

## STATEMENT OF REQUIREMENTS

### NATIONAL STANDBY/PORTABLE GENERATORS AND UNINTERRUPTIBLE POWER SUPPLY EQUIPMENT MAINTENANCE SERVICES

#### NHS PROPERTY SERVICES LTD

| Version Number | Description                 | Date Modified | Author                               |
|----------------|-----------------------------|---------------|--------------------------------------|
| 01             | Final Review                | 21/11/2019    | NHSPS                                |
| 02             | Final Technical Review      | 21/11/2019    | Technical Standards Manager          |
| 03             | Additional Technical Review | 12/12/2019    | Principal Technical Services Manager |
|                |                             |               |                                      |
|                |                             |               |                                      |

## **Table of Contents**

### **Schedule 1 – Service Specification**

### **Schedule 2 – Service Levels and Performance**

#### **Key Performance Indicators**

#### **Service Response Times**

### **Schedule 3 – Asset Data**

### **Schedule 4 – The Charges**

### **Schedule 5 – Invoicing**

### **Schedule 6 – Interface with CAFM and Authority Helpdesk**

### **Schedule 7 – Contract Mobilisation Plan**

### **Schedule 8 – Contract Management and Reporting Requirements**

## SCHEDULE 1 – SERVICE SPECIFICATION

### DEFINITIONS

1.1. In the Contract, the following expressions shall, unless otherwise stated, have the following definitions and regulations or standards applied.

1.2. The Bidder shall seek clarity if they have any queries regarding these terms, as The Authority shall bear no responsibility for misinterpretations made by the Bidder.

### Part 1 – Organisation

| Term                            | Definition   |
|---------------------------------|--|
| Authority                       | NHS Property Services Ltd. Any references to the Employer or Responsible Person are to be interpreted as references to the Authority and vice versa.   |
| CAFM                            | The Authority's CAFM (Computer Aided Facilities Management) System. The Authority's CAFM operating platform is Concept Evolution.  |
| Authority Help Desk (AHD)       | The Authority's contact centre which all contract-related activities will be reported, including all reactive and remedial work requests raised by the Authority or its Tenants and which will issue and update work orders through the CAFM system. |
| Authority's Representative      | Shall mean the person appointed by the Authority to liaise with the Contractor and all other parties associated with this Contract and in accordance with whose instructions the Contractor shall act.   |
| Authority's Site Representative | In respect of each premise, shall mean any responsible person nominated by the Authority.  |
| Contractor or Supplier          | Means the appointed National Standby Generator and Uninterruptible Power   |

|  |   |
|--|---|
|  | Supply equipment contractor and its employees.  |
| Government                             | Refers to the Government of the United Kingdom.   |
| Incumbent Contractor(s) or Supplier(s) | The existing contractor(s) or supplier(s) for this service.   |
| NHSPS                                  | NHS Property Services Ltd   |
| Regulatory Body / Enforcing Authority  | A competent government, public, statutory, regulatory or enforcement body/organisation or regulator. This includes but is not limited to the Health and Safety Executive, the Police, Environment Agency (including local authority health departments) and UKAS. |
| Responsible Person                     | Is the Authority or the Authority's Representative/Authority's Site Representative.   |
| Subcontractor                          | Any subcontractor or agent of the Supplier (or any other member of the Supplier group) that provides any of the service levels or contract services to, or on behalf of the Supplier.   |
| Nominated Subcontractor                | Any subcontractor or agent nominated by the Authority for use by the Supplier.  |

## Part 2 – Contractual Terms

| Term                    | Definition   |
|-------------------------|--|
| Approval                | Shall mean the approval in writing by the Authority.   |
| Authorisation Protocols | Instructions to determine if a Works Request to an Asset, Service or Property requires the Authority's authorisation before being carried out by the Contractor. |
| BCDR                    | Business Continuity Disaster Recovery  |
| Contract Award Date     | Means the date that the contract is formally awarded to the Supplier.  |

|                                  |  |
|----------------------------------|--|
| Contract Commencement Date       | Means the commencement date specified on the Contract Order Form   |
| CSR                              | Corporate Social Responsibility  |
| Data                             | The factual information to be considered within the context to which it is referred.   |
| Effective Date                   | The date on which the contract provisions come into force.   |
| Financial Reports                | Status reports on the financial expenditure of the Contractor in providing Standby Generator and Uninterruptible Power Supply equipment services under the Contract.   |
| Fixed Charge/Rate                | The fixed charge/rate to be paid to the Contractor for the provision of the In-Scope Services in accordance with Schedule 4, Annex A Pricing Schedule.   |
| Performance & Management Reports | Reports on the Data and performance of the FM Contract as described in Schedule 8 – Contract Management and Information Reporting.   |
| GDPR                             | General Data Protection Regulations as per the requirements of the Data Protection Act 2018 – The Supplier shall ensure that any data associated with the requirements of this contract adhere to this regulation. |
| Good Practice                    | Recognised industry recommended service strategy to provide fully effective performance of the Contract.   |
| KPI                              | Means the key performance indicators as set out in Schedule 2.   |
| Liquidated Damages               | The term used and applied to the financial penalties to be applied against the Contractor for non-compliance with the contract terms/KPIs in this specification document that causes risk to the Authority.        |
| Mobilisation Phase               | The period between the Contract Award date and Effective date.   |

|                         |   |
|-------------------------|---|
|                         |   |
| Mobilisation Plan       | A plan detailing the work required by the Parties to achieve the phased commencement of the Services in accordance with this Schedule 7.  |
| Obsolescence            | Means a component or crucial working part that is no longer manufactured, and an alternative component cannot be obtained or manufactured to ensure continued functionality   |
| Properties              | Those properties as identified in Schedule 3 Asset Data.  |
| QMS                     | Quality Management System   |
| RIDDOR                  | The latest Reporting of Injuries, Diseases and Dangerous Occurrences Regulations will be applicable to this contact. The Supplier should formally write to the Authority if there are any issues that are identified as being reportable. |
| Service Level Agreement | Means the agreement to achieve the Authority's criteria detailed in Schedule 2 (Service Levels and Performance.   |
| Services                | The Standby/Portable Generator and Uninterruptible Power Supply equipment planned maintenance, reactive services and small project works as covered by the scope of this Specification.   |
| Setting Up Period       | The period during which the Contractor will make the required preparations for the delivery of the Services at the Properties in accordance with the Mobilisation Plan.   |
| Stand Still period      | The Stand Still period is the period between the notification of the contract award decision in a contract tendered and the time before the contract is signed with the successful Supplier.  |
| Sustainable Development | The principle of undertaking operations whilst ensuring that the activities are as environmentally sustainable as possible and adopting a policy of continuous  |

|                     |   |
|---------------------|---|
|                     | improvement to ensure that the sustainability of operations embraces new developments.  |
| Tenant              | The occupier of a building or part of a building in accordance with a formal tenancy agreement.   |
| Term                | The duration of the contract being 36 months from the Contract Date with options to extend for 12 months and a further 12 months (i.e. 3+1+1)   |
| Value-for-Money     | Demonstration of 'best value' by selection of the optimum combination of cost and quality.  |
| No PO No Pay Policy | NHSPS implemented a No PO No Pay policy in 2018 and this means that the Authority no longer accepts invoices without an approved PO number.   |
| Verification Period | The period from the commencement of the contract to the end of the first six months of service delivery is to be used by the Contractor to verify the Data presented during the ITT period. |

### Part 3 – Asset Management and Technical Terms

| Term                      | Definition   |
|---------------------------|--|
| Approved Code of Practice | Guidance on the practical implementation of Statutory Health and Safety requirements when carrying out work activities published by the Health and Safety Executive.   |
| Asset                     | Infrastructure Asset   |
| Asset Change              | Asset Change is defined as when an Infrastructure Asset is changed, added or removed.  |
| Asset Collation Template  | The Authority's template that it to be used by the Supplier for notifying the Authority of Infrastructure Asset changes during the length of the contract. It also shall be used by the Supplier as part of the Asset Verification and Validation survey exercise. The |

|                                    |   |
|------------------------------------|---|
|                                    | Supplier shall note that this document may be updated/changed during the contract term.   |
| Asset Downtime                     | Asset Downtime is the period that an Infrastructure Asset fails to provide or perform its primary function.   |
| Asset Failure                      | Asset Failure is defined as the breakdown non-availability or inability to use the Infrastructure Asset due to the failure of service.  |
| Authority's Unique Asset Reference | A unique reference number that is generated by the Authority and is used to identify an Asset.  |
| Breakdown or call outs             | In respect of any Standby Generator and Uninterruptible Power Supply Equipment, shall mean any unplanned failure resulting in any loss of use of the Standby Generator or the Uninterruptible Power Supply Equipment by the Authority or their tenants, unless due to the misuse or abuse of the equipment. |
| Check                              | To utilise all senses (sight, smell, hearing etc.) to scrutinise an Infrastructure Asset or Assets so that faults can be detected without dismantling the equipment. This may include an operational check or observation of gauges and other measurement equipment.  |
| Clean                              | To clean the Infrastructure Asset or Assets so that grime, dirt, oil, grease, dust or any other deposits that may affect performance are removed. This includes removing covers, guards and any other obstructions so that all areas can be fully reached and cleaned.                                      |
| Competent Person (CP)              | Is a designated person who is suitably trained (see EN ISO 9000), qualified by knowledge and practical experience, provided with the necessary instructions and support to enable the maintenance operation to be safely carried out.   |



|                                  |   |
|----------------------------------|---|
| Component                        | Is a part or an element of an asset. Examples include but are not limited to an alternator, flywheel or a starter motor.  |
| COSHH                            | Latest Control of Substances Hazardous to Health.   |
| EAW                              | Electricity at Work Regulations.  |
| Infrastructure Asset             | An item or an entity which has a potential or actual value to the Authority and is located within the Authority's property or on the Authority's land. For the avoidance of doubt when this term is used it relates to the Assets within the Infrastructure Asset Register.                                   |
| Infrastructure Asset Register    | The register of contracted Assets to be maintained by the Supplier. The Infrastructure Asset Register will be contained within the Authority's CAFM system and is deemed to be the 'one version of the truth.' Any changes to the register will be communicated via a formal Contract Change Notice (CCN).    |
| Infrastructure Asset System      | A set of Infrastructure Assets that are connected or interact with each other.  |
| KPI                              | Means the key performance indicators as set out in Schedule 2.  |
| Life Cycle Maintenance Programme | A plan for the carrying out the projected life cycle replacement or major overhaul of Standby Generators or Uninterruptible Power Supply Equipment to ensure that they are available in a condition which permits them to serve their required function to the expected standards of quality and reliability. |
| LOTO                             | Lock Off Tag Out, which may be required as part of a permit to work or be requested by the Authority due to an Asset failure.   |
| Permit to Work                   | Permit which authorises the Supplier to carry out potentially hazardous work using a safe system of working.  |

|                       |  |
|-----------------------|--|
| Permit to Work System | Permit Management System regulating the authorisation of the Contractor's Permits to Work.   |
| Planned               | Related to activities that are pre-determined based on a maintenance strategy and specific criteria, as opposed to reacting to a particular set of circumstances.  |
| PPM                   | Planned Preventative Maintenance – Time bound maintenance as per the requirements of the Planned Preventative Maintenance task description and instructions.   |
| PPM Backlog           | Means when a PPM task or an activity within a PPM task has not been completed.   |
| PPM Programme         | The Annual programme of Planned Preventative Maintenance.  |
| PPM Remedial Works    | Planned Preventative Maintenance Remedial works are works that are identified following/during a Planned Preventative Maintenance visit.   |
| Project               | <p>Projects are defined as unique, transient endeavours, undertaken to achieve planned objectives, which could be defined in terms of outputs, outcomes or benefits.</p> <p>Upgrades, modifications and enhancements to the Standby Generator or Uninterruptible Power Supply Equipment that fall outside of routine planned and reactive maintenance.</p> |
| PUWER                 | Latest Provision and Use of Work Equipment Regulations.  |
| RAMS                  | Risk Assessment and Method Statement detailing the Supplier's Safe System of Work.   |
| Reactive Maintenance  | Reactive maintenance is the maintenance service strategy whereas the Contractor responds to faults when  |

|                              |   |
|------------------------------|---|
|                              | they occur. This includes remedial works.<br>All works, excluding Project Works, outside the planned maintenance regime are deemed as Reactive.   |
| Reactive Maintenance Process | The process to be followed for the prior approval of Reactive works, as set out in this Specification.  |
| Regulations                  | Statutes, approved codes of practice, statutory requirements, orders, laws and guidance that are issued by a competent regulatory or industry body which are relevant to the Infrastructure Asset being maintained. |
| SFG20                        | Maintenance specifications for building engineering services, owned and maintained by the Building and Engineering Service Association.   |
| Statutory Requirements       | Obligations required by Statutory Instruments.  |
| Task Sheet                   | Will be the detail of planned work to be completed within any month as generated by the Authority's CAFM system.  |
| Test                         | To operate the Infrastructure Asset or Assets, or utilise test equipment on the equipment to ensure it is functioning correctly.  |
| Unscheduled Activities       | Major life cycle replacements that are necessary due to failure of the existing plant.  |
| Unscheduled Maintenance      | Maintenance required due to unforeseen failures with plant or equipment.  |
| UPS                          | Uninterrupted Power Supply Equipment  |

## **SECTION A – IN SCOPE SERVICES**

### **1. GENERAL REQUIREMENTS**

- 1.1. The Supplier shall manage the delivery and performance of this contract in a proactive, co-ordinated and collaborative manner.
- 1.2. The Supplier is responsible for the national maintenance and operation services of backup Standby/Portable Generators and Uninterruptible Power Supply Equipment (over 10kVA only). The Supplier shall ensure that the backup equipment is available at all times in accordance with the scope of this Specification and starts as soon as mains power supply is interrupted or disconnected. Where there is no provision for uninterruptible supplies, the Contractor is required to reinstate electrical supplies as soon as possible as an emergency response service.
- 1.3. The Supplier shall comply with all current Health and Safety legislation and any specific NHS Property Services documents including Health and Safety documents and confidentiality policies. Legislation we would like to draw attention to for this contract are:
  - Electricity at Work Regulations (EAW)
  - Control of Asbestos Regulations (CAR)
  - Provision and Use of Work Equipment Regulations (PUWER)
  - Confined Spaces Regulations
  - Control of Substances Hazardous to Health (COSHH)
  - Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)
- 1.4. Save where set out expressly to the contrary in the Services the Contractor is required to provide the Services within the Fixed Charge as set out in Schedule 4 (The Charges) and shall not be entitled to any other payment in respect of the Services. Payments for the Services shall be determined in accordance with Schedule 4 (The Charges).
- 1.5. Save where set out expressly to the contrary in the Services the Contractor is required to provide the Services at the service level response and resolution time as described in Schedule 3 (Service Levels and Performance), which determines the response and resolution times that Services are to be provided.
- 1.6. To submit the required information, the Contractor shall be required to utilise the provided web based application that supports the Authority's system. The AHD CAFM system will support interoperability using web based services. Prior to the implementation of the AHD system, the Contractor's own system information will be utilised, but interface options must be viewed as a priority.
- 1.7. The Contractor shall arrange maintenance visits with the Authority's Site Representative to ensure that the occupants and users are inconvenienced as little as possible during the work. The Authority will generally need ten working days' notice prior to any works taking place. However, a difference notice period may be agreed with the Authority's Site Representative.

- 1.8. The Contractor shall provide a flexible and proactive approach to delivery of the Services and changes in service requirements (location and scope), which recognises the environment in which the Authority operates, with influences outside the direct control of the Authority.
- 1.9. The Contractor shall provide management information statistics and reports on spend, project costs, delivery timescales, Response and Rectification Times, and Contract performance generally, in accordance with Schedule 8, Contract Management and Information Reporting.
- 1.10. The Contractor shall respond promptly to reports, complaints and requests received from the Authority, the AHD or other persons authorised to contact the Contractor under the Contract. The Contractor's shall respond to these requests within five working days for a routine request and twenty four hours for an urgent request.
- 1.11. The Contractor shall ensure that the Services comply with all Authority standards, policies, statutory obligations and Health and Safety implications and co-operate with the Authority's designated representatives and other relevant third parties in achieving these aims.
- 1.12. The Contractor is responsible for managing obsolescence over the entire period of the contract to ensure compliance with all performance and contract requirements. Responsibility includes all costs associated with locating part replacement, vendor interface, and engineering efforts to accomplish drop in piece part replacement. The Contractor shall manage the loss, or impending loss, of manufacturers or suppliers of components, assemblies, or materials used in the system. The Contractor shall develop a plan for managing the loss, or impending loss, of manufacturers or suppliers of components, assemblies, or materials used in the system. The Contractor's obsolescence program shall prevent impact to contract performance metrics and shall prevent additional costs to be incurred by the Authority due to obsolescence.

No Standby Power Generation components will be accepted as being obsolete within a period of 30 years and no Uninterruptible Power Supply components will be accepted as being obsolete within a period of 20 years from product release. For the avoidance of doubt, the term "obsolescence" means that component or crucial working part is no longer manufactured, and an alternative component cannot be obtained or manufactured to ensure continued functionality. The period of obsolescence period stated above will be deemed to commence from any subsequent equipment design revision and/or software/firmware release.

Any failed parts failing outside the above criteria shall be replaced with a modern equivalent at no extra cost to the Authority. These works would not be considered an 'upgrade, enhancement or modification.' In the case of a claim for Obsolescence of a complete component, then the Authority will consider a contribution of 25% of the MATERIAL cost only, to be conducted on an 'open book' procedure, negating any material mark-up for profit and subject to audit.

## **2. RESOURCE MANAGEMENT PLAN**

2.1. The Supplier shall identify the resources and sub contracted resources it intends to utilise in the delivery of this contract within their Resource Management Plan. The Resource Management Plan shall include, but is not limited to, the following information; details of the competency, job roles and operational area/location of the Supplier's and Supplier's sub contracted resources.

2.1.1. As part of this requirement the Supplier shall;

- Provide an up to date Resource Management Plan to the Authority upon request
- Cooperate with the Authority to enable this formation to be audited as required.
- Ensure that any data provided to the Authority as part of their Resource Management Plan meets the requirements of General Data Protection Regulations
- The Authority shall be notified by the Supplier if they intend to make amendments to their resources during the contract length and these amendments shall be confirmed via a formal change control notice
- Ensure that the competency of all trained persons is assessed and documented regularly. Documentation should list the competencies achieved and be made available to the Authority where requested.

## **3. STAFF**

3.1 Subject to the requirements of this Contract and any Law, the Contractor shall be entirely responsible for the employment and conditions of service of Staff. The Contractor shall ensure that such conditions of employment are consistent with its obligations under this Contract.

3.2 The Contractor will employ sufficient Staff to ensure that it complies with its obligations under this Contract. This will include, but not be limited to, the Contractor providing a sufficient reserve of trained and competent Staff to provide the Services during Staff holidays or absence.

3.3 The Contractor shall use reasonable endeavours to ensure the continuity of all Staff in the provision of the Services and, where any member of Staff is designated as key to the provision of the Services as set out in the Specification and Tender Response Document or as otherwise agreed between the Parties in writing, any redeployment and/or replacement of such member of Staff by the Contractor shall be subject to the prior written approval of the Employer, such approval not to be unreasonably withheld or delayed.

3.4 The Contractor shall:

- 3.4.1 employ only those Staff who are careful, skilled and experienced in the duties required of them;
  - 3.4.2 ensure that every member of Staff is properly and sufficiently trained and instructed;
  - 3.4.3 ensure all Staff have the qualifications to carry out their duties;
  - 3.4.4 maintain throughout the Term all appropriate licences and registrations with any relevant bodies (at the Contractor's expense) in respect of the Staff; and ensure all Staff comply with such registration, continuing professional development and training requirements or recommendations appropriate to their role including those from time to time issued by the Department of Health or any relevant regulatory body or any industry body in relation to such Staff.
- 3.5 The Contractor shall not deploy in the provision of the Services any person who has suffered from, has signs of, is under treatment for, or who is suffering from any medical condition which is known to, or does potentially, place the health and safety of the Employer's staff, patients, service users or visitors at risk unless otherwise agreed in writing with the Employer.
- 3.6 The Contractor shall ensure that all potential Staff or persons performing any of the Services who may reasonably be expected in the course of performing any of the Services under this Contract to have access to or come into contact with children or other vulnerable persons and/or have access to or come into contact with persons receiving health care services:
- 3.6.1 are questioned concerning their Convictions; and
  - 3.6.2 obtain appropriate disclosures from the Disclosure and Barring Service (or other appropriate body) as required by Law and/or the Policies before the Contractor engages the potential staff or persons in the provision of the Services.
- 3.7 The Contractor shall take all necessary steps to ensure that such potential staff or persons obtain standard and enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) and shall ensure all such disclosures are kept up to date. The obtaining of such disclosures shall be at the Contractor's cost and expense.
- 3.8 The Contractor shall ensure that no person is employed or otherwise engaged in the provision of the Services without the Employer's prior written consent if:
- 3.8.1 the person has disclosed any Convictions upon being questioned about their Convictions in accordance with Clause 3.6.1;

- 3.8.2 the person is found to have any Convictions following receipt of standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) in accordance with Clause 3.6.2 or
  - 3.8.3 the person fails to obtain standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) upon request by the Contractor in accordance with Clause 3.6.2.
- 3.9 In addition to the requirements of Clause 3.6 to Clause 3.8, where the Services are or include regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 the Contractor:
- 3.9.1 warrants that it shall comply with all requirements placed on it by the Safeguarding Vulnerable Groups Act 2006;
  - 3.9.2 warrants that at all times it has and will have no reason to believe that any member of Staff is barred in accordance with the Safeguarding Vulnerable Groups Act 2006; and
  - 3.9.3 shall ensure that no person is employed or otherwise engaged in the provision of the Services if that person is barred from carrying out, or whose previous conduct or records indicate that they would not be suitable to carry out, any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person.
- 3.10 The Contractor shall ensure that the Employer is kept advised at all times of any member of Staff who, subsequent to their commencement of employment as a member of Staff receives a Conviction or whose previous Convictions become known to the Contractor or whose conduct or records indicate that they are not suitable to carry out any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person. The Contractor shall only be entitled to continue to engage or employ such member of Staff with the Employer's written consent and with such safeguards being put in place as the Employer may reasonably request. Should the Employer withhold consent the Contractor shall remove such member of Staff from the provision of the Services forthwith.
- 3.11 The Contractor shall immediately provide to the Employer any information that the Employer reasonably requests to enable the Employer to satisfy itself that the obligations set out in Clause 3.6 have been met.
- 3.12 The Employer may at any time request that the Contractor remove and replace any member of Staff from the provision of the Services, provided always that the Employer will act reasonably in making such a request. Prior to making any such request the Employer shall raise with the Contractor the Employer's concerns regarding the member of Staff in question with the aim of seeking a mutually agreeable



resolution. The Employer shall be under no obligation to have such prior discussion should the Employer have concerns regarding patient or service user safety.

#### **4 DATA**

4.1 All data that is collected, associated or stored by the Supplier as part of this contract shall remain the property of the Authority. This data shall be supplied to the Authority within a timely manner upon request and shall be provided to the Authority within three months of contract end.

4.2 The supplying of this data shall be at no additional cost to the Authority.

#### **5 RECORD KEEPING**

5.1 The Supplier shall keep adequate electronic copies of works completed to the Authority's Infrastructure Assets which meet the requirements of the relevant legislation and industry best practice for the duration of the contract and for seven years from contract end. These records shall be stored securely and be available to the Authority and the Authority's representative in an agreed format within twenty-four hours of a request, or within a timeframe agreed with the Authority.

5.2 Records relating to works on the Authority's Infrastructure Assets shall include the Authority's work order number, Horizon property ID and the Authority's Unique Asset Reference and shall identify all the work that has been completed on the Infrastructure Asset and where is this located.

5.3 There shall be no additional cost to the Authority for providing these records.

5.4 Examples of activities that require records to be kept include but are not limited to;

- 5.4.1 Maintenance activities including Planned Preventative Maintenance, Reactive (breakdown) Maintenance and Testing certification.
- 5.4.2 Remedial works following Planned Preventative Maintenance activities.
- 5.4.3 Small Project Works including Operation and Maintenance manuals and Health and Safety files.
- 5.4.4 Asset capture activities including condition reports.
- 5.4.5 Activities that involve the disposal or transfer of waste and require a waste transfer note or waste consignment note.
- 5.4.6 Any risk assessment findings pertinent to the Authority in the Supplier's working environment. The Supplier shall also inform the Authority of these findings so that they are able to be resolved/rectified.

5.5 If the Supplier utilises a web based document management system for records, then it shall provide the Authority with access to this system. There shall be no extra cost to the Authority for this access.

## **6 ACCESS AND ABORTIVE VISIT**

The Supplier shall;

- 6.1.1 Arrange access to the Authority's properties with the Authorities site representative before each PPM. Access must be requested 10 working days before proposed PPM date.
- 6.1.2 Complete all site inductions.
- 6.1.3 Manage abortive visits and provide evidence of booking in maintenance visits and/or reasons for the Abortive visit to the Authority.
- 6.1.4 Re-arrange access following an abortive visit
- 6.1.5 Not store equipment, tools, materials, parts or consumables on the Authorities properties without prior written consent from the Authority.

## **7 WASTE**

7.1 The Supplier shall remove all waste that is generated as part of this service from the Authority's properties at no extra cost to the Authority and shall follow the principles of the waste management hierarchy in order to proactively manage and reduce the amount of waste it generates.

7.2 As part of this requirement the Supplier shall be an authorised business and be able to collect, recycle or dispose of hazardous waste. Records of collecting, recycling or disposing of waste including waste consignment notes are to be kept for a minimum of three years and are to be provided to the Authority at no extra cost.

## **8 SUPPLIER'S TOOLS AND EQUIPMENT**

8.1 The Supplier shall ensure that all tools and equipment utilised by their personnel in the delivery of this contract are fit for purpose and meet the required Health and Safety requirements. This shall include ensuring that all electrical equipment has been suitably tested as per the requirements of Portable Appliance Testing and ensuring that tools and equipment are tested and calibrated as per the current best practice/legislative requirements.

## **9 PERMIT TO WORK**

9.1 The Supplier shall work with the Authority to ensure that have a sufficient Permit to Work Management System in place for works that are High Risk activities for example Hot Works, Confined Spaces, Asset Operations etc.

9.2 This process shall be agreed with the Authority during the mobilisation phase of the contract and shall be reviewed and audited regularly.

## **10 LOCK OFF TAG OUT**

10.1 The Supplier shall provide and agree a procedure with Authority for locking off and tagging out Infrastructure Assets during the mobilisation phase of the contract. This procedure shall provide details of the process followed when the Authority requires an Infrastructure Asset to be locked off and tagged out and include details of how the Supplier will verify and audit their procedure to ensure it is effective.

## **11 ASBESTOS**

11.1 The Supplier shall;

- 11.1.1 Ensure that it's staff and subcontractors have appropriate training in Asbestos Awareness.
- 11.1.2 Ensure that their staff and subcontractors check the Asbestos register for the Authority's property prior to conducting any works which could disturb Asbestos Containing Materials. No intrusive works to the building are to take place without an asbestos and demolition survey.
- 11.1.3 Inform the Authority immediately if they identify Asbestos Containing Material(s) that isn't on the Asbestos Register or if they disturb Asbestos Containing Material(s).

## **12 BUSINESS CONTINUITY AND DISASTER RECOVERY**

12.1 The Supplier shall develop its Business Continuity and Disaster Recovery (BCDR) plan during the mobilisation phase of this contract and shall maintain this plan for the duration of the contract. The Supplier shall address the following key areas within its plan;

- 12.1.1 Business Continuity – The Supplier's strategy for ensuring that there is no breakdown of the core services supporting the ongoing delivery of the Core Business
- 12.1.2 Business Continuity Planning – The Supplier's process by which the methodology is developed in order to achieve Business Continuity.
- 12.1.3 Business Recovery – The Supplier's process by which the key supporting services are restored after a loss of service.
- 12.1.4 Testing – The Supplier shall carry out a test of the scenarios detailed within this plan on at least an annual basis.

12.2 The Supplier's BCDR plan shall provide details of how their organisation will manage the continuity of services following the United Kingdom's exit from the European Union.

12.3 A copy of the Supplier's BCDR plan and the results of their annual tests shall be provided to the Authority.

## **13 QUALITY MANAGEMENT SYSTEM**

13.1 The Supplier shall be able to demonstrate how they ensure Quality of work via a Quality Management System which is aligned to ISO 9001.

## **14 BUSINESS PROCESSES**

14.1 The Authority's business processes detail the system and non-system processes that the Supplier is to follow for specific aspects of work. Examples of processes include but are not limited to;

- PPM Remedial Work Order Process
- Asset Change Process
- Duty Holder Requirements
- Provision of data/records process
- Permit to work process
- Lock off and tagging out process
- Quote process
- Remedial Work Schedules

14.2 The Authority's business processes will be shared with the Supplier during the mobilisation phase of the contract and during this phase the Authority will work with the Supplier to streamline the processes if required.

14.3 The Supplier shall work with the Authority to identify further process efficiencies during the contract length.

## **15 SUBCONTRACTORS**

15.1 The Authority requires the supplier to self-deliver a minimum of 80% of the works for this contract for both systems independently.

15.2 If the Supplier utilises subcontractors to deliver any parts of this service, then they provide full details of the subcontractors they intend to use to the Authority. The Supplier shall carry out due diligence of its subcontractors to ensure that they are sufficiently trained and competent to carry out works to the Authority's Infrastructure Assets.

15.3 All subcontractors must adhere to NHSPS' SLAs.

15.4 Before any subcontractor is engaged to deliver services to the NHSPS asset, the supplier must get written approval from the authority.

## **SECTION B – STANDBY GENERATORS AND UNINTERRUPTIBLE POWER SUPPLY EQUIPMENT SPECIFIC TECHNICAL REQUIREMENTS**

## **1. ASSET REGISTER**

- 1.1. The Infrastructure Asset Register will be held on the Authority's CAFM system and will be the 'one version of the truth' and master database for Infrastructure Assets.
- 1.2. The Asset Types that are to be maintained and are included within the Authority's Infrastructure Asset Register are:
  - Standby Generators (Fixed and Portable)
  - Uninterruptible Power Supply Equipment (equal to or over 10kVA only)
- 1.3. The Supplier shall;
  - 1.3.1. Note that the characteristics (age, make, model, condition etc.) of the Infrastructure Assets vary throughout the Authority's properties.
  - 1.3.2. Demonstrate that they are able to maintain all of the Infrastructure Assets as identified within the Infrastructure Asset Register and are able to obtain parts for all of these Infrastructure Assets.
  - 1.3.3. Demonstrate a relationship with other generator and UPS manufacturers so that they are able to obtain specialist tools, parts, software or expertise.
  - 1.3.4. Clearly identify and differentiate assets through asset detail, workflow systems, certification and reports and physical asset.
  - 1.3.5. Note that in some cases, the Authority might not hold the legal duty to maintain some of the systems within a given property as this would be the superior landlord's responsibility.

## **2. ASSET VERIFICATION AND VALIDATION SURVEY**

- 2.1. The Supplier shall;

- 2.1.1. Provide a detailed process to the Authority during the mobilisation phase of the contract which identifies how the Supplier will ensure that the requirements of the Asset Verification and Validation Survey are met.
- 2.1.2. Use the Authority's Asset Collation Template to complete an Asset Verification and Validation survey of all the Infrastructure Assets listed within the Authority's Asset Register within the verification phase of the contract. The Authority's Asset Collation Template will be shared with the Supplier upon contract award.
- 2.1.3. Provide a full report of all information captured during the Asset Verification and Validation Survey to the Authority within verification phase of the contract. This information is to be provided in the Authority's Asset Collation Template.
- 2.1.4. The Authority will monitor and review the Asset data collected during the Asset Verification phase of the contract to ensure the correct level of maintenance is being applied to the relevant Infrastructure Asset. If it is identified that the kVA output information requires changing, then this may affect the contract value and as such any changes shall be affected in accordance with clause 39 of the DPS Terms and Conditions.

### **3. ASSET CHANGE**

- 3.1. Asset Change can occur due to a number of reasons including, but not limited to, decommissioning of an Asset, a new Asset being installed as part of a capital works project or an Asset being replaced. The Supplier shall adhere to the Authority's change management policy for all Asset changes during the life of the contract. As part of this requirement the Supplier shall note that;
  - 3.1.1. No changes are to be made without the written confirmation by the Authority's representative.
  - 3.1.2. If an Asset is installed during the contract term, then the Supplier is to capture all the Asset data in the Authority's Asset Collation Template.
  - 3.1.3. The Authority may request changes to the Services at any time from the Service Commencement Date. Such changes (if any) shall be affected in accordance clause 39, located within the DPS Terms and Conditions.
  - 3.1.4. The Authority may, at any time, elect to change the Service Levels. Such changes (if any) shall be affected in accordance with clause 39, located within the DPS Terms and Conditions.
  - 3.1.5. In the event of a contract variation, the pricing methodology will follow the same guidelines as in the original Pricing Schedule shared in this Specification.

### **4. LEGISLATION AND GUIDANCE DOCUMENTATION**

- 4.1. The Supplier shall comply with all relevant current legislation and are to inform the Authority immediately if they believe that the activity's that they are undertaking as part of this contract do not meet the requirements of this legislation.

### **5. GENERAL TECHNICAL REQUIREMENT**

As part of this requirement the Supplier shall;

- 5.1. Ensure that only suitably trained and competent personnel are allocated to carry out maintenance activities to the Authority's Infrastructure Assets.
- 5.2. Ensure that all records relating to works on the Authority's Infrastructure Assets include the Authority's work order number and the Authority's Unique Asset Reference and identify all the work that has been completed on the Infrastructure Asset.
- 5.3. As part of their Planned Preventative Maintenance visits, optimise system settings and parameters to ensure maximum operating and energy efficiency of the Authority's Assets.
- 5.4. Ensure that the Authority's Assets are left in full working order following maintenance activities. If this is not possible the Authority's Site Representative and Authority's Help Desk are to be informed immediately with details of any actions taken to make the Asset safe and details of any further remedial actions that are required.
- 5.5. Ensure that all works to the Authority's Infrastructure Assets are managed in a safe manner as per the requirements of the current Health and Safety legislation.
- 5.6. Provide technical advice, training and support to the Authority when requested to do so, this includes providing advice on Remedial Work Schedules, Technical Guidance, Process and Forms.
- 5.7. Collaborate, liaise and work with other Authority Suppliers when and where required.
- 5.8. Liaise with the Authority's Site Representative regarding access to the Authority's properties and activities that may cause the Authority's Assets to be non-operational for a period of time.
- 5.9. Provide a daily report to the Authority that details any Infrastructure Assets that are not operational. This report shall include;
  - 5.9.1. Details of the Asset
  - 5.9.2. Property details of the Asset.
  - 5.9.3. The date that the Asset became non-operational.
  - 5.9.4. The reason for the Asset being non-operational.
  - 5.9.5. The steps that the Supplier has taken to return the Asset to operation.
  - 5.9.6. The length of time that the asset has not been operational.
  - 5.9.7. Any other details that may be pertinent to the Assets operational status.

- 5.10. Provide a response to safety alerts including specific NHS alerts including CAS (Central Alerting System) alerts.
- 5.11. Complete fuel polishing as detailed within the pricing model at the request of the Authority on an ad hoc basis. The Supplier shall note fuel polishing is at the request of the Authority and the Authority may nominate another Supplier to carry out this service.
- 5.12. Not undertake any additional works, including modifications and alterations, unless there is an immediate risk to persons (user, maintainer etc.) without prior consent/instruction from the Authority.

## **6. PLANNED PREVENTATIVE MAINTENANCE**

The Supplier shall;

- 6.1. Conduct Planned Preventative Maintenance in order to reduce breakdowns and prolong the life of the Authority's Infrastructure Assets.
- 6.2. Note that the Planned Preventative Maintenance task description and instructions are aligned to the requirements of SFG20 with the exceptions noted in section 7.1 of this document. If there is a change to the requirements of SFG20 or a legislative change that could affect the compliance of the Authority's Infrastructure Assets, then the Supplier shall inform the Authority.
- 6.3. Planned Preventative Maintenance tasks will be due within the targeted month;
- 6.4. Ensure that the frequency of Planned Preventative Maintenance visits as identified within the Planned Preventative Maintenance task instructions represents the maximum intervals between maintenance visits. The frequency of the PPM tasks shall not be exceeded.
- 6.5. Make provision for all consumable items that are required as part of a planned maintenance visit, this shall include but is not limited to oils, springs, nuts, bolts, belts and greases. The cost of these consumable items is to be included within the PPM cost for maintaining the Authority's Asset and a breakdown of all consumables available to the Authority upon request.
- 6.6. As part of their maintenance activities ensure that Generator and UPS plant rooms are clean and tidy.



## 7. PLANNED PREVENTATIVE MAINTENANCE PROGRAMME – STANDBY/PORTABLE GENERATORS

7.1. The contractor will provide one annual major service visit and one annual minor service visit preferably during normal working hours (08:00 to 17:00 hours Monday to Friday), to be completed in accordance to the relevant NHSPS specification, Load testing will be at a 24 month frequency unless a more frequent regime for a site is specifically stipulated by NHSPS

- Fuel Oil to be tested 6 monthly on all generators
- Lubricating oil to be changed 12 monthly rather than 6 monthly.
- There should be a 12 monthly re-grease of battery connections.

7.2. Detail of Minor and Major Service Visit below - These instruction sets are broadly in line with SFG20 43-09 however there are deviations from the standard SFG20 task requirements.

### 7.2.1. 6 Monthly Instructions – Minor Service Visit

| <b>Task Requirements</b> |  |
|--------------------------|--|
| 1                        | <b>Oil filter and oil</b> - Check operation of sump heater if fitted. Ensure correct grade and type of oil is used in accordance with the manufacturer's recommendations.  |
| 2                        | <b>Breather and air cleaners</b> - Examine and clean if necessary.   |
| 3                        | Bearings and moving parts - Lightly grease the water pump bearings and the clutch and power take off bearings (if fitted). Check all moving parts for smooth operation, lubricate any pivoting spindles as necessary.  |
| 4                        | <b>Drive belts</b> - Check belts for slackness and alignment or wear and adjust as necessary. Any replacement drive belts should be with manufacturer's replacement belts. If the drive has more than one belt, ensure all belts are changed at the same time. Do not apply belt dressing.   |
| 5                        | <b>Battery charger</b> - Check condition of battery charger, inspect for damage. Open and check on condition of wiring and transformer insulation. Check on all electrical connections, clean or blow out. Test operation of any ON/OFF or selector switches, test accuracy of meters. Inspect or renew if damaged any flying leads, terminals or clips.   |
| 6                        | <b>Antifreeze and coolant system</b> - Add antifreeze to cooling system as applicable. Check/replace radiator cap if damaged/excessively worn. Check coolant heater operating correctly. Check condition of hoses and pipework; visual inspection. Check condition of engine water pump; visual inspection for drips from tell tale and excessive vibration while engine running. Check condition of radiator; visual inspection for damage, blockage, leaks etc. Check condition of radiator canvas; visual inspection for damage. Check any coolant leaks present; repair if possible. Make recommendations to replace the coolant antifreeze as required. |
| 7                        | <b>Fuel filter and fuel system</b> - Inspect for water contamination. Visual inspection of fuel within the tank if possible. Record condition of hoses; visual inspection of fuel system. Check injectors and fuel pump operating correctly; ensure engine starts quickly and runs smoothly without excessive smoke. Check any leaks present; visual inspection. Record condition of day tank; visual inspection. Record condition of bulk tank; visual inspection if possible/accessible. Check fuel transfer system is operating correctly; operate the fuel transfer pump (if fitted) and if it has a test facility.                                      |
| 8                        | <b>Air intake grilles (alternator)</b> - Check that air intake grilles on alternator are clean and unobstructed. Remove cover from non-drive if concerns of debris ingress and remove any fluff or dirt that may have accumulated around diode plates and exciter assembly.  |

|    |  |
|----|--|
| 9  | <p><b>Electrical</b> (6 monthly) - Check all electrical connections for security. Examine brush gear in the dynamo and starter and clean commutator if necessary, renew brushes if necessary. Check operation of low oil and high coolant shutdown switches. Check all push button switches. Check all fuse holders and fuse carriers for cracks and distortion. Check all relays (if fitted). Check all timers (if fitted).</p>                 |
| 10 | <p><b>Operation and autochange facility (where applicable)</b> - Check engine starter and solenoid for good strong operation. Check operation and starting sequence. When carrying out a generator "On Load" test run: Check that the changeover time from the loss of the incoming utility mains supply to the generator supporting the load is in accordance with the sites fire strategy/fire risk assessment if known and record result.</p> |
| 11 | <p><b>Instruments</b> - Check that instruments are functioning correctly, and that glass is clean.</p>   |
| 12 | <p><b>Batteries</b> - Check external condition of batteries. Check battery electrolyte level if possible. Check battery electrolyte condition. Check the battery terminal connections. Check the mains powered battery charger.</p>  |

12 Monthly Instructions Major Service Visit

\*All 6M instructions plus the below

| <b>Task Requirements</b> |  |
|--------------------------|--|
| 13                       | <b>Preliminary Checks</b> - Record the plant details. Check engine room condition. Check generator condition. Check hours run record meter. Check engine room pipework and valves. Check all brackets, supports and fixings.   |
| 14                       | <b>Engine</b> - Check and record the lubricating oil in the sump. Oil sample to be taken annually to check oil quality / contamination / engine mechanical problems and recommendations made after analysis. Ensure oil level maintained correctly; top-up to just below maximum level on dip stick if required. Check condition of oil cooler; visual inspection for leaks from seals. Check condition of hoses; visual inspection of lubricating system hoses. Check any leaks present; repair if possible. Check and record the fuel in the service tank. Check the fuel solenoid and linkage. Check the air intake filter. Check fuel pump and associated pipework. Check and record and sample the radiator coolant and make recommendations following analysis. Check the radiator fan, bolts and drive belt. Check the air ductwork and ventilation grills. Check exhaust system connections. Check and record condition of exhaust system. Check the engine starter motor. Check electrical connections to the engine. Check engine protections for operation if possible. Check engine warning devices for operation. Check engine charge alternator. Check charge alternator drive belt. Check sump heater if fitted. Check shutdown switch operation. |
| 15                       | <b>Exhaust System</b> - Check exhaust silencer condition; visual inspection where safely accessible. Check condition of flexible bellows; visual inspection. Check condition of guarding; visual inspection. Tighten and repair as required. Check any leaks found; visual inspection. Tighten and repair as required. Check condition of engine exhaust manifolds; visual inspection.   |
| 16                       | <b>Alternator</b> - Visual Check rotor and stator windings. Check main alternator terminals. Check alternator rectifying diodes. Check voltage regulator.  |
| 17                       | <b>General</b> - Check condition of coupling. Check coupling bolts. Check condition of mountings. Check adjustment of mountings. Check condition of guarding visual inspection. Tighten and repair as required, if necessary assess parts for future repair. Check flexible disc; visual inspection for cracks etc. Check rubber coupling; visual inspection for cracks etc.   |
| 18                       | <b>Batteries</b> - Check external condition of batteries. Check battery electrolyte level if possible. Check battery electrolyte condition. Check the battery terminal connections. Check the mains powered battery charger.   |
| 19                       | <b>Control Panel</b> - Check condition of control panel. Check condition of fitted components. Check indicators and bulbs. Check push buttons and selector switches. Check Miniature Circuit Breakers (MCB). Check fuse holders and carriers. Check condition of fuse links. Check operation of contactors and breakers. Check operation of fuse switches isolators. Check circuit breaker shutter mechanisms. Check circuit breaker carriage slides. Check operation of meters and instruments. Check accuracy of meters and instruments. Check operation of timing devices. Check electrical connections and terminals. Clean out interior of panel. Check and lubricate door locks and hinges.  |
| 20                       | <b>Re-grease Battery connections</b>   |
| 21                       | <b>Injector pump</b> - Check injector pump drive belts for wear and tightness. Adjust or replace as necessary.   |
| 22                       | <b>Electrical</b> - (annual) - Open all composite control panels and associated switchgear. Clean out interior of all panels. Inspect all wiring for condition. Inspect all terminations for security and overheating. Visually check that an efficient earth is being maintained. Open, inspect and clean any changeover switches on emergency supply system. Check overloads are functional and are set to correct value. Ensure fuses of correct size and type are fitted. Examine all contacts for arcing and pitting, dress or replace contacts as applicable. Lightly lubricate all contact faces with pure petroleum jelly. Check relays for correct function, replace any defective components. Examine switch-blades in isolators, ensure they are free to move. Lubricate pivots lightly with grease, ensuring no grease comes into contact with a conducting surface. Check for smooth operation and that switches are clearly marked.  |

|    |  |
|----|--|
| 23 | <p><b>Alternator Section</b> - Check load terminal connections; visual and “wriggle” test. Check condition of power cabling; visual inspection of the generator internal load cables. Check condition of control wiring; visual and “wriggle” test of alternator control wiring. Check neutral earth link fitted; visual inspection. Check condition of alternator windings; visual inspection. Check condition of AVR mounts; visual inspection. Check AVR performance; stable output voltage when generator running. Check condition of rotating rectifier assembly; visual inspection. Check alternator heaters working; check operation.</p> |
| 24 | <p><b>Fuel transfer pump and generator tanks</b> - Take a sample of the fuel oil and make recommendations following analysis. Check operation of fuel transfer pumps (if fitted). Check operational and record the following with regards to all tanks associated with generator: Bonding arrangements. Leakage detection systems. Contents gauge and overfill gauges operation. Condition of associated pipework. Condition of operation of electric pumps, flow switches and gravity test if possible. Isolation valves/Fire valves Functional test of filling system if possible.</p>   |

7.2.2. 24 Month Load Bank Test

| Task Requirements |  |
|-------------------|--|
| 25                | <p>Carry out a load test of the generator, duration of not less than <b>3 Hours</b>, to include a 110% overload and 50% drop test.</p> <p>Please note the drop testing should be in line with the engine manufacturers guidance. 50% is common but isn't necessarily correct in all occasions. This should also be carried out when the generator is cold.</p> |

NB.

- If condition of oil demands a change, this should be quoted separately.
- 5 Year Antifreeze change if required out to be quoted separately.
- The Authority might require Fuel Polishing Services so that contamination including water, sludge, sediment and bacterial contamination are removed from fuel within a tank. Fuel sampling is to be completed following fuel polishing to confirm that contamination has been removed.

**1. PLANNED PREVENTATIVE MAINTENANCE PROGRAMME – UNINTERRUPTIBLE POWER SUPPLY EQUIPMENT**

- 1.1. The contractor will provide one annual major service visit and one annual minor service visit preferably during normal working hours (08:00 to 17:00 hours Monday to Friday), to be completed in accordance to the relevant NHSPS stipulated regime with the following exceptions
  - I. The requirement to include UPS systems less than 10kVA onto the contract will be assessed by the NHSPS Technical Lead for UPS.
- 1.2. Detail of Minor and Major Service Visit below - These instruction sets are broadly in line with SFG20 43-05 however there are deviations from the standard SFG20 task requirements.

### 1.2.1. 6 Monthly Instructions – Minor Service Visit

| Task Requirements |  |
|-------------------|--|
| 1                 | General - Check load does not exceed rating of equipment. Check indicator lamps, meters and controls.  |
| 2                 | Cubicle - Check condition and clean. Check integrity of doors and panels, including locks. Check for ease of operation of switches, isolators and circuit breakers. Check condition of contactors - see Power Supplies (SFG 44). |
| 3                 | Fuses and MCB's - Check for correct rating of fuses and settings and operation of MCB's.   |
| 4                 | Relays, contactors and wiring - Check for burn marks and tightness of connections.   |
| 5                 | Earthing - Ensure all sub-assemblies with electrical components mounted are adequately earthed.  |
| 6                 | Rectifier - Switch on and check battery trickle charge voltage and battery charge voltage level.   |
| 7                 | Rectifier alarms - Check and record 'pick-up' and 'drop-out' voltages of all alarm relays  |
| 8                 | Inverter - Switch on and check the Inverter Control Unit control voltage. When operating correctly, check and record the output voltage and frequency.   |
| 9                 | Inverter alarms - Check for correct operation and check 'pick-up' and 'drop-out' voltages of all AC and DC alarm relays.   |
| 10                | Static power switch - Check operation with both rectifier and inverter switched on.  |
| 11                | Output - Check inverter output voltage and frequency, bypass voltage and frequency. Check load transfer. Restore AC supply and check operation. Adjust where necessary.  |
| 12                | <b>Batteries</b> - Check external condition of batteries. Check battery electrolyte level if possible. Check battery electrolyte condition. Check the battery terminal connections.  |
| 13                | Other types of batteries - Check condition and report to client if replacement is required. Carry out a Check that cooling fans are operational  |
| 14                | Check that cooling fans are operational  |
| 15                | Make recommendations regarding Cap, Fan and Battery Lifecycle replacements   |

### 1.2.2. 12 Monthly Instructions Major Service Visit

\*All 6M instructions plus the below

| Task Requirement |   |
|------------------|---|
| 16               | Carry out an non intrusive test of all batteries, submit report with service report sheet |
| 17               | Estimate full load and existing load battery autonomy                                     |

## 2. PLANNED PREVENTATIVE MAINTENANCE PROGRAMME – POWER FACTOR CORRECTION UNITS

- 2.1. The contractor will provide one service visit at a frequency of **24 Months** preferably during normal working hours (08:00 to 17:00 hours Monday to Friday), some sites that have critical care support will require an annual Load Bank test to be scheduled, this will be programmed via a contract variation.
- 2.2. Detail of Service Visit is below
- 2.2.1. Power Factor Correction System Service Visit

|   | <b>Task Requirement</b>   |
|---|---|
| 1 | The Visit should include physical measurements of the electrical distribution quality. The PFC systems should ensure the network-corrected power factor remains within the range 0.95 to 0.92. The PFC units should be turned off and the uncorrected power factor noted and compared with the power factor while the PFC units are active. |
| 2 | The Inspection should include the condition of the earth bonding conductors, cable terminations, unit cleanliness and fixing/mounting arrangements.   |
|   | The visit should include an Inspection of the following components ; <ul style="list-style-type: none"> <li>• Contactors</li> <li>• Temperature Alarms</li> <li>• Discharge Resistors</li> <li>• Choked Systems where applicable</li> <li>• Fan and Filter Units</li> <li>• Capacitors</li> </ul>   |

## 3. PLANNED PREVENTATIVE MAINTENANCE BACKLOG

- 3.1. If the Authority identifies an accumulation of non-completed Planned Preventative Maintenance tasks (a PPM backlog) during the contract length, then the Supplier shall provide a project plan which identifies the timeframe for completion of the activities/tasks, the risk(s) identified in not completing these works and any assistance or support that the Supplier may require from the Authority in order to ensure these works are completed
- 3.2. Reference improvement plan/notice from the T&Cs.

## 4. PRICING STRUCTURES REQUIRED

- 4.1. The supplier shall provide a fixed rate for the provision of the maintenance services only, and any other costs out of the PPM Service would be chargeable.

## 5. PLANNED PREVENTATIVE MAINTENANCE WORKS FIXED RATE

- 5.1. The Supplier shall provide a fixed rate for the provision of the maintenance services. For avoidance of doubt, the fixed rate shall include the complete costs for delivery of the PPM maintenance works, including any consumable items that may be required as part of the Planned Preventative Maintenance works.

## 6. PLANNED PREVENTATIVE MAINTENANCE REMEDIALS AND REACTIVE WORKS FIXED RATE

- 6.1. If any remedial or reactive works are identified, then the Supplier shall complete these works within the timescales laid down by the Authorities remedial work schedule/process and in accordance with the Authority's assigned SLAs detailed below;

| Category of Defect                              | Description of Defect   | Rectification time  |
|---|---|---|
| Category A<br>(Immediate Risk Defect)           | Immediate Danger - An immediate danger defect is defined as a defect which is or could become a danger to persons and/or could affect the operational capability of the organisation.   | Within 24 hours   |
| Category A<br>(Time Qualified Defect)           | Immediate Danger - An immediate danger defect is defined as a defect which is or could become a danger to persons and/or could affect the operational capability of the organisation, but the Infrastructure Asset has been left in a safe condition. | Within 30 days  |
| Category B<br>(As soon as practicable)          | Requires rectification as soon as practicable   | Within 60 days  |
| Category C<br>(Observation and recommendations) | Observations and recommendations  | Within 90 days (The Supplier shall note that the Authority may not require all Category C defects completing due to the defect being identified as an observation/recommendation) |

- 6.2. For remedial and/or reactive cost, the Supplier shall;

- 6.2.1. Inform the Authority of the required works so that a work order can be raised and is to quote for completion of these works as per the quotation process.

- 6.2.2. Ensure all quotes are supported with original engineers/technicians reports at the point the work is identified.
- 6.3. The Supplier shall keep adequate records of all deviations that are corrected and completed at the time of the PPM visit for audit purpose and proof of delivery.
- 6.4. If the deficiency identified is due to the Supplier not completing a PPM activity, then the Supplier shall complete this activity at no additional cost to the Authority.
- 6.5. Note that this is subject to change depending on the final Pricing Structure adopted as previously stated.
- 6.6. No remedial or reactive works are guaranteed under this agreement.

## 7. REACTIVE WORKS PROVISIONS

The Supplier shall;

- 7.1. Ensure a 24/7 365 Helpdesk is available
- 7.2. All emergency reactive call outs will be called through to the Supplier's helpdesk; all other reactive jobs will be assigned via Concept web portal
- 7.3. Supplier must give real time updates on emergency jobs and confirm within 30 minutes that the job has been completed to the Authority helpdesk
- 7.4. Supplier must ensure continuous monitoring and updating of the Concept web portal for all reactive works
- 7.5. For avoidance of doubt refer to Schedule 6
- 7.6. Manage the delivery of all breakdowns/reactive events to ensure that they are dealt within in the assigned SLA from the Authority's helpdesk as detailed below:

| Business Impact<br>Prioritisation | Request Types              | Response Time                                  | Rectification Time   |
|-----------------------------------|----------------------------|--|--|
|                                   |                            | From receipt of<br>call to NHS PS<br>Help Desk | Maximum Target<br>Time to Return<br>Asset to Beneficial<br>Use |
| Emergency<br>Response Priority 1  | Emergency                  | 2 hours  | 4 hours  |
| Urgent Response<br>Priority 2     | Major impact to<br>service | 4 hours  | 24 hours   |



|                    |   |                |   |
|--------------------|---|----------------|---|
| Priority 3         | Non-Critical  | 2 working days | 3 days (clock stops at weekends if the building is not 7 days a week) |
| Priority 4         | Less critical assets or sites (Admin or non-clinical) with wider impact | 7 Days         | 9 Days  |
| Routine Priority 5 | Low business impact, general wear and tear, building maintenance        | 14 days        | 1 month   |

## 8. QUOTES

- 8.1. Quotes are required where work is determined to be chargeable/outside of the fixed cost of the contract within 10 working days.
- 8.2. All quotes must be submitted through the Authority's CAFM system CORE and authorised by a purchase order on Tradeshift.
- 8.3. Any work undertaken without a purchase order and in contradiction to the authority's no PO, no Pay policy is at the risk of the Supplier.
- 8.4. Suppliers have 10 working days to submit a quote after requested by the authority's representative or where the work is identified during a PPM or reactive visit.

## 9. SMALL PROJECT WORKS

- 9.1. Small project works are defined as works with a value between £10000 and £25000. If a Supplier completes any works of this nature, they are to follow the Authority's process for carrying out these works including arranging on-site project meetings with the Authority's representatives and ensuring that all required documentation is provided and handed over to the Authority.

## 10. AUTHORITY'S CAPITAL PROJECT WORKS

- 10.1. The Authority will follow the BSRIA process when carrying out capital project works and therefore the Supplier shall fully collaborate in this process to ensure that there is a smooth transition from construction to operation. This collaboration shall include;
  - 10.1.1. Attending project meetings including training and commissioning meetings.
  - 10.1.2. Providing feedback and technical advice on Specifications.

10.1.3. Reviewing and providing feedback on handover documentation, including certificates of conformance, and Operation and Maintenance Manuals.

10.1.4. Signing of Authority's documents when requested to do so.

10.2. There shall be no additional cost to the Authority for this requirement.

## 11. MATERIALS, SPARES AND CONSUMABLES

11.1. The Supplier shall ensure that all equipment, components or materials that are used to deliver the requirements of this contract meet the relevant legislation requirements and are a recognised industry brand. If the equipment, component or material is being used to replace an item of the Infrastructure Asset then as a minimum it shall be the fit for purpose, the same quality and type as those being replaces.

11.2. As part of the verification phase of the contract the Supplier shall;

11.2.1. Identify and provide a list of critical/long lead time spares to the Authority that are required to deliver this service.

11.2.2. Identify and provide a report of any obsolete parts and/or equipment to the Authority, and as part of this requirement work with the Authority to identify technical solutions to reduce Asset downtime in case of Asset failure.

## 12. INNOVATION

12.1. The Supplier shall proactively identify innovations throughout the contract length that could lead to cost savings, improved reliability and reduced Asset downtime. These innovations shall be suitably presented to the Authority. Examples of innovations include energy saving initiatives, conducting condition bases analysis and remote monitoring.

## SCHEDULE 2 – SERVICE LEVELS AND PERFORMANCE

### 2.1 Liquidated Damages (Monthly)

The Contractor shall capture in the performance report the applicable liquidated damages

### 2.3 KEY PERFORMANCE INDICATORS

We are willing to discuss the KPIs and take guidance on good industry standards, however, driving performance and availability of the Standby Generators and Uninterruptible Power Supply Equipment due to the critical nature we work in is our main objective.

| Profit at risk per month - 4% of monthly fixed fee |          |                         |             |                   |                     |           |
|--|----------|-------------------------|-------------|-------------------|---------------------|-----------|
| Item   | Category | Performance measurement | Data Source | Percentage target | Reporting frequency | Weighting |

|  |                         |  |          |      |                |      |
|--|-------------------------|--|----------|------|----------------|------|
| 1  | PPMs                    | Complete all PPMs within month   | NHSPS    | 99%  | working day 10 | 30%  |
| 2  | Maintenance backlog     | Missed PPM should be completed within working day 10 of the following month  | NHSPS    | 97%  | working day 10 | 10%  |
| 3  | Remedials completed     | Remedials works following a PPM completed in line with SLA following the issue of the PO<br><b>*depending on final pricing structure</b> | NHSPS    | 95%  | working day 10 | 20%  |
| 4  | Reactive attendance     | Attending reactive work orders in line with the attendance SLA   | NHSPS    | 95%  | working day 10 | 20%  |
| 5  | Reactive completion     | Completing reactive work orders within the fix SLA   | NHSPS    | 95%  | working day 10 | 10%  |
| 6  | Provision of Quotations | Percentage of quoted works completed in line with Quoted SLA   | NHSPS    | 90%  | working day 10 | 10%  |
| Total  |                         |  |          |      |                | 100% |
| Please note failure to submit a monthly report in line with 8.1.1 with KPI calculations results in 100% failure of above |                         |  |          |      |                |      |
| 10   | Monthly report          | Submission of a full monthly report with KPI calculations  | Supplier | 100% | working day 10 | 100% |

### SCHEDULE 3 – ASSET DATA

Asset data and property information has been included in the Pricing Schedule document for simplicity purposes. Please see Pricing Schedule document.

NHSPS has a large and complex property portfolio and the way in which the assets are currently being maintained is through a combination of a main TFM Contract which is known as the 'Rationalised Contract' and a number of annual local Purchase Orders which are known as 'Non-Rationalised Agreements' that have been rolling over several years. The preferred Supplier shall expect to take over the maintenance of all the rationalised assets at the

commencement of this new Contract, however, the non-rationalised assets will be incorporated into this agreement as of when the Purchase Orders expire within Year One of this National Contract.

## **SCHEDULE 4 – THE CHARGES**

### **DEFINITIONS**

**Pricing Schedule** means the excel document in Section 6 within the ITT detailing the Contract costs on a Property by Property basis and schedule of rates.

**Fixed Charge/Rate** means the fixed charge to be paid to the Supplier for the provision of the services:

- The fixed charge shall include the cost for delivery of PPM maintenance only, and any other costs out of the PPM Service would be chargeable.

**Service Commencement Date** means the date from which delivery of an individual service commences at an Affected Property

**Full-Service Commencement Date** means the date from which delivery of all services commence at an Affected Property

### **PURPOSE**

The purpose of this Schedule 4 (The Charges) is to describe the principles and methodology of the approach to pricing of the Services adopted by the Authority.

## **1. GENERAL PRICING REQUIREMENTS**

- 1.1. All Service provision will be the subject of tendered costs and charges as set out in the Pricing Schedules (ITT Section 6), or on other cost arrangements as agreed with the Authority in writing. For the avoidance of doubt, the Fixed Charge to be paid for the Services will be calculated based on the Fixed Rate provided by the Supplier within the Pricing Schedule and shall be priced equally for the first three years of the contract for simplicity purposes. All prices in the Pricing Schedules are exclusive of VAT.
- 1.2. For the avoidance of doubt, any assumptions suppliers make on pricing is at the supplier's own risk
- 1.3. In the event the Authority elects to exercise the option for a further (fourth) years' service, the prices paid for services provided in the fourth year shall be those tendered for the third year of the contract with an inflationary adjustment in accordance with the corresponding change to the CPI from the beginning of the third year.
- 1.4. Having exercised the option for a fourth year's service, in the event the Authority elects to exercise the option for a further (fifth) years' service, the prices paid for services

provided in the fifth year shall be those paid for the fourth year of the contract with an inflationary adjustment in accordance with the corresponding change to the CPI from the beginning of the fourth year.

1.5. Subject to the Sub-Paragraphs of this Paragraph 1.4, the Fixed Charge is a fixed payment and shall not be increased:

1.5.1. The Fixed Charge may be subject to adjustment as set out in Clause 2 (Price Adjustment Mechanism) in this Schedule 4 in respect of Significant Data Discrepancies identified during the Verification Period.

1.6. The Contractor shall provide 'open book accounting' and visibility for all costs for all Services provided at each Property. The payment for these Services shall be as described in Schedule 5 (Invoicing). The reporting format is to be agreed with the Authority.

## **5 CHANGES IN SCOPE OR SERVICE LEVEL**

5.1 The Authority may request changes to the Services at any time from the Service Commencement Date. Such changes (if any) shall be effected in accordance clause 39, located in the DPS T&Cs.

5.2 The Authority may, at any time, elect to change the Service Levels. Such changes (if any) shall be effected in accordance with clause 39, located in the DPS T&Cs.

5.3 In the event of a contract variation, the pricing methodology will follow the same guidelines as in the original Pricing Schedule shared in this Specification.

## **SCHEDULE 5 – INVOICING**

### **Schedule 5 – Invoicing**

The Fixed Charge of the contract will be invoiced monthly based on specific PPMs delivered in month as per the Authority's FMR process. Any work that is outside of the Fixed Charge will be invoiced on a separate Purchase Order per job – note that this is dependant on final Pricing Structure.

#### **1 Contract Price and Payment**

1.1 The Charges under this Contract are as detailed in Schedule 4.

1.2 Unless specifically stated otherwise in Schedule 4, the Supplier agrees to submit invoices for the Charges following the Authority's FMR process. The consolidated invoices should breakdown the charges at property level and must be presented following the Invoicing Requirements Template ensuring all sections are fully completed:



Gen & UPS -  
Invoicing Requirements

- 1.3 Prior to submitting invoices, the supplier must submit an application for payment to the Authority's representative for approval following the Authority's FMR process. This application for payment must include:
  - 1.3.1 a calculation or breakdown of the Charges at property level (including any timesheets or similar documents where appropriate) in sufficient detail to enable the Authority to assess whether the invoiced Charges are accurate;
    - (i) Details must follow the attached Invoicing Requirements Template;
  - 1.3.2 any amounts that become payable pursuant to Variations agreed between the Parties;
  - 1.3.3 and any Value Added Tax properly payable (shown separately from the Charges) and reference the purchase order number as advised by the Authority to the Supplier.
- 1.4 On receipt of an invoice the Authority will review the details of that invoice and raise with the Supplier any queries in relation to content with which the Authority is not satisfied.
- 1.5 The Authority shall verify and pay each valid and undisputed invoice received within thirty (30) days of receipt of such invoice at the latest. However, the Authority shall use its reasonable endeavours to pay such undisputed invoices sooner in accordance with any applicable government prompt payment targets.
- 1.6 Provided it gives the Supplier notice (including reasons) in advance, the Authority may retain from, or set-off against, the Charges any amount owed to it by the Supplier.
- 1.7 The Supplier has no right of set-off, counterclaim, discount or abatement unless ordered to do so by a court.

## **SCHEDULE 6 – INTERFACE WITH CAFM AND AUTHORITY HELPDESK**

1. The Authority has its own dedicated Computer Aided Facilities Management (CAFM) system which will be 'the one version of the truth' throughout the contract length.
2. The Supplier shall;
  - 2.1. Use the Authority's CORE web portal to receive and update all Planned, Reactive and Remedial Work Orders.

- 2.2. Ensure that the portal is continuously monitored so that they can update and close Work Orders in real time.
- 2.3. Note that all Reactive and Remedial Work Orders will be assigned as per the Response and Rectification Times contained within this document, with emergency works (Priority 1) being called through to the Supplier. The Supplier shall therefore provide a dedicated number which is available 24/7/365.
3. Concept will also be used to submit quotes for chargeable or project work.
4. The Services provided by the Contractor shall be monitored and have reports produced through the AHD as and when this is implemented and by independent audits commissioned and paid for at the Authority's discretion. The AHD shall have a monitoring and reporting role, but this shall not extend to acting as a managing agent on behalf of the Authority. The Authority shall, without limitation, utilise the information held on the AHD CAFM System to monitor the performance of the Contractor in delivering the Services.
5. The Authority's Help Desk (AHD) shall be the sole conduit of Reactive Maintenance activities. The AHD will manage calls from the Authority's staff, Supplier's staff and Tenants.
6. Full training will be given on the Authority's CAFM system by NHSPS. A user guide is embedded below:



8. Concept Evolution  
Connect User Manual

## **SCHEDULE 7 – CONTRACT MOBILISATION PLAN**

Supplier will develop a mobilisation plan with the Authority post contract award. The Authority will share a mobilisation plan template for these purposes.

## **SCHEDULE 8 – CONTRACT MANAGEMENT AND REPORTING REQUIREMENTS**

### **8.1 Reporting Requirements & Monthly Review Meetings**

Monthly Performance Review Meetings will be scheduled with NHS Property Services to review service delivery. Clauses 8.1.1 and 8.1.2 detail the reporting requirements that the Supplier must prepare and share with the Authority one week before the review meeting.

#### **8.1.1 Performance Reporting (Monthly)**

To provide a performance report to the Authority detailing the performance against completion of its obligations; -

The performance report shall contain the following and be submitted ten calendar days following the end of the month:

- The performance report shall detail the performance over the accounting period immediately preceding the month in which the report is issued;
- PPM actual completion vs planned with full detail of failed completions;
- Reactive (call outs) actual completion times v target completion times; with full detail of failed completions;
- Remedial work rectification completion vs target completion;
- Equipment service availability/asset downtime by month;
- Health and safety reporting, including but not limited to;
  - Number of health & safety incidents related to the contract – i.e. near miss's, accidents and reportable accidents (RIDDOR);
  - Any engagement with Enforcing Authorities, i.e. HSE and any enforcement action – for the whole organisation;
  - Any other H&S issues they may have that relates to our contract.
- Financial Reporting (to be agreed in mobilisation);
- Details of Contract changes;
- Technical updates/issues;
- Details of any Innovations/Contract Improvements;
- Asset Verification and Validation Survey (during verification phase).
- Details of any recurring Asset failures.
- Any further information that may be pertinent to this contract and may be requested by the Authority to be added to this report.

For the avoidance of doubt, failure to produce a complete performance report shall result in Liquidated damages of 4 % of the total monthly contract sum and each month thereafter until provided in accordance with the contract.

### **8.1.2 Reporting (Quarterly)**

The contractor will provide quarterly reports in accordance with the Authority's contract management requirements. This will include, but not limited to, the following; -

- Business and industry updates;
- Health, safety & compliance reports including but not limited to;
  - Number of health & safety incidents related to the contract – i.e. near miss's, accidents and reportable accidents (RIDDOR)
  - Any engagement with Enforcing Authorities, i.e. HSE and any enforcement action – for the whole organisation.
  - Health and Safety Training & Inductions – Any training completed / planned for employees on the contract.
  - Outcomes of any internal or external health & safety inspections or reports on the contract or any organisation
  - Any changes to accreditations or memberships to professional/trade bodies
  - Any other H&S issues they may have that relates to our contract.
- Performance review reporting;
- Financial – spend status and cost savings reports;
- Commercial and LCR supporting information and;
- Business development;
- Open quotes (Remedials/quotes that the Authority chooses not to progress should be closed on the report each quarter).



- Any further information that may be pertinent to this contract and may be requested by the Authority to be added to this report.

### **8.1.3 Annual Review Meeting and Report**

The Supplier and NHS Property Services will hold an annual meeting to review overall performance:

- KPIs
  - Training
  - Costs
  - Technical Developments
  - Data
  - Market Update
  - Pricing
- Any further information that may be pertinent to this contract and may be requested by the Authority to be added to this report.

## **8.2 CONTRACT MANAGEMENT**

### **8.2.1 KEY ACCOUNT MANAGER**

- The supplier will appoint a dedicated Contract Manager who will act as a central communication point for NHS Property Services. The Contract Manager will work closely with the NHS Property Services National Contracts Manager, the generators and UPS operational lead and the regional teams to provide full communication support and assurance that these services are delivered consistently and in line with the specification requirements.
- The Contract Manager will work closely with, and support NHS Property Services to drive efficiencies and innovation through the contract.
- The Contract Manager will be the main point of contact to resolve escalations, disruptions to BAU and issues with services.
- An escalation point should be provided if the Contract Manager is not able to resolve the issue to a satisfactory level.
- The contract manager should be available for regular calls and meetings proposed by the National Contract Manager and the Operational Lead for Generators and UPS – for example, a weekly call to review performance.
- The appointed manager shall have the authority to ensure that all matters relating to the contract are delivered and administered correctly, including settlement of financial details

- The appointed Manager shall attend liaison meetings with the Employer and/or the Authority's representative on frequency to be specified by the Authority
- At such meetings the appointed Manager will be expected to provide evidence to verify the reports as specified in Clause 8.1 and ensure preparation and delivery of all reports as specified

### **8.3 CHANGE CONTROL**

- NHSPS will implement a numerical contract variation tracker to ensure all changes to scheduled services are captured in a central tracker. This will enable NHSPS to be aware of changes to baseline costs.
- The Supplier will keep a tracker of all requests to vary schedules that are sent directly to them and present this to the National Contracts Manager on a weekly call.
- No variation can be implemented without being signed off by the Authority's National Contracts Manager.
- A weekly call will be arranged between the National Contracts Manager and The Supplier Contract Manager to monitor and manage this.
- All variations must be implemented within 28 days and cost reflected within the next invoice. Where a reduction in service is requested, regardless of whether the Supplier has implemented the change, the new scheduled must reflect the lower cost within 28 days.

### **8.4 ESCALATION PROCEDURES**

- Provide and manage an escalation process within the Supplier's organisation for issues raised by the Authority's representatives to be agreed during mobilisation