in the Contractor's colours with the name and/or logo of the Contractor clearly displayed.
- 34.2 All the Contractors employees must be clean and respectable in appearance and have the appropriate appearance and behaviour for working at a varied number of Sites: especially for those Sites where patients, mentally and physically handicapped persons, or members of the public may be in attendance.
- 34.3 All personnel attending any Site must carry an identity pass, stating the name and address of the company, the name of the employee and a passport size photograph of that employee. This identity pass must be produced when initially reporting to the Trust Authorised Officer or nominated person whether it is requested or not. Subsequently

the identity pass must be produced when requested by any member of the participating Trust

34.4 On arrival at the Site, the Contractor's vehicle must be safely parked in an appropriately marked parking space. The vehicle should be locked and the keys retained by the Contractor's employee. The participating Trust will not accept liability for any damage or theft from vehicles parked at, or within the vicinity of, any NHS Trust Site. The Contractor should note that the trust does not operate car parks at all locations. The Contractor will be responsible for all parking charges and costs associated with the attendance by the Contractors Employees.

34.5 On leaving and arriving at the Trust Sites, for whatever reason, the Contractor must inform the Trusts Authorised Officer or their authorised representative. Where appropriate, the Contractor should also give an indication of the time and date of their return.

34.6 Where the Contractor is required to leave the Site, for whatever reason, and the repair/ work is incomplete, the Contractor will be held liable for leaving the area of repair safe, clean, tidy and secure.

34.7 Where MEP maintenance services are carried out in or adjacent to occupied premises, the Contractor will agree a safe method of working with the Trust Authorised Officer before commencing work.

34.8 The Contractor will notify in writing the occupants of the site or the person in charge of the occupants or users of the premises on which MEP maintenance services are in progress or about to be carried out, all restrictions guidance or other precautions which are desirable or necessary for the safety of all persons occupying or using the premises in consequence of the MEP maintenance services. The Contractor will provide all barriers and warning notices required for that purpose and shall make effective arrangements for the occupant or person in charge to consult and communicate with the Contractor throughout the duration of the MEP maintenance services, on the effects and nature of such precautions.

34.9 The Contractor will exercise care when entering and leaving the site, and shall take all adequate precautions to safeguard the occupants and general public from injury as a consequence of the MEP maintenance services.

34.10 The Contractor shall confine to as small an area as practicable any work which may affect the surface of the site and reinstate the site after the MEP maintenance services are completed.

The cost of making good such loss or damage shall be wholly borne by the Supplier

### **35 Disclosure and Barring Service Checks (DBS)**

It is a requirement of this Framework Agreement that all contractors' personnel who will visit any of the Trust Site will obtain a satisfactory 'Enhanced' certificate from the Disclosure and Barring Service, as required under section 122(2) the Police Act 1997.

### **36 Safety on Premises**

36.1 Where Works are carried out on the Trusts premises the Contractor shall take all reasonable care to avoid damaging the property or contents and shall make good all damage which arises from the Works.

36.2 Where Works are carried out in, or adjacent to occupied premises the Contractor shall ensure that materials, plant and equipment etc., are not left in locations which may endanger or expose to risk the premises, its contents or occupants.

36.3 The Contractor shall not leave steps, ladders or other plant accessible for unauthorised persons to enter the site, the premises or any adjoining property.

### **37 Out of hours call out service**

The Contractor must provide and maintain unless otherwise agreed with the Authorised Officer an out of hour's emergency service to avoid danger to the health and safety of building users and the public, or services damage to buildings and other structures. The service must be provided 24 hours each day including weekends and during all holiday periods. A static landline telephone number may be provided for this purpose.

The telephone must be manned and must not be an answering machine.

### **38 Contingency**

The Supplier is to provide contingency plans/policies in the event of the following:

- Fuel shortages.
- Vehicle breakdown/accidents.
- Staffing losses.
- Adverse weather conditions.
- Major incident or event.

### **39 Plant and equipment**

#### **39.1 Plant**

The Contractor shall provide all requisite plant, equipment and temporary buildings for the execution of the works including scaffolding and access equipment, lifting tackle, machinery, tools or other appliances and everything necessary for the use of the Contractor's personnel. The Contractor shall be responsible for any necessary erection, subsequent removal and making good.

#### **39.2 Consumable equipment**

The Contractor shall provide all consumable items (materials and chemicals) required to enable the works to be carried out to the required standards. The consumable items shall be replaced in accordance with the work schedules and manufacturers recommendations.

Where items of plant need replacing to ensure the facility operates safely and reliably, and where such items are not covered by the agreement; the Contractor shall notify the Authorised Officer in writing of this requirement.

#### **39.3 Spare equipment**

The Contractor shall provide adequate spare equipment to ensure that the facilities operation is not interrupted for longer than necessary.

The Contractor shall review the level of spares available at the start of the contract and submit within 1 month of the contract start date a list of spares required.

Where in his opinion additional spares, to those available are required, the Contractor shall indicate this on the 'spares required list' submitted to the Authorised Officer.

Where spare equipment is utilised in emergencies or to rectify potential failures, the Contractor shall procure the replacement from the relevant manufacturer.

40 **Asbestos based material**

The Contractor shall check the existing asbestos register to establish where known asbestos exists within the building. Where the Contractor encounters any asbestos-based materials or materials, which he suspects might contain asbestos, he shall leave the material undisturbed and immediately advise the client.

Where agreed by the parties and where instructed by the Client as Additional Services the Contractor shall utilise the services of specialist Subcontractors where asbestos is present and is to be removed or disturbed.