

DATE

11 September

2019

(1)

THE DISTRICT COUNCIL OF FOLKESTONE AND HYTHE

- and -

(2)

GAS CALL SERVICES LTD.

CONTRACT FOR THE PROVISION OF

HEATING SYSTEMS SERVICING, MAINTENANCE
AND INSPECTIONS WITH INSTALLATION WORKS

THIS CONTRACT is made the 11 day of September 2019

BETWEEN

(1) **THE DISTRICT COUNCIL OF FOLKESTONE & HYTHE** of the Civic centre,
Castle Hill Avenue, Folkestone CT20 2QY ("**the Employer**")

AND

(2) **GAS CALL SERVICES LTD.** (company registration no. SC163066 whose
registered office is at 2 Queenslie Court, Summerlee Street, Glasgow G33
4DB ("**the Contractor**")

(hereinafter collectively called "**the Parties**" and independently called "**the Party**")

WHEREAS

The Employer wishes certain works to be provided, namely the provision of heating
systems servicing, maintenance and inspections with installation works ("**the Works**")
and has accepted a quotation from the Contractor on the 8th May 2019 for the
provision of the Works

IT IS HEREBY AGREED as follows:

1. This Contract incorporates the following Contract Documents and constitutes
the entire agreement between the Parties relating to the Works:
 - the Employer's Schedule of Amendments to the JCT Measured Term
Contract 2016 Edition ("Schedule of Amendments"), which shall prevail
over any of the other documents listed below in the event of conflict
between those documents and the Employer's Schedule of
Amendments;
 - JCT Measured Term Contract 2016;
 - The Employer's Contract Specification;
 - The Contractor's Tender Document including:
 - Form of Tender dated 8th May 2019;
 - Method Statements;
 - Pricing Schedule
 - any relevant specified correspondence between the Parties.

2. In consideration of the provision of the Works by the Contractor, the Employer agrees to pay the Contractor the Contract Sum at the times and in the manner set out in this Contract. The Contract Sum shall be £501,103 (five hundred and one thousand, one hundred and three pounds).
3. In consideration of the payments to be made by the Employer to the Contractor in accordance with Clause 2 of this Contract, the Contractor agrees to deliver the Works in compliance in all respects with the provisions of this Contract.
4. The Employer hereby appoints the Contractor as Principal Contractor for the Works for the purposes of regulation 14 of the Construction (Design and Management) Regulations 2015 ("CDM").
5. Without prejudice to the Contract Documents, the Contractor agrees indemnify and hold harmless the Employer against any liability which the Employer may incur to any person whatsoever and against any claims, demands, costs and/or expenses sustained, incurred or payable by the Employer to the extent that the same arises by reason of any breach of this Contract or an instruction or any tortious or negligent act or omission on the Contractor's part (and/or any third party to whom the Contractor has subcontracted the performance of the Contractor's obligations or part thereof) in the performance of the Contractor's obligations under and in connection with this Contract.
6. Nothing in the Contracts (Rights of Third Parties) Act 1999 shall entitle a person who is not a party to this Contract to enforce any term of the Contract.
7. For the avoidance of doubt the provisions of this Contract shall be construed and interpreted according to the laws of England and for the purpose of any steps to be taken by the Employer to enforce the Contractor's obligations under this Contract or any of them the Contractor hereby submits to the jurisdiction of the Courts of Law of England.

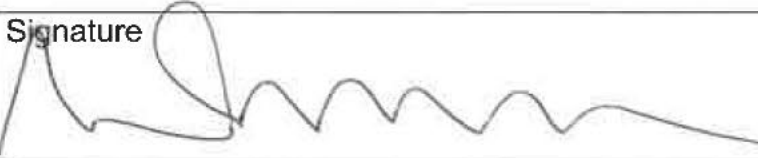

IN WITNESS whereof the Parties have executed this Contract as a deed the day and year above written

THE COMMON SEAL of
THE DISTRICT COUNCIL OF FOLKESTONE AND HYTHE
was hereunto affixed in the presence of:


8973

.....
Authorised Officer

EXECUTED AS A DEED by
GAS CALL SERVICES LTD. acting by:

Director	Signature 
	Name IN CAPITALS MIKE DONNELLY
Director/ Company Secretary	Signature 
	Name IN CAPITALS MARTIN HOLMES

CONDITIONS OF CONTRACT

The Form of Contract in respect of Heating Systems Servicing, Maintenance and Inspections with Installation Works shall be the **JCT Standard Form of Measured Term Contract 2016 Edition**

The Employer shall be:

THE DISTRICT COUNCIL OF FOLKESTONE AND HYTHE of Civic Centre, Castle Hill Avenue, Folkestone, Kent CT20 2QY

The Contractor shall be:

GAS CALL SERVICES LTD. (company registration no. SC163066 whose registered office is at 2 Queenslie Court, Summerlee Street, Glasgow G33 4DB ("**the Contractor**")

The Contractor shall enter into the Contract with the Employer executed as a Deed

The Recitals, Articles and Contract Particulars shall be construed in accordance with the following:

1st Recital: Properties within the Folkestone & Hythe District Council are as listed in the schedule of properties ("the Contract Area") in accordance with the details set out or referred to in the Contract Particulars.

Article 3: The Contract Administrator shall be:

██████████ of East Kent Housing Limited of Garrity House, Miners Way, Aylesham, CANTERBURY, CT3 3BF.

or, if he ceases to be the Contract Administrator, such other person as the Employer nominates in accordance with Clause 3.10.1 of the Conditions.

Article 4: The Principal Designer for the purposes of this Contract shall be

The Contractor

or such other person as the Employer at any time appoints to fulfil that role either in relation to all Orders or for specific Orders

Article 5: The Principal Contractor for the purposes of the CDM Regulations shall be the Contractor

or such other contractor as the Employer at any time appoints to fulfil that role either in relation to all Orders or for specific Orders

Article 9: Modifications, etc – The Articles of Agreement and the Conditions shall have effect as modified by the Employer's Schedule of Amendments attached hereto

Contract Particulars

These shall be read as completed as follows:

Item		Insertion
1.1	List of Properties in the Contract Area (first Recital)	Properties within the Folkestone & Hythe District Council are as listed in the schedule of properties ("the Contract Area")
1.2	Description of types of work	Servicing, Maintenance and Safety Inspections of Domestic and Communal Heating Systems, with Domestic Installations.
Fifth Recital and Schedule Supplemental Provisions		
	Collaborative working	Paragraph 1: applies
	Health and Safety	Paragraph 2: applies
	Cost savings and value improvements	Paragraph 3: applies
	Sustainable development and environmental considerations	Paragraph 4: applies
	Performance Indicators and monitoring	Paragraph 5: applies
	Notification and negotiation of disputes	Paragraph 6: applies Employer's nominee for notification and negotiation of disputes: Deborah Upton, Chief Executive, East Kent Housing Limited Contractor's nominee: or such replacement as each Party may notify to the other from time to time
Article 1 and clause 7.1	Contract Period	From 1 st November 2019 to 31 st March 2022 with the option of a one-year extension subject to the Contractor's satisfactory performance

Item	Insertion
Article 7 and clauses 9.3 to 9.8 Arbitration	apply
Clause 1.1 BIM Protocol (where applicable)* State title, edition, date or other identifiers of relevant documents	Does not apply
Clause 2.4 Minimum Value of any one Order	£25.00 (Twenty Five Pounds)
Maximum Value of any one Order	N/A
Clause 2.5 Approximate anticipated Value of work to be carried out under this Contract	£2,761,680 (<i>Two million seven hundred and sixty-one thousand six hundred and eighty pounds</i>)
	for the Contract Period excluding the extension
Liquidated Damages	In the event the Contractor is in delay in performing an Instruction or Order, liquidated damages shall be payable at the rate of 2% of the value of the work described within the Instruction or Order per week or part thereof, subject to a minimum value of £50, and up to a maximum of 12% of the total value of the work described within the Instruction or Order.
Clause 2.6 Priority coding for Orders	Priority coding – <i>as per as per Volume 2, 3.2 and Volume 3, 4.2 of Appendix A – Specification</i>
Clause 4.2 Construction Industry Scheme (CIS)	The Employer is a ‘contractor’ for the purposes of the CIS at the commencement date
Clauses 4.3, 4.4 and 4.5 Progress Payments	N/A
	The Valuation Date in each month is the last day of the month and the Application shall be received no later than 15 th day of the following month
Clause 5.2 Responsibility for measurement and valuation	The Contractor shall measure and value all Orders

Item	Insertion
Clauses 5.3, 5.6.1 and 5.6.2 Schedule of Rates The Schedule of Rates is	as provided for within Volume 4 and Volume 5 of Appendix A – Specification, also Appendix X – Pricing Schedules
subject to adjustments of the rates listed in that Schedule by the	n/a
of the Adjustment Percentage which is	n/a
Clause 5.6.1 Fluctuations	applies
Clause 5.6.1 Basis and dates of revision	The rates tendered shall be subject to Consumer Price Index ('CPI') with a base date of 1 st January each year and annually thereafter for the duration of the Contract Period. The first applicable adjustment for rates will be effective from 1 st April 2020 by indices.
Clauses 5.4, 5.6.3 and 5.6.4 Daywork Valuation – percentage additions	
Where not included in or annexed to the Schedule of Hourly Charges, the percentage additions to the invoice price of non-labour items are as follows:	
Overheads and profit on Materials	5.0%
Overheads and profit on Plant, Services and Consumable Stores	5.0%
Overheads and profit on Sub- Contractors	5.0%
Clause 5.6.3 Revision of Schedule of Hourly Charges	does not apply
Clause 5.7 Overtime Work	N/A%

Item	Insertion
Clauses 6.4.1, 6.7A, 6.&B, 6.8 and 6.11 Insurance	Public & Product Liability: £10,000,000 for any one occurrence or series of occurrences arising out of one event Employer's Liability: minimum of £10,000,000 Professional Indemnity: minimum of £5,000,000.
Percentage to cover professional fees	15%
Clause 6.7A.1 Insurance of existing structures	applies
Clause 6.7B Insurance of work or supply comprised in Orders	applies
the annual renewal date is:	<hr/>
Terrorism Cover	Not required
Clause 7.1 Break Provisions – Employer or Contractor	26 weeks
Clauses 9.2, 9.3 and 9.4.1	
Adjudication	Nominator of Adjudicator: The Royal Institution of Chartered Surveyors
Arbitration Appointer of Arbitrator	President or a Vice-President of The Royal Institution of Chartered Surveyors

Schedule of Amendments to the JCT Measured Term Contract 2016 Edition (Article 9)

Definitions

Clause 1.1:

“Contract Documents” – delete the definition and replace with the following words:

“JCT Standard Form of Measured Term Contract 2016;

The Employer’s Schedule of Amendments to the JCT Measured Term Contract 2016 Edition;

The Contractor’s Tender Document including:

- Form of Tender dated 8th May 2019;
- Method Statements;
- Pricing Schedule

Any relevant specified correspondence between the parties”

“Employer” – at the end of the definition, insert the words “and it’s permitted assignees under this Contract”.

Insert the following new Definitions:

“**Environmental Laws** – any law statute, statutory instrument or legislation of the European Union having effect in the United Kingdom, or circulars, guidance notes and the like issued by the United Kingdom Government or relevant regulatory agencies relating to the protection or pollution of the environment (within the meaning of the Environmental Protection Act 1990)”.

“**Hazardous Substances** – any substances which are capable of carrying harm to man or any living organisms supported by the environment (within the meaning of the Environmental Protection Act 1990)”.

“**Proprietary Material** – all drawings, details, plans, specifications, schedules, reports, calculations and other work, whether in written or electronic form (and any designs, ideas and concepts contained in them) prepared, conceived or developed by or on behalf of the Contractor in connection with this Contract and/or any Order”.

Contractor’s Obligations

Clause 2.1 – the following new clauses shall be inserted:

“2.1A The Contractor shall fully carry out the works using all the reasonable skill, care, expedition and efficiency to be expected of a properly qualified and competent contractor (and to the extent that the Order includes any design to be carried out by the Contractor using all the reasonable skill, care, expedition and efficiency to be expected of a properly qualified and competent architect or other appropriate designer) who is experienced in carrying out work (and preparing designs) of a similar scope, nature and complexity and size to the Order.

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- 2.1B The Contractor shall work in a proper and workmanlike manner and fully in accordance with the Contract Administrator's instructions, any instructions of the Employer, the Contract Documents and other Statutory Requirements and shall give all notices required by the Statutory Requirements.
- 2.1C To the extent that the Order contains any design, the Contractor shall be responsible for carrying out and completing the entire design for the Order.
- 2.1D The Contractor shall take due account of the terms of any agreements between the Employer and third parties as are from time to time disclosed to him and shall perform his obligations under this Contract in such a manner as not to constitute, cause or contribute to any breach by the Employer of his obligations under such agreements and shall indemnify the Employer in respect of any loss and/or damage which he incurs as a result of any breach by the Contractor of this clause where such loss and/or damage arises under such agreements.
- 2.1E The Contractor shall not use, generate, dispose of or transport to the Site any Hazardous Substances otherwise than in accordance with Environmental Laws."

Materials, Goods and Workmanship

Clause 2.2.1 shall be deleted and replaced by the following new clause 2.2.1:

"The Contractor in carrying out each Order shall not specify or use materials which are generally known at the time of use to be deleterious to health and safety or to durability in the particular circumstances in which they are used and the Contractor shall use materials, goods and workmanship of the quality and standards specified in the Order, or if not so specified, of the quality and standard to be expected of a contractor experienced in works of a like nature to the works set out in the Order.

The Contractor warrants to the Employer that he has not specified and will not specify for use nor use in carrying out each Order any substance and/or material which is not in conformity with any relevant British or European Standards or Codes of Practice or which are generally known to the UK construction industry to be deleterious to health and safety or the durability of the Works in the particular circumstances in which it is used or which is not used in accordance with the guidance contained in the publication "Good Practice in the Selection of Construction Materials" 1997) Ove Arup & Partners."

Clause 2.2.2 shall be deleted and replaced by the following new clause 2.2.2:

"Where and to the extent that the approval of the quality of materials or goods or of the standards of workmanship is a matter for the opinion of the Contract Administrator, such quality and standards shall be to his reasonable satisfaction.

To the extent that the quality of materials and goods or standards of workmanship are not described in the Order nor stated to be a matter for such opinion or satisfaction, they shall be of a standard appropriate to the relevant work. For the avoidance of doubt the standards of workmanship required pursuant to this clause shall be no less than those set out in British Standard 8000 or any other standard that may be applicable.”

Rights of Employer

Clause 2.3.5 - the following words shall be deleted “and the Contractor shall be entitled to a handling charge of 5% on that value. The Adjustment Percentage shall not be applied to that charge”.

Clause 2.3.6 shall be deleted and replaced with the following new clause 2.3.6:

“Any materials and/or goods supplied by the Employer for any Order shall be at the sole discretion of the Employer”

Value of work to be carried out under this Contract

Clause 2.5 shall be deleted and replaced with the following new clause 2.5:

“The Employer is not obliged to provide the Contractor with any Orders nor does the Employer give any warranty or undertaking as to the actual amount of work that will be ordered and no variance in the actual value of work ordered shall give rise to a change in any rate, price or percentage adjustment. For the avoidance of doubt, the Employer shall not be liable for any loss of profits, loss of contracts or other costs, expenses or losses suffered or incurred by the Contractor as a result of the Contractor not being awarded any Orders under this Contract.”

Programme

Clause 2.7 shall be amended by deleting the words “Nothing in the programme or in any amendment or revision of it shall impose any obligations beyond those imposed by the Contract Documents” and replacing this with the following words:

"The Contractor Administrator shall have 7 days from receipt of the programme to approve or register its disapproval, in writing, of the programme. If the Contract Administrator fails to respond within the 7 days then it shall be deemed to have approved.

Provided the Contract Administrator has approved or deemed to have approved the programme, the Contractor shall procure that all of the works carried out in accordance with or under any Order(s) is carried out strictly in accordance with the programme. If the Contract Administrator has stated to the Contractor that it does not approve of the programme then the Contractor shall resubmit a revised programme to the Contract Administrator for approval and this process shall be repeated until the Contract Administrator has given its written approval to the programme, whereupon the Contractor shall carry out the works within the order strictly in accordance with such approved programme.”

Divergence from Statutory Requirements

Clause 2.8.2 shall be deleted and replaced with the following new clause 2.8.2:

“Provided the Contractor has provided the written notice specified in clause 2.8.1 then it shall not be liable under this Contract if the work carried out under an Order, does not comply with the Statutory Requirements, but only to the extent that the non-compliance results from the divergence between the Statutory Requirements and either an Order or a Variation that the Contractor has previously advised the Employer of in accordance with clause 2.8.1.”

Extension of Time

Clause 2.10.1 shall be deleted and replaced with the following new clause 2.10.1:

“If, at any time during the course of completing an Order, the Contractor shall establish that the progress of the works under the Order shall have been effected by reason of:

- (i) force majeure; or
- (ii) fire, lightning, explosion, storm, tempest, flood, bursting or overflowing of water tanks, apparatus or pipes, earthquake, aircraft or other aerial devices or articles dropped from them, riot or civil commotion or any other risks insured against,

the Contract Administrator shall allow such extension of time as is fair and reasonable in the circumstances upon written application by the Contractor to the Employer and Contract Administrator provided always that such application is made immediately that the Contractor is aware that such delay has or might occur (which written application shall include any documentation the Contractor may wish to provide in support of or justifying its application and the Contractor's assessment of the extension of time it seeks). To the extent that any extension of time is granted, a revised date for completion for the Order shall be fixed by the Contract Administrator and notified to the Contractor.”

Defects

Clause 2.12 shall be renumbered 2.12.1 and amended by deleting the words “6 months” and substituting with “12 months” and adding the words “and shall commence rectification within 5 days of notification” at the end of the Clause:

Additional Clause 2.12.2:

“In the case of default, the Employer may provide labour and/or materials or enter into a contract to make good such defects and all costs and expenses consequent thereon shall be borne by the Contractor and shall be recoverable from the Contractor by the Employer either by offsetting against monies due on any contract with the Employer or by directly invoicing the Contractor.”

Assignment

The clause heading shall be amended from “Assignment” to “Assignment and Novation”

Clause 3.1 shall be deleted and replaced with the following new clause 3.1:

“The Employer may assign, novate or otherwise transfer this Contract or the benefit thereof at any time without the consent of the Contractor. The Contractor hereby consents to the novation of this Contract by the Employer and agrees to enter into such documents as are required to effect such novation. The Contractor shall not assign, novate or otherwise transfer this Contract without the prior written consent of the Employer.”

Sub-Contracting

Delete Clause 3.2 and replace with the following clauses:

“3.2.1 The Contractor shall not sub-contract any works under the Contract without the previous written consent of the Contract Administrator. Such consent shall not be unreasonably withheld or delayed and shall apply to all works except to the extent otherwise stated in that consent.

3.2.2 In the event of the Employer agreeing to any assignment under clause 3.1 or sub-contracting under clause 3.2.1, such consent shall not relieve the Contractor from any liability or obligation under this Contract and the Contractor shall be responsible for the acts, defaults and negligence of any assignee or sub-contractor, his or its agents, servants or employees. The provision of this clause 3.2.2 shall be subject to the provisions of the new Section 20.2 (below) relating to collateral warranties”

Contractor’s Representative

Clause 3.3 shall be deleted in its entirety and replaced by the following new clause 3.3:

“3.3.1 The Contractor shall appoint a competent Contractor’s Representative for the proper administration of this Contract.

3.3.2 The Contractor’s Representative shall have suitable and sufficient qualifications and experience to carry out this function and shall be the representative empowered to act on behalf of the Contractor for all purposes connected with the Contract.

3.3.3 The Contractor’s Representative shall be the person named in the Contract Particulars or such other person nominated in writing by the Contractor from time to time to act in the name of the Contractor for the purposes of the Contract.

3.3.4 From time to time the Contractor may appoint one or more representatives to act for the Contractor generally or for specified purposes or periods. Immediately any such appointment is made or terminated, the Contractor shall give written notice thereof to the Employer and until such notice is received the Contractor shall be under no obligation to comply with any instruction issued by such representative.

3.3.5 Any Order, notice, information, instruction or other communication given to the Contractor's Representative shall be deemed to have been given to the Contractor.

Additional Clause 3.4.4:

"The Contract Administrator or their representative shall have at all times access to the Site or other places off-site where materials or equipment are being stored or prepared for the works."

Cancellation of an Order

Additional Clause 3.6.3:

"The provisions of clauses 3.6.2.1 and 3.6.2.2 do not apply where scheduled works or an Order for works is cancelled before any physical works have commenced."

Exclusion from Site

Clause 3.7 shall be amended by inserting the following sentence at the end of the clause:

"The Contractor shall then ensure that such person is immediately excluded from the Site."

Additional Employer's Rights and Remedies

Additional Clause 3.11:

"Where the Contractor's performance significantly and consistently fails to meet the required targets or Key Performance Indicators (KPIs) and the Contractor has not proposed acceptable remedial measures in respect of such failings within 28 days of being requested by the Contract Administrator in writing to do so, or the Contractor indicates that their current workload will not enable them to complete within targets, the Employer may award work to other contractors.

Where works are awarded to other contractors, it will be measured and valued using fair and reasonable tendered rates. Should this incur additional costs to the Employer, the Employer reserves the right to charge the Contractor the extra-over cost plus 10% administration costs."

Progress Payment

Clause 4.3 shall be deleted and replaced with the following new clause:

“Monthly Payment

Payments shall be made on a per calendar month basis and shall include all Orders completed in the previous calendar month that have been agreed as completed by the Contract Administrator and shall form part of the Contractor’s monthly payment application in accordance with clause 4.5.1.”

Payment Application

Clause 4.5.1 shall be amended by inserting the words “Subject to clause 4.3” at the beginning of the clause.

Payments – final date and amount

Clause 4.6.1 to be removed entirely.

Clause 4.6.2 to be amended to read:

“Subject to any notice given by the Employer under clause 4.6.5., the Employer shall pay the sum stated as due in the relevant certificate following receipt of the Contractor’s VAT invoice, within 14 days of receipt of the certificate, in the sum described on the certificate.

Any such invoices submitted will be subject to approval by the Contract Administrator prior to these being passed for payment by the Employer.

The Employer shall pay any such properly due invoice within 30 days of receipt of the invoice.

Valuation - daywork

Clause 5.4.2 shall be amended by inserting the words “and any other evidence required by the Employer.” at the end of the clause:

Derived Rates

Clause 5.5 shall be deleted and replaced by the following new clause 5.5:

“5.5.1 Where the rates or prices in the Schedule of Rates do not apply or where there is no applicable all-in labour rate in the Schedule of Hourly Rates, as the case may be, the value shall be decided by the Contract Administrator and shall be based upon such rates or prices as may fairly be deducted therefrom, rates and prices deduced from the Schedule of Rates being subject to adjustment by the Adjustment Percentage.

5.5.2 If it is not practicable or would not be fair and reasonable to apply the rates or prices in the Schedule of Rates or Schedule of Hourly Charges or to deduce rates or prices therefrom, the value shall be ascertained on a fair and reasonable basis by the Contract Administrator after consultation with the Contractor.”

Overtime

Additional Clause 5.7.4:

“Where the Contractor wishes to work outside normal working hours, he must first obtain the permission of the Contract Administrator and the person in charge of the premises. In these circumstances no additional or enhanced payments will be made.”

Liability of the Contractor – personal injury or death

Clause 6.1 shall be amended by inserting the words “or of any obligation pursuant to clause 2.12,” in the third line after the word “Order” and before the word “except”.

Liability of the Contractor – injury or damage to property: nuisance

Clause 6.2 shall be amended by inserting the words “or of any obligation pursuant to clause 2.12” in the fourth line after the word “Order” and before the word “and”.

The following words shall be inserted at the end of clause 6.2:

“The Contractor shall at all times reasonably prevent any public or private nuisance (including without limitation any such nuisance caused by noxious fumes, noisy working operations or the deposit of any materials or debris on the public highway) or other interference with the rights of any adjoining or neighbouring landowner, tenant or occupier or any statutory undertaker arising out of an Order or of any obligation pursuant to clause 2.12 and shall defend or, at the Employer's option, assist the Employer in defending any action or proceedings which may arise as a result of any breach by the Contractor of its obligations under this Contract.”

Contractor's Insurance and his Liability

Additional clause: 6.4.3

“Without limiting his other obligations under the Contract or otherwise at law, the Contractor shall maintain professional indemnity insurance of not less than £2 million in respect of each and every claim.”

Related Definitions

Under clause 6.6, the definition of “Joint Names Policy” shall be deleted and replaced as follows:

“a policy of insurance which shall be taken out by the relevant party as set out in the relevant clause jointly with any funder or other third party as the Employer may require and under which the insurers have no right of recourse against the Employer and/or any person named as an insured, or recognised as an insured thereunder”.

Additional clause 6.15

“The Contractor shall ensure so far as is reasonably practicable the health, safety and welfare at work of his employees and shall conduct his undertakings in such a way as to ensure that persons other than his employees who may be affected by his operations are not exposed to risks to their health or safety and shall in all respects perform all his duties under the Health and Safety at Work etc. Act 1974 and all Health and Safety Regulations made thereunder.”

Break Provision – Rights of each Party

Clause 7.1 shall be amended to read as follows

- 7.1 The Employer shall have the right to reduce the duration of the Contract Period by giving the Contractor not less than 17 weeks’ notice to that effect (or such lesser period of notice as is stated in the Contract Particulars (item16)). That notice may in either case expire at any time not less than 6 months after the date of commencement of the Contract Period.

Clause 7.2 shall be amended to read as follows

- 7.2 As from receipt by the Contractor of notice under clause 7.1 the Contractor shall not, unless otherwise agreed between him and the Contract Administrator, be under any obligation to accept any subsequent Orders which cannot reasonably be completed before the expiration of the notice, but the Contractor shall not be relieved of his obligation to complete all Orders properly given prior to the receipt of the notice, even if such Orders cannot be, or are not, completed before the expiry of such notice, and to complete any subsequent Orders that can reasonably be completed before that expiration or that he otherwise accepts.

Default by Contractor

Additional Clause 8.4.1.3:

“fails to comply with any of his obligations including all of the Contractor’s obligations contained within the Council’s Tender Documents and/or the Contractor’s priced Schedule of Rates in respect of this Contract.”

Insert new clauses 8.4.2.1 and 8.4.2.2 as follows:

- “8.4.2.1 Where the Contractor receives notice under clause 8.4.1 that it has failed to perform the works in accordance with the Contract Documents, the Employer may, without prejudice to any other remedy it may have:
- i. request from the Contractor that, at the Contractor's own expense and as specified by the Employer, it reschedules and carries out the works in a manner satisfactory to the Employer, which may include rectifying completed works or repeating the provision of any of the works within such period as the Employer may specify by such written notice; and/or

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- ii. withhold or reduce payments to the Contractor, as the Employer shall reasonably deem appropriate in each particular case; and/or
 - iii. request that the Contractor pay or allow to the Employer liquidated damages at the rate stated in the Contract Particulars between the specified date for completion and the actual date of completion; and/or
 - iv. employ a third party to carry out and complete the works.

8.4.2.2 Any expenses incurred which are in addition to the cost of the relevant part of the works arising as consequence of suspension of the works or procuring a third party to carry out the works, shall be recovered in full from the Contractor, including any administrative costs reasonably incurred by the Employer.”

Re-number existing clauses 8.4.2 and 8.4.3 as 8.4.3 and 8.4.4 respectively.

TUPE

Insert new Section 10 (TUPE) to the JCT Conditions of Contract as follows:

“Section 10 TUPE

- 10.1 The Contractor accepts and undertakes that when it tendered for (and entered into) this Contract it has taken into consideration the provisions of the European Acquired Rights Directive 77/187 (“Directive”) and the Transfer of Undertakings (Protection of Employment) Regulations 2006 (“Regulations”) and has considered the application or otherwise of those provisions to this Contract and has taken the appropriate action required under the Directive and/or the Regulations.
- 10.2 Where, in the opinion of the Employer, the Regulations are likely to apply on the termination or expiration of the Contract, the Contractor shall provide such information as the Employer may require in order to comply with the Regulations including, without limitation, such information regarding any Contractor employee who would transfer under the same terms of employment under the Regulations. Such information shall be provided to the Employer within fourteen (14) days of request or as otherwise required by the Regulations.
- 10.3 Where the award of this Contract, or any successor/replacement contract, creates rights under the Regulations, the Contractor shall indemnify the Employer against any transfer costs (including, without limitation, any claims, damages, awards, orders or payments for the Contractor’s failure to comply with the Regulations).”

Prevention of Bribery and Corruption

Insert new Section 11 to the JCT Conditions of Contract as follows:

“11.1 The Contractor warrants and undertakes to the Employer that:

11.1.1 it will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 and will not give any fee or reward the receipt of which is an offence under sub-section (2) of Section 117 of the Local Government Act 1972;

11.1.2 it will procure that any person who performs or has performed services for or in its behalf (“Associated Person”) in connection with this Contract complies with this clause and subject to the JCT Form of Contract to be used;

11.1.3 it will not enter into any agreement with any Associated Person in connection with this Contract, unless such agreement contains undertakings on the same terms as contained in this clause and subject to the JCT Form of Contract to be used;

11.1.4 it has and will maintain in place effective accounting procedures and internal controls necessary to record all expenditure in connection with the Contract;

11.1.5 from time to time at the reasonable request of the Employer it will confirm in writing that it has complied with its undertakings under clauses 11.1.1 to 11.1.4 and will provide any information reasonably requested by the Employer in support of such compliance;

11.1.6 it shall notify the Employer as soon as practicable of any breach of any of the undertakings contained within this clause of which it becomes aware.

11.2 Where the Contractor or Contractor's employees, servants, sub-contractors, suppliers or agents or anyone acting on the Contractor's behalf, engages in conduct prohibited by the Bribery Act 2010 or the Local Government Act 1972 section 117(2) in relation to this or any other contract with the Employer, the Employer has the right to;

a) terminate the Contract and recover from the Contractor the amount of any loss suffered by the Employer resulting from the termination, including the cost reasonably incurred by the Employer of making other arrangements for the provision of the works and any additional expenditure incurred by the Employer throughout the remainder of the Contract.

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- b) recover in full from the Contractor any other loss sustained by the Employer in consequence of any breach of this clause, whether or not the Contract has been terminated.”

Freedom of Information

Insert new Section 12 to the JCT Conditions of Contract as follows:

- “12.1 The Employer is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 ("the Acts"). As part of the Employer's duties under the Acts, it may be required to disclose information forming part of the Contract to anyone who makes a request. The Employer has absolute discretion to apply or not to apply any exemptions under the Acts.
- 12.2 The Contractor shall assist and co-operate with the Employer (at the Contractor's expense) to enable the Employer to comply with the information disclosure requirements under the Acts and in so doing will comply with any timescale notified to it by the Employer.
- 12.3 The Contractor acknowledges that the Employer is committed to the Government's transparency agenda requiring the Employer to publish on line items of spend over £500 (five hundred pounds) including actual payments made to the Contractor, the Contractor's tender and the terms of this Contract (excluding commercially sensitive information).
- 12.4 The Contractor acknowledges that the Employer may, acting in accordance with the Secretary of State for Constitutional Affairs Code of Practice on the discharge of public authorities' functions under Part 1 of FOIA (issued under section 45 of the FOIA, November 2004) be obliged under the FOIA or the Environmental Information Regulations to disclose information;
- a) without consulting with the Contractor, or
 - b) following consultation with the Contractor and having taken its views into account.”

Data Protection

Insert new Section 13 to the JCT Conditions of Contract as follows:

“**Controller**” has the meaning give in the Data Protection Legislation;

“**Data Loss Event**” has the meaning given in the Data Protection Legislation;

“**Data Protection Legislation**” means: i) the GDPR, the LED and any applicable national implementing Laws as amended from time to time; ii) the DPA to the extent that it relates to processing of personal data and privacy; iii) all applicable Law about the processing of personal data and privacy;

“**Data Protection Impact Assessment**” an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;

“Data Protection Officer” has the meaning given in the Data Protection Legislation;

“Data Subject Request” means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;

“Data Subject” has the meaning given in the Data Protection Legislation;

“DPA” means the Data Protection Act 2018 as amended from time to time;

“GDPR” means the General Data Protection Regulation (Regulation (EU) 2016/679);

“Joint Controllers” where two or more Controllers jointly determine the purposes and means of processing;

“LAW” means any law, subordinate legislation within the meaning of Section 21(1) Interpretation Act 1978, bye law, enforceable right within the meaning of Section 2 of the European communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment or a relevant court of law, or directive or requirements with which the Processor is bound to comply;

“LED” means the Law Enforcement Directive (Directive (EU) 2016/680);

“Personal Data” has the meaning given in the Data Protection Legislation;

“Personal Data Breach” has the meaning given in the Data Protection Legislation;

“Protective Measures” appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it;

“Processor” has the meaning given in the Data Protection Legislation;

“Processor Personnel” all directors, officers, employees, agents, consultants and contractors of the Processor and/or of any sub-contractor of the Processor engaged in the performance of its obligations under this Agreement;

“Sub-processor” any third party appointed to process Personal Data on behalf of the Contractor related to this agreement;

13.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Employer is the Controller and the Contractor is the Processor unless otherwise specified in Schedule Processing Personal Data). The only processing that the Processor is authorised to do is listed in Schedule Processing Personal Data and may not be otherwise be determined by the Processor.

13.2 The Employer intends for the contract administrator (East Kent Housing) to share the personal data, as specified in the Schedule Processing Personal Data, with the Contractor on behalf of the Employer.

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- 13.3 The Processor shall notify the Controller and the Controller's contract administrator immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
- 13.4 The Processor shall provide all reasonable assistance to the Controller and the Controller's contract administrator in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:
- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
 - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 13.5 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- (a) process that Personal Data only in accordance with Schedule Processing Personal Data, unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller and the Controller's contract administrator before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Controller or the Controller's contract administrator, on behalf of the Controller, may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - (c) ensure that:
 - (i) the Processor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule Processing Personal Data);

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- (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this Clause;
 - (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Controller or as otherwise permitted by this Agreement; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and
 - (d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
 - (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
 - (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller or the Controller's contract administrator with respect to the processing of the Personal Data;
 - (e) at the written direction of the Controller or the Controller's contract administrator, delete or return Personal Data (and any copies of it) to the Controller's contract administrator on termination of the Agreement unless the Processor is required by Law to retain the Personal Data.

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- 13.6 Subject to Clause 13.7, the Processor shall notify the Controller and the Controller's contract administrator immediately if it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - (f) becomes aware of a Data Loss Event.
- 13.7 The Processor's obligation to notify under Clause 13.6 shall include the provision of further information to the Controller and the Controller's contract administrator in phases, as details become available.
- 13.8 Taking into account the nature of the processing, the Processor shall provide the Controller either directly or to the Controller's contract administrator, as requested by the Controller, with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 13.6 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:
- (a) the Controller and the Controller's contract administrator with full details and copies of the complaint, communication or request;
 - (b) such assistance as is reasonably requested by the Controller and the Controller's contract administrator to enable the Controller and the Controller's contract administrator, on behalf of the Controller, to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - (c) the Controller and the Controller's contract administrator, at their request, with any Personal Data it holds in relation to a Data Subject;
 - (d) assistance as requested by the Controller and the Controller's contract administrator following any Data Loss Event;
 - (e) assistance as requested by the Controller and the Controller's contract administrator with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.

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- 13.9 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- (a) the Controller or the Controller's contract administrator, on behalf of the Controller, determines that the processing is not occasional;
 - (b) the Controller or the Controller's contract administrator, on behalf of the Controller, determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - (c) the Controller or the Controller's contract administrator, on behalf of the Controller, determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 13.10 The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
- 13.11 The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
- 13.12 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Processor must:
- (a) notify the Controller and the Controller's contract administrator in writing of the intended Sub-processor and processing;
 - (b) obtain the written consent of the Controller;
 - (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 13.12 such that they apply to the Sub-processor; and
 - (d) provide the Controller with such information regarding the Sub-processor as the Controller, either directly or via the Controller's contract administrator, may reasonably require.
- 13.13 The Processor shall remain fully liable for all acts or omissions of any Sub-processor.
- 13.14 The Controller may, at any time on not less than 30 Working Days' notice, revise this Clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).
- 13.15 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Controller may on not less than 30 Working Days' notice to the Contractor amend this Agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

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- 13.16 Where the Parties include two or more Joint Controllers as identified in the Schedule Processing Personal Data in accordance with GDPR Article 26, those Parties shall enter into a Joint Controller Agreement based on terms compliant with the GDPR and in accordance with Government guidance notes issued from time to time.

Equal Opportunities, Unlawful Discrimination and Human Rights

Insert new Section 14 to the JCT Conditions of Contract as follows:

- “14.1 The Contractor shall comply with all applicable equalities, inclusion, and diversity legislation, which shall include any law, statute, bye-law, regulation, order, regulatory policy, guidance or code of practice, rule of court or directives or requirements of any regulatory body, delegated or subordinate legislation or notice of any regulatory body (“the Equalities Provisions”) now in force or which may be in force in the future and with the Employer's equality and diversity policies as may be amended from time to time, copies of which will be provided by the Employer to the Contractor at the Contractor's written request.
- 14.2 For the avoidance of doubt, the term “Contractor” in this clause 13 shall include the Contractor's employees, agents, representatives and sub-contractors employed in the execution of the Contract.
- 14.3 The Contractor will provide to the Employer such information as the Employer may reasonably request in respect of the impact of equality issues on the operation of the Contract.
- 14.4 If a complaint is made about the acts or omissions of the Contractor in relation to the Equality Provisions, the Contractor may be the subject of an investigation by the Employer. During the course of such an investigation the Contractor shall make all documents the Employer considers to be relevant to the investigation available and co-operate with the investigation. If any breach of the Employer's duties under the Equalities Provisions is found to have occurred due to the acts or omissions of the Contractor, the Contractor shall indemnify the Employer in respect of any loss, damage and/or compensation, fines and costs (including but not limited to legal costs and expenses) which may be suffered by or imposed on the Employer by any court, tribunal or ombudsman.
- 14.5 If requested to do so by the Employer the Contractor shall co-operate with the Employer at the Contractor's expense in connection with any legal proceedings, ombudsman enquiries, arbitration or Court proceedings in which the Employer may become involved arising from any breach of the Employer's duties under the Equalities Provisions due to the alleged acts or omissions of the Contractor.
- 14.6 The Contractor shall carry out the works in a manner which is consistent with the Human Rights Act 1998 as though (for the avoidance of doubt) it is bound by

the Act and in such a way that the Employer shall not be liable to any person for a breach of its duties under the said Act and shall indemnify the Employer against any direct or indirect costs expenses damages compensation liabilities or other claims incurred or suffered by the Employer arising from or in relation to a breach or alleged breach of the said Act.

- 14.7 Failure by the Contractor to comply with the provisions of this clause 13 may lead to the termination of this Contract.”

Contractor’s Persons

Insert new Section 15 to the JCT Conditions of Contract as follows:

“15.1 The Contractor shall comply with all relevant legislation relating to the Contractor’s Persons however employed including (but not limited to) the compliance in law of the ability of the Contractor’s Persons to work in the United Kingdom.

15.2 The Contractor shall employ sufficient persons to ensure that the works are carried out in accordance with the Contract. The Contractor’s Persons engaged in and about the provision of the works shall be properly and sufficiently qualified, competent, skilled and experienced and the Contractor shall ensure that such Persons are properly and continuously trained, sufficiently instructed and adequately supervised with regard to the provision of the works generally and in particular:

- (i) the task or tasks such Persons have to perform;
- (ii) all relevant rules, procedures and statutory requirements concerning health and safety, including the Employer’s health and safety policy;
- (iii) all other statutory requirements in connection with the Contract

and the Contractor shall indemnify the Employer against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Contractor of this clause 15.

15.3 The Employer shall be entitled to require the Contractor to remove from the performance and carrying out of the works any of the Contractor’s Persons whose behaviour is in the opinion of the Employer negligent, (should it become aware) disruptive, disturbing or likely to cause offence to the Employer or its employees and where the Employer has received a valid complaint.

15.4 The Employer shall in no circumstances be liable either to the Contractor or to any Persons (including its sub-contractors) removed pursuant to clause 14.3 in respect of any cost, expense, liability, loss or damage occasioned by such removal and the Contractor shall fully indemnify the Employer in respect of any claim or proceedings made or brought against the Employer by such Contractor’s Persons.”

Safeguarding

Insert new Section 16 to the JCT Conditions of Contract as follows:

- “16.1 The Contractor shall make arrangements during the provision of any works under this Contract to ensure that the Contractor and the Contractor’s Persons comply, in all respects, with all relevant legislation and Employer policy in relation to the safeguarding of children and vulnerable adults, which may include enhanced disclosure checking of the Contractor’s Persons, undertaken through the Disclosure and Barring Service (“DBS”) and a check against the adults barred list or the children’s barred list as appropriate
- 16.2 The Contractor shall monitor the level and validity of the checks for each of the Contractor’s Persons.
- 16.3 The Contractor warrants that at all times for the purposes of this Contract, it has no reason to believe that any person who is or will be employed or engaged by the Contractor in the provision of the works is barred from the activity in accordance with the provisions of the Safeguarding Vulnerable Groups Act 2006 and any regulations made thereunder, as amended from time to time.”

Asbestos

Insert new Section 17 to the JCT Conditions of Contract as follows:

- 17.1 Where any works under this Contract involves the use and handling of asbestos, the Contractor shall, at all times, comply with the provisions of the Control of Asbestos Regulations 2012 and any other relevant legislation, codes of practice and guidelines in respect of asbestos.
- 17.2 Where incidental asbestos is discovered or suspected at any of the Employer’s premises or sites, the Contractor shall notify the Contract Administrator immediately. The Contract Administrator will advise the Contractor by further instruction.
- 17.3 Where no asbestos survey has been conducted, the Employer may require the Contractor to arrange a survey and provide the Employer with the results of the survey as soon as is reasonably possible.
- 17.4 In order that the Employer’s asbestos register may be updated, the Contractor shall promptly notify the Employer in writing of any new asbestos materials discovered, or any asbestos materials found to have become seriously damaged and of any asbestos materials wholly removed from the property.
- 17.5 It is a condition of this Contract that all of the Contractor’s personnel, which shall include all of the Contractor’s employees, agents, representatives and sub-contractors engaged in the provision of the Works, are required to have undertaken asbestos awareness/identification training prior to commencing work at any of the Employer’s properties.

The Contractor shall provide the Employer with written evidence of such training prior to commencing the Works and such written evidence must be held in the Contractor's office for inspection by the Employer at all times. If it is determined that a member of the Contractor's personnel has not undertaken such asbestos awareness/identification training, then that member of the Contractor's personnel shall be removed from the provision of the Works immediately.

- 17.6 The Contractor shall indemnify the Employer against any expense, liability, loss, claim or proceedings etc., in respect of personal injury to any person whomsoever and the contraction of any industrial disease as a result of exposure to asbestos during the course of the work within this Contract will be deemed to be covered by that condition.

Additional Employer's Requirements

Insert new Section 18 to the JCT Conditions of Contract as follows:

"18.1 In the event of any inconsistencies or any ambiguity between the Articles of Agreement, Conditions and this Schedule of Amendments, the Parties agree that the Schedule of Amendments shall take precedence over the Articles of Agreement and Conditions whilst the Articles of Agreement shall take precedent over the Conditions.

18.2 The Contractor shall ensure that it has policies or codes of conduct in relation to:

- equality and diversity policies
- sustainability
- information security rules
- whistleblowing and/or confidential reporting policies.

18.3 The Contractor shall keep and maintain until 6 years after the Contract has been completed, or as long a period as may be agreed between the Parties, full and accurate records of the agreement including:

- (a) the works provided under it;
- (b) all expenditure reimbursed by the Employer;
- (c) all payments made by the Employer.

The Contractor shall on request afford the Employer or the Employer's representatives with such access to those records as may be required in connection with this Contract.

18.4 The Contractor shall co-operate fully with any enquiry or investigation made by the Employer's internal or external auditors, or any other quality or performance inspectors, that in any way concerns this Contract or any sums claimed or charged in relation to this Contract. The Employer may use information given by the Contractor in connection with this Contract to prevent

and detect fraud and money-laundering; it may also share this information, for the same purpose, with other organizations that handle public funds. The Contractor shall take all necessary action to prevent money laundering. Where the Employer deems that the Contractor has been involved in money laundering it will take whatever measures appropriate to prevent this and report such action to the relevant authorities. The discovery of fraud and/or money laundering shall be grounds for termination of the Contractor's employment.

- 18.5 The Contractor shall comply with any Employer policies affecting the Contract and shall if requested provide the Employer with any relevant information required in connection with any legal inquiry, arbitration or court proceedings in which the Employer may become involved or any relevant disciplinary hearing internal to the Employer and shall give evidence in such inquiries or proceedings or hearings arising out of the Contract. The Contractor shall co-operate fully with the Commissioner for Local Administration in England (the Local Government Ombudsman) in any investigation by him of any complaint relating to the Contract and in enquiries by any of the Employer's Committees. From time to time, the Employer may require the Contractor to provide reports to, or be involved in discussions with, elected members. The Contractor shall comply with the Employer's reasonable requirements and shall not be entitled to any additional payment in respect thereof save to the extent such costs are incurred as a result of a default on the part of the Employer.
- 18.6 The Contractor shall, upon becoming aware of anything in connection with the Contract that is likely to give rise to legal inquiry or litigation, forthwith notify the Contract Administrator, giving such details as are available.
- 18.7 The Contractor shall deal with any complaints about its performance of the Contract, received from whatever source, in a prompt, courteous and efficient manner. The Contractor shall set up an internal process for dealing with complaints and shall keep a written record of all complaints received and of the action taken in relation to such complaints. The Contractor shall inform the Contract Administrator in writing of all complaints received and of all steps taken, and shall permit its record of complaints to be inspected by the Contract Administrator (or any other person nominated by him) at all reasonable times on reasonable notice.
- 18.8 The Contractor shall not speak to the press or broadcasting media about any matters connected with the Contract without the prior written consent of the Contract Administrator. If the Contractor intends to advertise its provision of the works to the Employer, it shall obtain approval of the Employer before doing so as to the content of such advertisement.

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- 18.9 The Contractor should note that it is of the utmost importance that their employees and sub contract employees carry with them at all times their company's identification card to produce when challenged by the Employer's staff or council residents.
- 18.10 Where under the Contract any sum of money shall be recoverable from or payable by the Contractor, the same may be deducted from any sum item due or which at any time thereafter may become due to the Contractor under the Contract or under any other similar construction contract with the Employer.
- 18.11 The Contractor shall be deemed to have obtained information on all matters affecting the execution of the works. No claim arising from errors or omissions will be considered.
- 18.12 The Contractor shall comply with all Standing Orders of the Employer in so far as they are applicable to the execution of the Works. It is the responsibility of the Contractor to determine the nature and extent of such Standing Orders for lack of knowledge will not constitute grounds for non-compliance. A copy will be available for inspection on request.
- 18.13 The Contractor shall comply with all statutory requirements to be observed and performed in connection with the Contract and shall indemnify the Employer against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Contractor of this clause.

Bonds and Parent Company Guarantee

Insert new Section 19 to the JCT Conditions of Contract as follows:

- "19.1 At the exclusive discretion of the Employer, when the Contractor is a subsidiary of another company is shall procure that its ultimate holding company (or, at the Employer's complete discretion, such other company within the Contractor's group as the Employer shall require) shall provide a parent company guarantee in favour of the Employer in respect of the Contractor's obligations under the Contract executed as a deed in the form set out in Appendix 1. The guarantee must be in place before the Contract commences."

Collateral Warranties and Copyright

Insert new Section 20 to the JCT Conditions of Contract as follows:

"Copyright Contractor Warranties in favour of others

- 20.1 If required by the Employer, the Contractor shall execute and deliver to the Employer deeds of collateral warranty in favour of any purchaser and/or any funder in the form agreed by the Employer and in each case such deed to be procured and provided to the Employer within 14 days of the Employer's

written request to do so. If the Contractor fails to deliver any deed of warranty validly requested under this clause 20.1 within 14 days of the Employer's request, the Employer may withhold any payment or further payment (as the case may be) which would otherwise be due to the Contractor under this Contract until such deed of warranty is delivered."

Sub-contractor Warranties

20.2 If required by the Employer, the Contractor shall procure that all sub-consultants and sub-contractors appointed to carry out any work shall provide to the Employer a deed of collateral warranty in favour of the Employer and/or any purchaser and/or any funder in a form agreed by the Employer with such amendments as are required to account for the warrantor being either a sub-contractor or sub-consultant, and in each case such deed to be procured and provided within 14 days of the appointment of the sub-consultant or sub-contractor or of the Employer's written request as relevant together with a certified copy of the relevant completed appointment document.

Copyright Licence

20.3 The copyright in the Proprietary Material shall remain vested in the Contractor, but the Contractor grants to the Employer an irrevocable royalty-free non-exclusive permanent licence to use and to reproduce any or all of the Proprietary Material for any purpose connected with this Contract and/or any Order, including (without limitation) the execution, completion, maintenance, letting, occupation, management, sale, advertisement, extension, alteration, reinstatement and repair of any works carried out under this Contract and/or any Order."

APPENDIX 1

PARENT COMPANY GUARANTEE

FORM OF PARENT COMPANY GUARANTEE

THIS DEED is made the day of 2017

BY

- (1) **[PARENT COMPANY NAME]** (Company Registration No.) whose registered office is at **[ADDRESS]** ("the Guarantor")

IN FAVOUR OF

- (2) **SHEPWAY DISTRICT COUNCIL** of the Civic Centre, Castle Hill Avenue, Folkestone, Kent CT20 2QY ("the Employer")

WHEREAS

- A. This Deed is supplemental to a contract ("the Contract") made between the Employer of the one part and **[CONTRACTOR]** ("the Contractor") of the other part whereby the Contractor has agreed to provide **[WORKS]** ("the Works") upon the terms and conditions more particularly described in the Contract.
- B. The Guarantor has control over the Contractor, within the meaning of section 1124 of the Corporation Tax Act 2010.
- C. The Guarantor has agreed to guarantee the due performance of the Contract.

NOW THE GUARANTOR HEREBY COVENANTS with the Employer as follows:

- 1. The Guarantor unconditionally and irrevocably guarantees to the Employer that if any sums are due and owing to the Employer by the Contractor pursuant to the terms of the Contract and there is any default in any payment of such sums the Guarantor shall forthwith on first demand by the Employer unconditionally pay such sums to the Employer in full together with all costs and expenses which the Employer may incur in enforcing this Guarantee.
- 2. The Guarantor unconditionally and irrevocably undertakes fully and promptly to indemnify the Employer against all damages, costs, claims, losses, demands, liabilities and expenses that may be suffered or incurred by the Employer by reason of any default on the part of the Contractor in performing and observing the terms and conditions of the Contract and in particular such costs and expenses as may be incurred as a result of a third party providing all or any part of the Works (as

defined in the Contract) by reason of a failure by the Contractor to provide the Works in accordance with the terms of the Contract.

3. Upon being required to do so by the Employer by notice in writing, the Guarantor shall at its own expense perform or take whatever steps may be necessary to procure the performance of the Contractor's obligations under the Contract and shall from the date of such notice assume jointly and severally with the Contractor all the rights and obligations of the Contract in every way as if the Guarantor were a party thereto, and the performance of the Contract shall continue as if the Guarantor and the Employer had been the original parties to the Contract;
4. The Guarantor shall not be discharged or released from this Guarantee nor shall its liability under this Guarantee be affected or impaired:
 - (i) by any agreement, conduct or forbearance between or afforded to the Contractor by the Employer;
 - (ii) by reason of any alteration in the obligations undertaken by the Contractor;
 - (iii) by any forbearance whether as to payment, time, performance or otherwise; or
 - (iv) as a result of any change in the constitution of the Guarantor, the Contractor or the Employer.
5. The Employer shall not be obliged to require payment from the Contractor before enforcing the terms of this Guarantee and the Guarantor shall be treated in all respects as being jointly and severally liable with the Contractor for all liabilities obligations and undertakings of the Contractor as provided in the Contract.
6. This Guarantee shall remain in full force and effect until the expiry of the Contract and until all the obligations of the Contractor under the Contract have been satisfied in full and this Guarantee is in addition to and not in substitution for any other guarantee, undertaking, indemnity, security or other obligation given or owing to the Employer in respect of sums due or liabilities arising pursuant to the terms of the Contract.
7. If any monies shall become payable under or in respect of this Guarantee then, so long as any monies due and owing by the Contractor to the Employer under the terms of the Contract remain unpaid, Guarantor shall not:
 - (i) in respect of the amounts paid by the Guarantor under this Guarantee seek to enforce repayment by subrogation or otherwise;
 - (ii) in the event of the insolvency, winding up, liquidation or dissolution of the Contractor prove in competition with the Employer in respect of any monies owing to the Guarantor by the Contractor on any account whatsoever but will give to the

Employer the benefit of any such proof and all monies to be so received in respect thereof.

8. All demands made by the Employer under this Guarantee shall be made in writing and sent to the Guarantor at the address set out above or such other address as may be notified in writing by the Guarantor to the Employer. Such demands shall be deemed to have been received by the Guarantor on the next working day after the date of transmission, whether by post or facsimile transmission.
9. No failure to exercise or delay in exercising any right, power or privilege hereunder on the part of the Employer shall operate as a waiver thereof, nor shall any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof, or exercise of any other right, power or privilege. The rights and remedies provided herein are cumulative and exclusive of any rights or remedies provided by the law.
10. The Guarantor hereby warrants and represents to the Employer that it has full power and authority to enter into and perform its obligations under this Guarantee.
11. The Guarantor shall procure that, during the term of this guarantee, there shall be no change of control of the Contractor. "Control" shall bear the meaning given in section 1124 of the Corporation Tax Act 2010.
12. This Guarantee shall be governed by and construed in accordance with English Law and the parties hereby submit to the exclusive jurisdiction of the English Courts.

IN WITNESS whereof the Guarantor has executed this Guarantee as a deed the day and year first before-written

EXECUTED BY [PARENT COMPANY NAME]

acting by two directors or by one director and the company secretary

Director	Signature:
	Name IN CAPITALS:

Director / Company Secretary	Signature:
	Name IN CAPITALS:

CONTRACT SPECIFICATION



East Kent Housing on behalf of
Canterbury City Council
Dover District Council
Folkestone & Hythe District Council
Thanet District Council

Appendix A:
Specification
for
Interim Heating Systems Servicing,
Maintenance and Inspections with
Installation Works

June 2019

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VOLUME 1: SPECIFICATION OVERVIEW

SECTION 1: INTRODUCTION & BACKGROUND

1.1. SCOPE OF CONTRACT

The Client wishes to enter into a short term contract for a period of four months with an option to extend month by month up to 31 March 2020 for the provision of Safety Inspections, Servicing and Maintenance of Gas, Solid Fuel, Oil & Non-Gas Domestic and Commercial Heating Systems and Domestic Installations.

The quantity of work issued for the duration of the Contract may change significantly and no guarantee of workload can be given to the Contractor. The Contractor is deemed to have taken this into account in preparation of the Tender, as no claim for any additional costs arising from the deletion of properties or Schedule of Rate items will be allowed by the Client.

Orders to be issued under the Contract shall be in respect of the following aspects of the Agreed Programme:

Servicing

- a) Domestic Gas Servicing: provision of fully comprehensive gas appliance maintenance, including Safety Inspections, Servicing Breakdown and Repair Works;
- b) Domestic Solid Fuel Servicing: provision of fully comprehensive solid fuel appliance maintenance including Safety Inspections, Servicing Breakdown and Repair Works;
- c) Non-Gas (including electrical heating and renewable energy equipment) Appliance Servicing: provision of a fully comprehensive non-gas appliance maintenance including Safety Inspections, Servicing Breakdown and Repair Works;
- d) Communal Gas Servicing: provision of a fully comprehensive gas appliance maintenance including Safety Inspections, Servicing Breakdown and Repair Works, to include two services per year Major and Minor;

Working Hours and Out of Hours Repairs and Emergency Service

- e) Working Hours and Out-of-Hours Repair and Emergency Service provision to include:
 - receiving notifications from the Client's call handling service and directly from Residents at all times
 - the undertaking of Emergency Work.

Domestic Central Heating Installations

- f) Domestic Central Heating Installation to include;
 - the removal of the existing redundant system
 - the supply and installation of a new full or part heating system
 - resident consultation
 - survey, design & specification
 - certification

Communal Heating Installations

Communal Heating Installations

- g) There might be need to undertake appliance or system renewal as defined by the client. These works will be subject to individual project specification and pricing, in which the Contractor will be invited to take part.

1.2. INCLUSIVE SERVICE

The Contractor's Tender, except where stated, is deemed to be fully inclusive of all costs required to undertake the Contract. It should allow for all associated works that might be inferred from the Specification and or Schedule of Rates, according to its true intent and meaning, to complete the Works.

Tendered rates are deemed to include but not be limited to:

- all associated charges, overheads and profit
- service Management and Supervision
- labour
- vehicles
- depots, offices and welfare facilities
- non-productive time
- plant, tools and equipment
- supply of goods and materials
- waste disposal
- repair and or installation
- lighting, power, water for the completion of Works
- permission must be obtained from a Service User if the operatives wish to use power from a domestic supply point, meter readings taken and recorded before and after works
- any temporary works and reinstatements
- temporary disconnection and reinstatement of services
- temporary removal, safe storage and reinstatement of fittings, furniture, flooring, ducting and appliances
- on completion of any Works, clear away all debris, surplus materials, and leave premises and site areas in a clean and tidy condition to the satisfaction of the Client Representative and where appropriate the Resident
- IT Portal and maintenance.

1.3. CO-OPERATING WITH OTHER PARTNERS AND SERVICE PROVIDERS

The Contractor shall co-operate fully with other Service Providers appointed by the Client. When necessary, the Contractor should liaise with other parties and co-ordinate works to ensure limited disturbance and disruption for the Resident: no additional charge will be accepted for this provision.

1.4. KPIs

The Client Representative is committed to continuous improvement in service delivery and will use a suite of key performance indicators (KPIs) to measure the performance of the Contractor. The KPIs to be used on this contract are set out Section 8.

The Client Representative shall reserve the sole right to set 'Targets' for each KPI based on the required level of service performance.

1.5. ANNUAL IMPROVEMENT REVIEWS *Not required*

SECTION 2: GENERAL REQUIREMENTS

2.1. TYPES OF WORKS REQUIRED

The Contractor shall deal with all types of Works as specified and complete such Works, including all building works, associated with the fully comprehensive aspect of the Contract to the satisfaction of the Client Representative and in accordance with the Conditions of the Contract.

The Contractor shall ensure continuity between trades. Where there are multiple heating fuels, the Contractor shall ensure that all appliances have their annual required Safety Inspection carried out at the same time.

The Contractor shall make due allowance for any additional costs for the following:

- a) Working in all types of Void dwellings managed by the Client Representative;
- b) Working in all types of occupied and Supported dwellings owned by the Client and managed by the Client Representative;
- c) Difficulty of access and of working;
- d) The availability of labour and materials required for the execution of the works;
- e) Temporary works and/or plant.

The attention of the Contractor is drawn to the fact that the rates tendered will not be adjusted in respect of any cost which they might incur due to compliance with Working Rules and Trade Agreements relating to guaranteed time, travelling time, overtime, operative fares and transport, subsistence allowances, holidays, incentive schemes or other provisions thereof and allowance must be made for any cost so incurred.

The Contractor should equally be aware that the Client may adopt a policy to remove gas fires from all properties so far as is possible. The circumstances in which these fires are to be removed are to be agreed and will be advised.

2.2. SCOPE OF WORKS GENERAL

It will be the Contractor's specific remit to ensure that any liability of the Client pertaining to this Work under the Gas Safety and other relevant legislation is discharged.

Furthermore, the Contractor shall provide a high-quality service and end-user experience for all Residents and be expected to be pro-active in this respect, working collaboratively with all parties to meet this requirement.

Throughout the Contract Period, the Contractor shall work with the Client Representative on a continuing and proactive basis to agree key improvement areas and to increase the standards of service delivered in those areas. The Contractor shall also be proactive in determining industry best practice and to consider how that might impact on and be incorporated within the service.

Some of the properties included within the Contract may be classed as "Supported" and require special attention, such as joint visits with the Client Representative's staff to effect repairs and servicing, and safety checks which may need to be carried out outside working hours.

2.3. SCOPE OF SERVICE AND REPAIR WORKS

The Contractor shall deliver Services in accordance with the requirements described within the scope of the Service and Repair Specifications within Volumes 2 and 3. The Services shall cover, but not be limited to, all aspects of safety inspections, servicing and repair to gas appliances and systems, LPG, electric, solid fuel and oil-fired appliances and systems, smoke alarms, CO detectors, thermostatic mixing valves (TMVs) and various forms of renewable technologies, all as detailed within Volumes 2 and 3 and the additional Works described within Volume 4. An awareness of the requirements in respect of Water System Cleansing and ACOP L8 risk assessments and management is required but no work of this nature will be completed under this Contract.

There will be an expectation that the Contractor shall provide similar services to any other related or similar appliance, system, or ancillary control not specifically detailed within this Specification as are currently available and that may become available throughout the life of this Contract. Where necessary, revised rates may be agreed and the Contractor will be expected to identify training as required.

The Service and Repair Works will be at a fully inclusive rate, with no additional reduction being applied for any in-warranty appliances and/or systems. This inclusive service will include giving Residents energy efficiency and system operation advice as required. The extent of the cover of the inclusive service for the appliances and systems is defined within Clause 2.4 below. For properties, this will be a per property rate with a differential for fuel type and this will cover all Works under this Contract.

The Service is to be provided 24 hours each day and to be year-round as detailed within the Contract Documents.

The Contractor shall work with the current and any future preferred appliance manufacturers to be authorised/accredited to carry out warranty repairs, such that there will be no need to involve a third party in effecting any repair.

It is possible that there will be a small number of cooking appliances owned by the Client, these will be identified to the Contractor during the Contract Period. These must be serviced to manufacturer's instruction and a safety check carried out. All Resident-owned gas fires are to be included within the service requirement but there is no requirement to carry out any repair work or provide any parts to any Resident-owned appliance other than to make a situation safe.

2.4. SCOPE OF MAINTENANCE COVER

The inclusive cover encompasses replacement and fixing of all appliance component parts. This is to include, but not be limited to, the replacement of radiators, valves and hot water storage cylinders including all component parts, system tanks, expansion tanks, expansion vessels, immersion heaters (where in-situ), clocks, programmers, cylinder thermostats, circulating pumps, diverter valves, overflows, discharge pipes, all system pipework, condense pipes (together with condense pump, soakaways or "Condensafe" type components), smoke alarms, CO detectors, fuses and batteries.

Furthermore, the cover includes the entire gas supply from the meter outlet to each outlet or connection to an appliance; all wiring associated with any appliance and or system covered

by this Contract from the point of electrical isolation; the appliance flue from the point of connection with the appliance to the point of termination and any flue guard or terminal; all pipework within an airing cupboard except for cold water mains passing through; the hot water draw off pipework connected to any water heating appliance or hot water storage facility.

Where instructed, a full-system power-flush using a proprietary and approved cleansing agent will be carried out, in accordance with BS7593 and, upon completion dosing of the system with a proprietary and approved inhibitor / protection agent.

2.5. GENERAL ITEMS

All works and necessary temporary works to be programmed so that each Resident has the following facilities at all times:

- a) WC and washing facilities including hot and cold water at the end of the working day;
- b) Loss of electricity not exceeding two hours;
- c) Cooking facilities to be provided at the end of the working day;
- d) Heating facilities must be maintained;
- e) Where the above cannot be maintained as described, the Contractor shall provide additional forms of temporary heating and hot water (where an immersion element is not in situ), and temporary cooking facilities where Client-owned cookers are in situ.

The Contractor's prices for any installation shall be deemed to include the work involved in all trades to the extent that can reasonably be foreseen and expected including disposal of all debris, rubbish, etc., arising from the works unless otherwise stated. All timber must be removed from site, no burning of surplus materials will be permitted at any time.

The prices of all items included in this Specification shall be deemed to include for storage of materials as required. It is the Contractor's responsibility to ensure that any storage facilities are secure and allow for appropriate access for loading and unloading.

Any terms such as "pull down", "supply", "provide", "fix", "install", "build", "construct", "remove", etc., shall all be construed as including all necessary labour, consumables, plants, tools, equipment, scaffolding and disposal/tipping charges etc.

Any Contract Drawings (where provided) and the Specification are each to be considered explanatory of the other. Should any item appear in one that is not described in the other, no advantage shall be taken and the Contractor will be deemed to have taken account of such in formulating his rates.

Unless the Contractor draws the attention of the Client Representative to any alleged shortfall or ambiguity in either Contract Drawings or the Specification before submission of his tender then no subsequent extra will be allowed to the Contractor by virtue of such item; it being assumed that in pricing the item the Contractor was fully aware of the particular requirement.

2.6. CHECKING COMPLIANCE OF PRODUCTS

Check all delivery tickets, labels, identification marks and, the products themselves to ensure that all items comply with the Specification. Where different types of any product are specified, check to ensure that the correct type is being used in each location. In particular, check that:

- a) The sources, types, qualities, finishes and colours are correct, and match any approved samples;
- b) All accessories and fixings which should be supplied with the goods have been supplied;
- c) Sizes and dimensions are correct;
- d) The delivered quantities are correct, to ensure that shortages do not cause delays in the work;
- e) The products are clean, undamaged and otherwise in good condition;
- f) Products which have a limited shelf life are not out of date.

2.7. GENERAL QUALITY OF WORKMANSHIP

Operatives must be appropriately skilled and experienced for the type and quality of work being undertaken as specified within the contract documents however in general terms operatives shall:

- a) Take all necessary precautions to prevent damage to the Works from frost, rain and other hazards;
- b) Inspect components and products carefully before fixing or using and reject any which are defective;
- c) Fix or lay securely, accurately and in alignment;
- d) Where not specified otherwise, select fixing and jointing methods and types, sizes and spacing of fastenings in compliance with relevant British Standards. Fastenings to comply with relevant British Standards;
- e) Provide suitable, tight packings at screwed and bolted fixing points to take up tolerances and prevent distortion. Do not over-tighten fixings;
- f) Adjust location and fixing of components and products so that joints which are to be finished with mortar or sealant or otherwise left open to view are even and regular;
- g) Ensure that all moving parts operate properly and freely;
- h) Not cut, grind or plane pre-finished components and products to remedy binding or poor fit without approval.

2.8. DEFECTS

The Contractor shall provide, as a minimum, a twelve-month warranty period on all work carried out and/or parts supplied. As a minimum, boilers shall be required to have a five-year manufacturer's warranty, unless longer warranties are provided by the manufacturers, in

which case these shall be extended to the benefit of the Client. Any defects that occur shall be made good by the Contractor at his own expense.

SECTION 3: ACCREDITATION & STANDARDS

3.1. GAS SAFE REGISTER MEMBERSHIP

The Contractor shall be a member of the Gas Safe Register or any other such similar body that may take its place during the Contract Period. The Contractor will maintain membership throughout the life of this Contract.

De-registration and/or loss of such accreditation and/or membership will be treated as a fundamental breach of contract where such loss would stop the Contractor from being able to complete any maintenance and installation works that are required to be undertaken and notice will be given in accordance with the Contract.

3.2. NICEIC, MCS, HETAS AND OFTEC ACCREDITATION OR MEMBERSHIP

The Contractor shall be a member of or accredited to the National Inspection Council for Electrical Installation Contracting (NICEIC), Microgeneration Certification Scheme (MCS), Heating Equipment Testing and Approval Assessment Scheme (HETAS) and Oil Firing Technical Association (OFTAC) or other approved bodies that may take their place during the Contract Period. This accreditation and membership shall be maintained throughout the life of the Contract as appropriate and required by the maintenance and installation works undertaken.

De-registration and/or loss of such accreditation and/or membership may be treated as a fundamental breach of contract where such loss would stop the Contractor from being able to complete any maintenance and installation works that are required to be undertaken and notice may be given in accordance with the Contract.

3.3. CHAS AND SSIP ACCREDITATION

The Contractor shall have Contractors Health and Safety Assessment Scheme (CHAS) accreditation and either holds or is working towards Safety Schemes in Procurement (SSIP) accreditation and maintains the same throughout the Contract Period.

3.4. MANUFACTURER'S SERVICE AGENT

The Contractor shall also become registered or approved manufacturer's service agent and ensure all recorded training is contained with the operative skills matrix.

3.5. REGULATIONS, BRITISH STANDARDS & APPROVED CODES OF PRACTICE

The Contractor shall take all steps and include for all consequential costs within the Tender necessary to comply with all current statutory legislation and requirements contained within but not limited to the following:

- Control of Pollution (Amendment) Act 1989
- Electrical Installations BS 7671
- Electricity at Work Regulations 1989
- Equality Act 2010
- Freedom of Information Act 2000
- Gas Safe Register Essential Gas Safety and Gas Installer Manuals

- General Data Protection Regulations (GDPR) 2018
- Manual Handling Operations Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Provision and Use of Works Equipment Regulations 1998
- The Construction (Design and Management) Regulations 2015
- The Construction (Head Protection) Regulations 1989
- The Construction (Health, Safety and Welfare) Regulations 1996
- The Control of Asbestos Regulations 2012
- The Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- The Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991
- The Gas Safety (Installation and Use) Regulations 1998
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Health and Safety (Young Persons) Regulations 1997
- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Ventilation for buildings. Air handling units. Mechanical Performance BS EN 1886
- Workplace (Health, Safety and Welfare) Regulations 1992

The above list is not exhaustive or conclusive: any Legislation, Regulation, and Approved Code of Practice(s) or Statutory responsibility including any subsequent amendments that is or could be construed as relevant to the scope of this Contract is deemed to be a required standard.

3.6. WORKMANSHIP & MATERIALS

All workmanship and materials to be used in the Contract are to be the best of their respective kinds and in accordance with current British & European Standards or Codes of Practice as applicable, whether specifically noted or not: this shall be taken to denote the minimum acceptable standard of material or workmanship.

All work shall be carried out in accordance with the best possible building and installation practice and methods.

Manufactured items shall, unless specified to the contrary, mean manufacturer's standard products and installed/maintained in accordance with the manufacturer's instructions.

3.7. BRITISH & EUROPEAN STANDARDS

All products, equipment, materials must comply with and installed/maintained in accordance with the current relevant British Standard or Code of Practice. Products, equipment and materials may be substituted at the Client Representative's discretion by a product complying with a grade or category within a European Community Standard or other international standard recognised in the UK specifying equivalent requirements and assurances in respect of material, safety, reliability, fitness for purpose and, where relevant, appearance.

3.8. ELECTRICAL WORKS

All electrical works are to comply with the requirements of the IET Regulations for Electrical Installations (18th Edition) BS7671, and all relevant British Standard and European Standard Code of Practice.

3.9. ASBESTOS

The Contractor shall take all necessary precautions to ensure their works and operations are fully compliant with The Control of Asbestos Regulations 2012.

All operatives employed by the Contractor or Sub-contractor(s) must have attended Asbestos Awareness training and had refresher training within a twelve-month period. The Client Representative will provide the Contractor with access to the Asbestos Portal prior to commencement of the Contract. If the Contractor suspects asbestos products (ACM) exist, then the Contractor must cease works immediately and inform the Client Representative, in accordance with the Client Representative's Asbestos Policy and Procedure (copy can be provided on request).

3.10. COSHH REGULATIONS

The Client endorses the concern over the damage that is caused to the environment through pollution and requires the Contractor to take all reasonable measures to control the damage to the environment resulting through works delivered under this contract, from CFCs, disposal of waste and other such issues and should comply in all respects to the current regulations regarding the Control of Substances that are Hazardous to Health (COSHH).

The disposal of such items is deemed to be included within the Contractor's tender.

SECTION 4: RESOURCING

4.1. MANAGEMENT TEAM

The Contractor shall provide a management team that includes the following or their equivalent for the full duration of the contract:

- a) Contract Manager, to oversee the Contracts in respect of all four Clients;
- b) Contract Supervisor: the Contractor should demonstrate the number of Supervisors to adequately manage the Contracts in respect of all four Clients;
- c) 1 Resident Liaison Officer, for each Client;
- d) 1 dedicated co-located Administrator, for each Client.

The roles of Resident Liaison Officer and co-located Administrator shall be priced separately in Appendices D1/D2/D3/D4. These shall be priced to provide one FTE, including all on-costs, for each role to cover the entire Contract Period. There shall be no gap in the provision to the Client of either role.

The Contractor's Supervisor and Manager shall be competent and will be approved by the Client Representative, (whose approval may be withdrawn at any time). Such authorised qualified Supervisor/Contract Manager shall be authorised to receive and act upon all instructions, directions or orders issued by the Client Representative.

Exact roles, responsibilities and other duties together with all contact details will be determined and provided prior to the start of the contract.

The management provision will include but is not limited to attendance at meetings and workshops, potentially with other Contractors, for the purposes of: Contractor liaison, value engineering, process mapping, performance review, progress review, planning and Resident communication.

4.2. OPERATIVES

The Contractor shall only employ competent persons for the Works who hold a nationally recognised or accredited trades' qualification. Prior to the commencement and to be maintained during the Contract Period, the Contractor shall provide a schedule of all staff who are engaged on this Contract. This schedule shall include:

- a) Name of each person;
- b) Details of any relevant training or qualification for each person;
- c) Proof of Data Barring Servicing (DBS) for person interacting with Residents.

The Contractor's operatives, including Sub-contractors, will be provided with and wear appropriate clothing/overalls for the Works at all times, including protective clothing as necessary.

The Client Representative reserves the right to exclude any member of the Contractors staff from working on/in its property on the grounds of being unqualified to maintain equipment or other reason which must be agreed with the Contractor.

Whenever additional staff is assigned to work, their details shall be provided by the Contractor to the Client Representative before they perform any work.

Operatives must undertake a Risk Assessment on all Works to be undertaken to ensure the health, safety and welfare of all parties.

4.3. DETAILS OF OPERATIVE QUALIFICATION AND ASSESSMENT

The Contractor is to supply to the Client Representative at least one month prior to the start of the Contract, the details of the Operatives who will or could potentially be working on the Contract together with the types of work they will be undertaking and their qualification details for this work. This is to be updated every month and upon any changes of Operative and as a minimum will be included with the Monthly Contract Report.

- a) For gas works, documentary evidence is to be supplied in the form of copies of certificates from the assessment centre or accreditation body indicating that the appropriate National Accredited Certification Scheme (ACS) and other relevant elements have been completed and are in date for each Operative, together with exact details of the types of work to be undertaken by that Operative. The Client Representative shall confirm that such ACS elements are appropriate for the Works to be undertaken.

The current Gas Safe ID and registration card alone will not be accepted as proof that the assessments have been taken and passed.

Current MCS accreditation is required in respect of each type of renewable technology appliances, and current HETAS and OFTEC accreditations are required for Solid Fuel and Oil respectively.

Current NICEIC registration is required for all Operatives working on electrical appliances or systems and where there is a need to comply with Part P of the Building Regulations.

For unvented hot water systems and thermostatic mixing valves Operatives shall comply with Part G of the Building Regulations that requires an approved course to have been taken and passed.

For Operatives to be able to give energy efficiency advice in accord with Part L of the Building Regulations, they must have completed and passed a City and Guild course in energy efficiency or completed and passed an approved equivalent.

Although no Legionella and L8 works is required under this contract it is preferable that operative working on commercial systems should have attended an appropriate training course in Legionella prevention.

As with the Gas National Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS) accreditation documentary evidence shall support the previous accreditation and registration requirements.

All of the above registration requirements shall be supported with accreditation evidence as the ACS above.

- a) The Contractor shall demonstrate that the Operatives have experience of working with or have received training in respect of the type of appliances likely to be encountered while working on this Contract. If such evidence is not readily available, then the Contractor shall demonstrate that Operatives are to receive appropriate training.
- b) When an Operative leaves or a new Operative starts, the Contractor shall inform the Client Representative immediately. New Operatives shall satisfy the criteria as stated in (a) and (b) above before commencing work on site. Under no circumstances must any Operative be allowed onto site without first having satisfied these requirements.
- c) Contractors shall train their Operatives throughout the Contract Period on the latest technologies and thinking, such that their Operatives are able to achieve and maintain accreditations to allow them to undertake work on all appliances and systems as currently exist on the Works and any future technologies that may arise during the Contract Period.

4.4. OPERATIVE SKILLS MATRIX

The Contractor shall maintain and present to the Client Representative at regular intervals a detailed skills matrix. The matrix must include all relevant accreditations, specific licence numbers, awareness and relevant job specific training pertaining to the Operatives working on the Contract.

The Contractor shall provide a copy of this schedule monthly or at intervals requested by the Client Representative. In addition, the Contractor shall provide an update skills matrix as and when new Operatives join or leave their organisation.

The Client Representative reserves the right to make random checks on Operatives' accreditation and competence.

4.5. IDENTIFICATION

The Contractor shall ensure that all his direct employees, temporary staff and approved sub-contractors shall carry identification, in a form acceptable to the Client Representative. Such card shall contain the following detail and be dual branded with the Client Representative's logo:

- a) Photograph of operative;
- b) Operative's name;
- c) Contractors name, address and telephone number;
- d) Expiry date of card;
- e) Unique reference / employee number.

The identity card shall be produced each time access is sought and upon request.

All vans and vehicles used in carrying out the Works shall be dual branded with the Client Representative's logo, with wording to be agreed.

4.6. DISCLOSURE & BARRING SERVICE CHECKS

The Contractor shall ensure that all employees who carry out Regulated Activities (as defined in the Protection of Freedoms Act 2012) for or on behalf of the Client, or in

connection with the Contract, have a current DBS certificate and are/will be made available to the Client Representative if so requested.

SECTION 5: SYSTEMS & RECORDS

5.1. SERVICE MANAGEMENT SYSTEM

The Contractor shall provide at the start of the Contract and maintain thereafter a fully computerised system for recording all current and previous gas servicing and repair information. This will also include access and appointment information, repair history and installation information necessary to enable the Client to fulfil their role as a Landlord under the Gas Safety (Installation and Use) Regulations 1998 or as promulgated and all other information relating to the Contract. Such information may need to be recorded by the Contractor on the Client's choice of software. To facilitate, this there may need to be a direct two-way communication link between Client Representative and Contractor's systems or other means of data exchange. This data exchange, transfer or recording will include, but not be limited to, the following key files, information and data:

- property reference number pertaining to data being supplied
- copy of Safety Inspections
- Safety Inspection file name and number
- engineer name and registration
- date of completion of LGSR
- asset data (detail to be confirmed) including condition and likely replacement timescale
- details of any remedial works and suggested actions
- no-access dates
- appointment dates
- appointment failure reasons
- potential asbestos and/or other hazardous material identified in a property
- all other data collected during the service visit.

Should the Client require a two-way communication link, the method shall be determined by the Client Representative and Contractor, to facilitate such data recording and exchange every 24 hours as a minimum.

The computerised system must also have the ability to record and incorporate all information collected at the time of the annual service and on new installations undertaken by either the Contractor or any other Contractors. Such information will be made available for data exchange in a similar fashion to that described previously.

Each week (or any other agreed time scale) the Contractor shall provide to the Client Representative in a computerised format a copy of all data held on the Contractor's database.

If the Information Technology system used on the Contract fails, the Contractor shall use a manual system to maintain the service provision during the interim period, thereafter the Contractor shall update the Information Technology system and provide a computerised format refresh to the Client Representative.

5.2. ACCESS TO RECORDS

The Contractor shall allow the Client Representative full access to all records stored either electronically or in paper format that pertain to any element of the Contract or Works associated with the Contract. Such access shall be given provided reasonable (normally 5 working days) notice is given by the Client Representative of his intention to require access to records.

The Contractor shall permit any auditor employed by the Client access as described above.

All records pertaining to the Works shall be kept for a period of two years after completion of the Contract and such audit or inspection as described above may occur at any time during that two-year period.

The Contractor shall ensure compliance and be registered in accordance with the General Data Protection Act 2018.

5.3. CONTRACTOR'S PORTAL

The Contractor shall provide the Client Representative (in a format to be agreed) via a web-based portal or other means, electronic access to live and current information relating to the Service and Breakdown information including direct access to all current Safety Inspections, appointments, repairs, installations and KPI data.

5.4. DAY TO DAY INFORMATION REPORTING

Until such a time as there is full integration of data and data exchange between the Client Representative's and Contractor's respective IT systems, the Contractor shall provide information to the Client Representative as requested. Such information shall include, but not be limited to, items such as the status within the access or repair processes of a property. Such information may be requested in the form of a spreadsheet used to track status and the Contractor shall update information.

For all other reporting of day-to-day issues, such as reporting a failure to be able to complete a repair on time, both parties will agree and confirm how and when such information will be presented.

5.5. ELECTRONIC SERVICE CERTIFICATION

The Contractor shall supply all Service Certification electronically as an original .pdf file. These shall be sent daily, with the time, manner and place to be determined and agreed.

To facilitate this, the Contractor shall have in place a programmed system in the form of Personal Digital Assistants (PDAs) or similar that can produce LGSR in an electronic format that will be used on this Contract. Other similar systems will be acceptable provided that the output data and data recorded meet the Client Representative's requirements.

Hand written records will only be accepted if the electronic system fails for any reason and even in such circumstance the Contractor will be expected to scan any such records so that they are delivered in a similar format. All scanned documents shall be orientated in a manner such that they can be read the 'right way round on receipt'. Residents are to be supplied with copies of records within 5 working days of completion.

How such documents are to be transferred is to be determined however they are to be sent on daily basis to a nominated location.

Each batch of Certificates is to be as follows:

- single pdf file for each record
- file name convention to include Unique Property Reference Number (UPRN), date (YY-MM-DD) and purpose of visit (Service - SVCE; Void - VOID; Installation - INST)
- batch summary file in the form of a CSV or spreadsheet file to accompany each batch containing details of documents in batch to include:
 - document name ending with '.pdf'
 - clients Property Reference Number (UPRN)
 - certificate date
 - certificate number
 - operative name

Note: The above is not exhaustive – the Client Representative reserves the right to request additional data as stored within the Contractors' system to be included within the batch summary file.

5.6. CUSTOMER SATISFACTION CARD

The Contractor may be required to collect customer service data on behalf of the Client Representative. This may include 5 questions and could be collected by satisfaction data to be built into the data collection device used to record LGSR data or similar. This shall be confidential such that the engineer is not aware of the answers given and responses are to be supplied weekly.

The Client Representative may make their own arrangements to collect satisfaction data and the Contractor will be expected to co-operate in this respect by providing such information as is required to enable data to be collected by text message or other such means. Furthermore, the Client Representative will require the Contractor to collect and collate their own satisfaction data and supply details of their findings as requested.

SECTION 6: OPERATION OF CONTRACT

6.1. PRE-START AND PROGRESS MEETINGS

There will be a minimum of one pre-start meetings in the period leading up to the start of the Contract, hosted by the Client Representative. The primary purpose of such meeting will be for the Client Representative to be appraised of progress and to identify and deal with issues in respect of mobilisation and for key person's roles and responsibilities to be confirmed.

Progress meetings shall, until or unless agreed otherwise, be hosted by and take place at the offices of the Client Representative monthly or at such frequency deemed necessary. Such meetings shall be recorded and minutes distributed by the host. A standard agenda will be issued and meetings arranged a minimum of 1 months in advance.

All costs arising are deemed to be included in the Contractor's Tender.

6.2. COMMUNICATION WITH RESIDENTS

The Contractor shall allow in his Tender for notifying the Residents in writing of their intention to carry out the Works.

Most of the Works will be in occupied properties and the co-operation and goodwill of tenants is essential to the success of the Contract. The Contractor shall include and allow for regular, polite and multilingual communication with all Residents.

Anything found on site, or in discussion with the Resident, which conflicts with the work shall be reported immediately to the Client Representative.

The Contractor shall supply free of charge to each Resident a magnetic-based label confirming the Contractors details and key contact numbers.

6.3. RESIDENT'S SIGNATURE

The Resident's signature is desirable and supports the Contractor's assertion that the property has been attended. The Contractor should ask the Resident to sign all documentation: where a signature is not an option, a mark will suffice.

Provision of a signature or mark will not indicate that work has been satisfactorily completed. There can be no coercion of the Resident in respect of this.

6.4. OCCUPIED HOMES

The Contractor must treat the property of Residents with respect. Specifically, it shall be brought to the Contractors notice that he shall be working around the Resident's own white goods in confined areas and must make all attempts to minimise disruption and damage. The Contractor shall be liable for any damage he causes to the Resident's own property.

The Contractor should be aware that properties may be occupied by frail or ill Residents or other vulnerable persons and should therefore take due care and consideration in the execution of the Works and allow for any extra costs.

If the Contractor considers that, because of the nature of the work and the nature of the Resident's needs, the Resident cannot remain in occupation during the Works, this must be agreed with the Client Representative before Works commence.

In exceptional circumstances, where the Contractor considers it necessary for reasons of health and safety that property should be temporarily decanted a request must be made to the Client Representative.

The Contractor, his employees, or sub-contractors must not make any comment or pass opinions relating to housing maintenance decision or policy. Any queries about such a decision should be referred to the Client Representative.

6.5. LOCATION OF EXISTING SERVICES

The Contractor shall be responsible for locating and protecting all services (drainage, gas, water, electricity, telephone, TV aerials, satellite dishes etc.) above and below ground, or within the structure of the property during the work.

6.6. EXISTING SERVICES TO BE MAINTAINED

Any existing drainage system, gas, telephone, TV aerial, satellite dishes, electric and water services to the premises and any adjoining premises shall be fully maintained during the progress of the Works and the Contractor shall take all necessary steps to prevent any interruption.

No diversion of any of the existing services other than as indicated on any instruction shall be carried out without the written agreement of the Client Representative. Any temporary disconnection of the services which may be necessary relating to the task shall be done at such times as may be directed by the Client Representative. The Contractor shall be responsible for maintaining close liaison with the Client Representative and the public utility authorities to avoid any disruption of existing services. Any costs that may arise due to damage/disruption of public utility services and/or equipment are to be at the Contractor's expense.

6.7. SERVICING, GAS SAFETY INSPECTION AND INSTALLATION PROGRAMME

All types of servicing and Gas Safety Inspections are to be programmed for an initial visit and completion 2 months, or at other such period as may be prescribed by the Client Representative, prior to expiry of the previous year's certificate.

The programme of Works for each year is to be agreed at the annual review meeting, prior to the start of a new programme year, to allow for proper planning by the Contractor and the Client Representative. There may be a need to review the service requirements such that, there is an even spread of work throughout the year and as such the Contractor and the Client Representative are to determine any variations to the programme to achieve this. This may require the Contractor to bring forward some properties within the programme as currently exists.

Upon the servicing visits, the Contractor shall carry out a schedule of work appropriate to the type of appliance and system listed, to the relevant manufacturer's servicing instructions, to any supporting regulatory and statutory obligations, to any specific maintenance manuals, and carry out the specific items detailed in this Specification.

If the Contractor is required to carry out a programme of Works for Installation and Replacement, the programme of Works is to be agreed in good time to allow for proper planning by the Contractor and the Client Representative.

6.8. COMMUNICATION

The Contractor shall comply with the following requirements:

- a) Provide a Direct Telephone Access which shall not have an answerphone or answering service. This shall be by the provision of an in/out of hours Freephone and "Low Call" telephone number to the Client Representative for the specific use of reporting of faults and making general enquiries and appointments. This number may be used by the Client, the Client Representative and Residents. This number must be answered promptly and the person answering must identify himself or herself and deal efficiently and courteously with the call.
- b) If the Out-of-Hours Service is managed from a location other than the Contractor's normal office, or by an alternative Contractor, then the telephone number shall be diverted to that location and shall be fully declared to the Client Representative. It will be allowed for any call divert to be made to either a mobile phone. However, should there be an issue with the mobile service then arrangement must be in place for a back-up divert to a landline telephone. Such number which is only to be used as a fall-back shall be supplied at the onset.
- c) Take and act upon calls from Residents: all persons who are receiving such calls shall have had appropriate industry recognised customer service training (e.g. the Institute of Customer Service).
- d) Provide his employees assigned to this Contract with a mobile telephone with the ability to receive and send emails. The numbers of which shall be available for the use of the Client and the Client Representative which must be responded to within 24 hours.
- e) Use social media and to receive and act upon all relevant enquiries or requests sent via email or through any current or future social media such as "Facebook" or "Twitter". In addition, the Contractor shall have a form of communication or enquiry facility on their web site and either have or be working towards having a facility on their website to arrange or reschedule any type of appointment. A specific and dedicated email address shall be supplied that will be publicised to all parties including Residents.
- f) Where the Contractor has carried out external repairs in the absence of the Resident, a card is to be left advising the Resident that the works have been carried out.

6.9. HOURS OF WORK

"Working Hours" will be classed as Monday to Friday 8.00am to 8.00pm and Saturday 8.00am to 1.00pm. The Contractor shall be expected to offer and make appointments for annual inspections between the hours of 6.00pm and 8.00pm on weekday evenings.

"Out-of-Hours" will be classed as Monday to Friday 8.00pm through to the following working day, Saturday 1.00pm through to Monday 8.00am and Public Holidays. Only emergency repair works shall be carried out during Out-of-Hours. These hours may be varied upon agreement of all parties.

Subject to the agreement of any affected resident servicing and repair works may also be undertaken "Out-of-Hours" at no additional cost.

Installation work shall be carried out during Working Hours unless the prior approval of the Client Representative and Resident in respect of occupied properties has been sought and agreed.

6.10. NO-ACCESS CARDS

If a Resident is not in or only a minor is present when a Contractor calls, he shall leave a "No-access Card". This card shall contain the reason for the call, the time of the call, the date of the call, and the Contractor's name, Engineer's identification and the telephone number appropriate to the Contract. The card shall be in 2 duplicate parts: the top copy shall be left with the Resident and the duplicate retained. Cards may be required to include further details such as the Client's logo and contain specific wording to be advised by the Client Representative.

No payment shall be made to the Contractor for no-access or abortive calls.

6.11. APPOINTMENTS

The Contractor shall arrange times with residents for the carrying out of any aspect of the Services by offering time-banded appointments in Working Hours. Proposals shall be accepted in this respect, otherwise these may fall into one of the following:

- 8.00am to 10.00am
- 10.00am to 12.00pm
- 12.00pm to 1.30pm
- 1.30pm to 3.30pm
- 3.30pm to 6.00pm
- 6.00pm to 8.00pm
- 8.00am to 1.00pm (Saturdays only)

Appointments for servicing and other routine work shall be made by letter. Where agreed by the Client Representative these may be made by other written means, such as email, but shall be supported by a letter. Appointments for all other works may be made by telephone.

If the Contractor is unable to keep an appointment or is going to be late then the Resident must be notified accordingly with as much notice as possible and an expectation of when the appointment will be met.

An appointment requires contact to be made and confirmed by both parties in order to be considered as an appointment. The means of communication may be written, by telephone, text message or email. However, the Contractor shall be required to prove both elements of the communication. For the avoidance of doubt, the issuing of a proposed time and date shall not be accepted: this applies to all requirements for an appointment.

The appointment should be confirmed by contacting the Resident during the preceding working day prior to the appointment date.

The Contractor is to offer flexible appointments for servicing and inspection for those properties where access is proving difficult. The Client Representative shall be informed and this may result in an agreed course of action.

No payment shall be made to the Contractor for no-access or abortive calls.

6.12. MISSED APPOINTMENTS

The Contractor shall keep a record of all appointments made, together with details of all missed appointments as detailed above at 6.11. Such information shall be supplied to the Client Representative at each monthly review meeting or as requested and for each instance where an appointment has been missed the Contractor shall demonstrate:

- the actions taken to resolve the specific issue(s)
- that the work required to be completed at the missed appointment has been completed.
- the actions taken to minimise any further such instance
- details and amount of any compensation paid to the Resident

If the Contractor cannot demonstrate without doubt that the Resident was responsible for a missed appointment, the Contractor shall be held responsible.

No payment shall be made to the Contractor for no access or abortive calls.

6.13. SERVICING AND GAS SAFETY INSPECTION ACCESS PROCESS

The access procedure for servicing and Landlords Gas Safety Certification may vary throughout the Contract Period and as improvements are identified and needs change. In general terms though, the process shall be similar to that described. However, it should be noted that delivery of the process shall be included within the tendered rates and that no payment shall be made for any abortive or non-access calls.

Although this process is pursuant to the Gas Safety (Installation and Use) Regulations 1988, the Client wishes to adopt this process for other fuel types and systems where a Safety Inspection is required.

The Client Representative will identify Resident vulnerability at the earliest opportunity, so that alternative communication methods can be used to arrange access for Gas Safety Inspections. This information will be provided to the Contractor, as it is their responsibility to communicate with Residents. Residents with a known preferred alternative means of communication to letters (e.g. braille, large print, audio etc.) shall be contacted using these methods or suitable alternative arrangements made.

For the purposes of this procedure only, all stated days are **calendar** days.

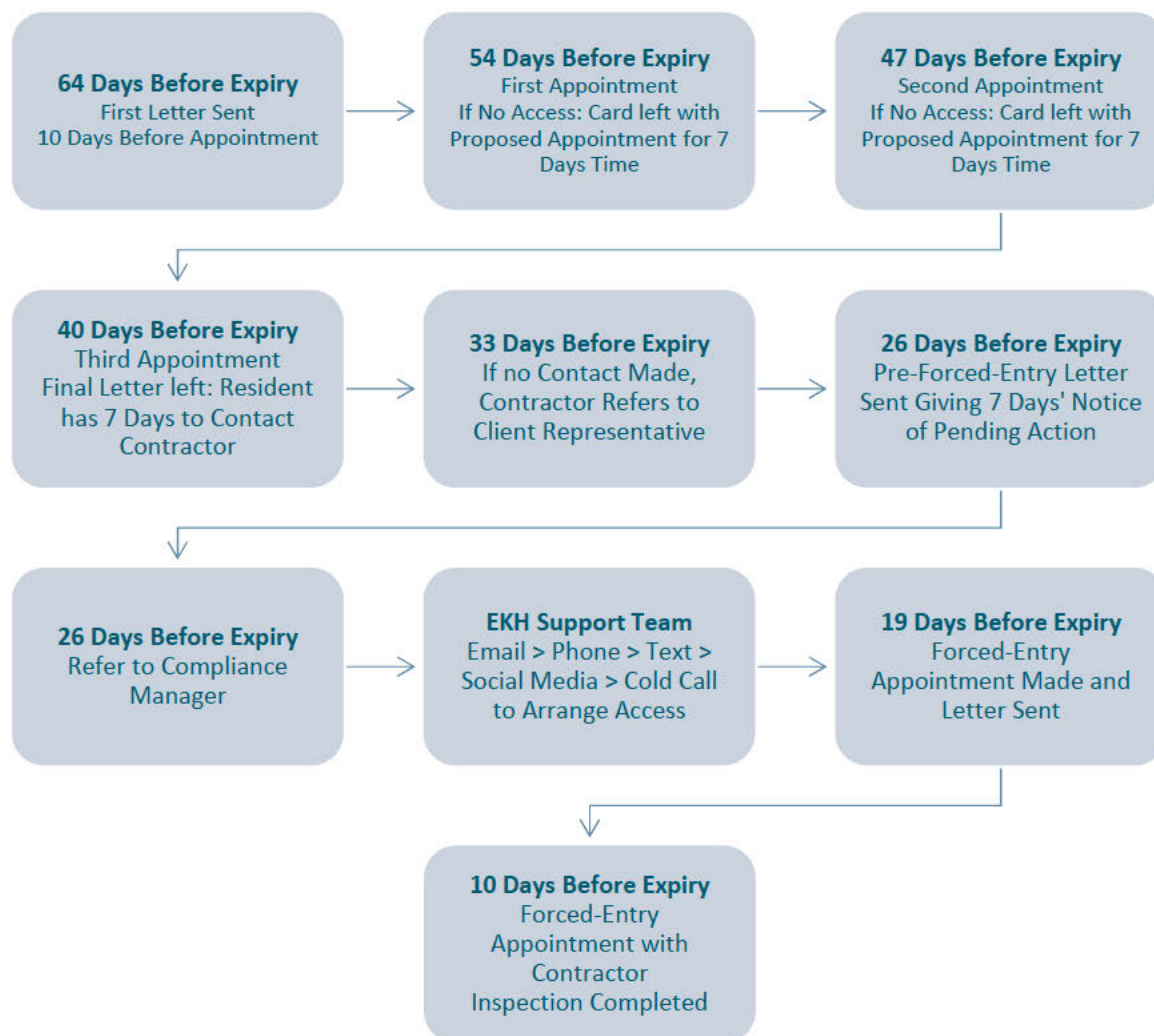
- a) At or near 64 days prior to expiry of the current LGSR, the Contractor shall commence access procedures for servicing and safety checks.
- b) The Contractor shall provide and send by first class post a standard letter (in a format to be agreed by the Client Representative) giving 10 days' notice of an appointment. This appointment may be rebooked by the Resident for up to a maximum of 7 days after the original appointment date. Copy and file notification of any appointments made.
- c) Advise the Client Representative of the appointment date. This shall be done on a batch type basis by spreadsheet and the minimum information required shall be the property reference number, address and relevant appointment date.
- d) Contact the Resident one day prior to appointment to confirm visit.
- e) The Contractor shall attend on the **first** appointment date, at the appropriate time slot. If unable to gain access, leave a "no access card" (provided by the Contractor in a format

as agreed by the Client Representative). The Contractor shall make a further appointment, either on the “no access card” or on a further appointment letter sent during the next working day. The second appointment date shall be at least 7 days and no more than 14 days after the first appointment. Should the Resident wish to alter this date, the appointment can only be brought forward.

The notice referred to shall be A5 size and contain wording to be agreed. The method of fixing such notice to doorway is also to be determined. The provision of such notices shall be included within the tendered rates;

- f) Contact the Resident one day prior to appointment to confirm visit.
- g) The Contractor shall attend on the **second** appointment date, at the appropriate time slot. If unable to gain access, leave a “no access card” (provided by the Contractor in a format as agreed by the Client Representative). The Contractor shall make a further appointment, either on the “no access card” or on a further appointment letter sent during the next working day. The third appointment date shall be at least 7 days after the second appointment date.
- h) The Contractor shall attend on the **third** appointment date, at appropriate time slot. If no access on the third visit, a 3-part “Final Notice” letter (the format of which shall be defined) will be left: one copy to be left on site, another to be retained by the Contractor and the third copy to be provided to the Client Representative. The Contractor shall provide such letters. If it is not possible to leave the letter, a “no access card” shall be left and the letter posted during the next working day.
- i) A further 7 days is to be allowed for response to this letter, after which, if there is no response, the Contractor shall refer the case to the Client Representative who will then urgently try to contact the Resident to arrange an appointment.
- j) If no appointment has been made within 5 days of the third letter, the Client Representative will inform the Client in the next weekly update to arrange a Forced Entry.
- k) The Client Representative shall approach the Client’s legal team, presenting evidence of access attempts made, letters delivered and telephone conversations, and request that a forced entry warrant is applied for in the local Magistrate’s Court. The date of the warrant shall determine the forced entry date.
- l) The Client shall propose a Forced Entry date to the Client Representative who shall check with the Contractor whether the LGSR has been completed or any further final appointment has been made. The Client Representative shall then confirm the forced entry date with the Client and Contractor.
- m) The Contractor cannot change or cancel any Forced Entry date or make any appointment where a forced entry has been made without first seeking the permission of the Client Representative
- n) The Contractor shall attend the property at the pre booked time for the Forced Entry and shall, with the aid of the Client Representative and Term Maintenance Contractor, gain access and complete the service visit and LGSR.

- o) All of the above steps shall be recorded: this record shall be updated and forwarded daily to the Client Representative. The record detailed shall be maintained throughout the life of the contract, no property shall be removed from it until servicing has been completed and the supporting paperwork provided.
- p) The overall aim of this process is to achieve 100% compliancy for valid LGSRs.
- q) Irrespective of whatever the final process is, no payment shall be applicable for abortive or non-access calls.



6.14. REPAIR & MAINTENANCE ACCESS

Access arrangements shall be discussed and agreed with the Client Representative. The Contractor shall be responsible for making arrangements directly with the Resident or referring back to the Client Representative (where applicable) to gain access.

If access is not gained on the first appointment, the Contractor shall make a second appointment/attempt before closing the call.

Where access is required to several rooms/flats concurrently, the Contractor should liaise with the Client Representative so that each Resident can be written-to/contacted.

6.15. SITE CLEANLINESS

The Contractor shall remove all rubbish materials, plant and waste as work proceeds. On a daily basis and immediately on completion all rubbish shall be cleared away and the site left in a clean and tidy condition. Works shall not be considered as complete unless rubbish has been cleared and the site has been left tidy. Where a site is not in a tidy condition at the onset of the work, the Contractor shall inform the Client Representative.

6.16. SERVICE INTERVAL PROGRAMMERS

The Client wishes for all programmers installed, repaired or upgraded to be of the service interval type and left inactive. The Client Representative shall instruct the Contractor further in respect of activation.

The Contractor shall keep a record of all such programmers installed and their status.

6.17. MAINTAINING COMPLIANCY

The Contractor will be expected to maintain a minimum level of compliancy of all service and inspection types at 100%.

6.18. WORKS CONSIDERED TO BE OUTSIDE THE SCOPE OF THE CONTRACT

Where the Contractor believes that works are outside the scope of the inclusive element of the contract or where they believe they should receive payment to complete works then they shall be expected to notify the Client Representative with information. This may include:

- providing written confirmation from a parts supplier or manufacturer that a component or part is obsolete
- providing written confirmation from a parts supplier or manufacturer that a component or part is not immediately available, together with timescale for availability
- details as to why such a request is not believed to be covered within the scope of the contract
- details of any clauses that would specifically exclude the matter from the contract cover
- proposal options to resolve the matter together with costing and cost make up.

Subject to the previous being duly provided the Client Representative shall use the details supplied to decide whether payment is due or not.

6.19. APPROVED AND/ OR PREFERRED PRODUCTS

Wherever a product, material or part is either specified or noted as being preferred, in all cases it should be noted that approval shall not be unreasonably withheld to use a product, material or part of similar quality if there are benefits in so doing. The Contractor shall however be expected to fully demonstrate any such benefits at the point of seeking approval prior to seeking such approval.

6.20. RESIDENT ABUSE OR DAMAGE TO PROPERTY

All cases of abuse or damage to property, appliances and systems covered within this Contract by the Resident and suspected as wilful, not accidental shall be reported immediately to the Client Representative. The Contractor shall provide such detail in writing.

6.21. QUALITY CONTROL

The Contractor shall have in place a robust and well-defined Quality Management System for all elements of Works and or Services.

The Contractor shall maintain a quality control regime. As a minimum the volumes required in each given month will be:

- 10% intrusive quality control audits on completed servicing and safety checks
- 10% on repairs
- 10% on Works falling outside the scope of the Contract and paid for as an additional amount
- 100% on new heating installation and boiler replacements

For the Servicing and Safety Inspection audits the Contractor is to ensure that 8½% of Engineers are audited per month.

Results of this quality regime will be presented at each progress meeting, together with actions taken to resolve any issues identified.

The Client may also have independent quality audits carried out by a third party. Should that occur the Contractor shall co-operate fully in that respect by providing access to relevant records and details of the Contractor's audit regime to avoid duplication.

6.22. SALE OF PROPERTIES/NEW PROPERTIES

Whenever a property is sold, the Client Representative shall inform the Contractor to remove the address from the Servicing list.

The Contractor shall be informed by the Client Representative of any new properties as soon as possible in order for them to be planned into the programme when they are due for Servicing.

6.23. MAKING GOOD

Any damage caused by the Contractor's negligence shall be made good to the satisfaction of the Client Representative, at no cost to the Client. The rates given for all items included in this contract shall be deemed to include all making good required irrespective of whether it is or is not prescribed in the descriptions of the items.

6.24. PLUMBING DEFECTS

Any plumbing defect that is outside the scope of the Contract shall be made safe and reported to the Client Representative without charge.

6.25. COMPLAINTS FROM RESIDENT

In the case of a complaint against the Contractor, the Client Representative shall write to the Contractor requesting full details of the complaint. The Contractor shall reply to the Client Representative, within 5 working days, providing full details including documentary evidence of when the Resident(s) was visited, work history, job vouchers, detail of any unavoidable delay in attending or completing repair work etc. In the case of an argument or dispute with a Resident(s), the Contractor may have to show what disciplinary action has been taken against a particular Operative.

On receipt of the necessary information the Client Representative shall review all the evidence and make known his findings to the Contractor.

6.26. DAMAGE TO RESIDENTS PROPERTY/POSSESSIONS

The Contractor shall provide adequate compensation for Residents for any damage to property/possessions or property as a result of carrying out work. All costs incurred by the Contractor and compensation payments are deemed to be included in the Tender sum.

6.27. COMPENSATION

If a complaint is upheld by the Client Representative following investigation, the Client shall issue appropriate compensation in accordance with their Policy to the Resident(s) and recharge the Contractor.

6.28. CONTROL POINT

The Contractor shall maintain, throughout the Contract Period, resources within the Contract area to be able to respond to emergency calls within the prescribed response times both in and out of working hours.

6.29. PARKING ARRANGEMENTS

Restricted parking operates within the Contract area. Any costs, fines or penalties imposed on the Contractor while carrying out duties required under this Contract shall be borne by the Contractor.

6.30. UNOFFICIAL INSTRUCTION

Should the Contractor be requested by a Resident or other unofficial individual, to change, alter or modify in any way the Services, Works or Client/Client Representative instructions, the Contractor shall forthwith refer to the Client Representative and obtain further instructions before proceeding. No payment shall be made for work carried out other than ordered by the Client Representative.

6.31. NOTIFICATION OF SYSTEM STATUS

- a) All notifications of work that the Contractor cannot complete on the same day shall be notified to the Client or the Client Representative on an immediate basis where it is deemed necessary or otherwise within 24 hours of occurrence or first thing on the next available working morning if occurring over a weekend or bank holiday period;
- b) All notifications shall include the address and Contract details of the Resident together with descriptive information as to why the notification is necessary, any manufacturers or supplier's confirmation of parts availability, recommendations to resolve the situation (including appliance replacement), the cost of carrying out the recommended Works, the time scale for completion if given the go ahead, and any relevant circumstance relating to the Resident;
- c) The Client Representative shall decide whether this is the appropriate action or whether the initial repair or proposed resolution should be completed. The Contractor shall abide by any decision and any repairs must be completed within the specified timescales.

SECTION 7: CODE OF CONDUCT

7.1. GENERAL REQUIREMENTS

The Code of Conduct applies equally to all Contractor employees and its sub-contractors.

The Contractor should remember at all times that, although a property is owned by the Client, it is someone's home and shall be treated as such.

The Contractor, on receiving an Order, should immediately confirm access arrangements with Residents or site staff, or inform the Client Representative of any problem which may lead to a delay or failure to complete the work within the required timescale.

When arrangements for access cannot be made by telephone, the Contractor shall either email, write to or visit the Resident or site staff to make access arrangements to confirm a convenient time to carry out the work. If necessary, a card should be left with a request to contact either Client Representative or the Contractor directly.

It is the responsibility of the Contractor to ensure that plant, materials and labour will be available to undertake the work at the arranged time, or immediately to seek approval of Resident and the Client Representative to amend the arrangement where a delay is inevitable. It is imperative that explanations for delays are communicated to Residents and the Client Representative as soon as possible whenever they arise.

Contractors are specifically requested to notify the Client Representative of any problem regarding their capacity to undertake work for the Client, whether by reason of a temporary heavy work-load, or a change in circumstances (e.g. staff changes), which may affect capacity and Repair Response Period. It is particularly important that the Client is given due notice of any intention to stop working for the Client or to end trading.

7.2. ARRANGEMENTS

It is the responsibility of the Contractor to ensure that plant, materials and labour shall be available to undertake the Works at the arranged time, or immediately to seek approval of Residents and the Client Representative to amend the arrangement where a delay is inevitable. It is imperative that explanations for delays are communicated to Residents and Client Representative as soon as possible whenever they arise.

7.3. INDUCEMENT

Any offer or suggestion of inducement to influence ordering of work or payment of costs shall be interpreted as bribery and corruption and dealt with as outlined under the Conditions of Contract.

7.4. GIFTS

Any offer of gift or gratuity will not be accepted if directed towards specific personnel. Where a gift is deemed acceptable, it will be marked for the attention of the Company Secretary and acknowledged on the clearly expressed understanding that it benefits equally all staff of the Client.

7.5. PRIVATE WORK FOR CLIENTS STAFF

No work is to be undertaken privately for a member of the Client's Staff, or their close relatives under this Contract.

Note: A relative is defined as a person's spouse, parent, grandparent, child, grandchild (including illegitimate children and grandchildren) brother and sister. Technically the term relative does not include any relationship that is not by blood, marriage, civil partnership or co-habitation; however, if considered close the same criteria should apply.

7.6. PRIVATE WORK FOR RESIDENTS

Note should be taken that any private work undertaken for Residents shall be on a completely separate basis, with no Client involvement, or responsibility for payment. Whilst it is the responsibility of the Resident to obtain permission from the Client to carry out work of a structural nature to the property, Contractors would be well advised to ensure that the Client Representative is aware of the intention to carry out such work.

7.7. CESSATION

In the event of ceasing work for the Client, the Contractor shall hand back any keys, plans, specifications, other documents or equipment issued by the Client Representative.

7.8. LABOUR

Under no circumstances shall any member of the Contractor's staff be:

- a) A member of the Client's Board or Regional Committees; or
- b) Related to or have a close personal relationship with any member of the Client's Maintenance Staff or member of the Client's Board or Regional Committees.

If the Contractor employs a person who falls into one of the above categories or is linked in any way with other members of staff within the Client, the Contractor shall inform the Client Representative in writing. The matter shall then be discussed by the Client and a decision made regarding issuing further work to the Contractor.

7.9. SECURITY AND PROTECTION

- a) Care must be taken to ensure the comfort, safety and security of Residents and adjoining householders during work activity. All necessary reasonable action shall ensure the wellbeing of both the property concerned, and those adjoining. Operatives shall use dust sheets and protective coverings whenever dust, dirt, paint, mortar or similar nuisance is liable to foul surrounding property, fauna or flora;
- b) Care shall be exercised when work is carried out in the vicinity of small children. Sharp tools, power tools, toxic substances etc. shall be kept well out of reach. Areas where floorboards have been lifted, loft access exposed fire openings etc. shall NEVER be left unattended;
- c) Care and consideration shall be required when working in the home of older, disabled or vulnerable Residents, particularly with regard to restricting or hindering their movement around the house, tools and materials lying on floors are a trip hazard and should be avoided. In these situations, it is desirable to maintain an acceptable level of warmth and comfort;

- d) Any complaint arising from a dispute in any form, between Resident and Contractor must be referred IMMEDIATELY to the Client Representative;
- e) If for any reason a Contractor feels unable to undertake specified work on a property of the Client, the Client Representative must be informed immediately;
- f) In the interests of all concerned, whenever Contractors encounter a difficult or potentially violent situation, they shall leave the site immediately and contact the Client Representative as soon as possible.

7.10. NOTICE

Due notice shall be given whenever it is necessary to disconnect services or interrupt the use of access or amenities, and such interruption should be kept to a minimum. The Contractor is responsible for ensuring that, where appropriate, any statutory consents (i.e. scaffolding on a pavement) are obtained before work commences, and that any statutory notices (i.e. Building Regulation notices) have been applied for as appropriate.

7.11. HOURS OF WORK

Whenever possible, activity should be restricted to working hours or, when necessary, due notice must be given to tenants and neighbours of work necessary during unsociable times.

7.12. KEY HOLDING

Whenever possible, work should be carried out or access obtained to premises when the Resident or Client Representative is present.

Any other arrangement for key holding or unaccompanied access should be discouraged.

The holding of keys to an occupied property is arranged at the risk of the Contractor and shall never occur without the specific agreement of the Resident.

7.13. CONFIDENTIALITY

Note should be taken to instruct Operatives not to involve themselves in discussion with Residents, or others, of matters which may contravene reasonable requirements of confidentiality concerning the Client's business or concerning other Residents or other properties.

Any enquiry from Residents or others concerning the Client's business should be diplomatically redirected to the appropriate staff.

The Contractor shall not promise, infer or agree works or other matters relating to the property or housing requirements with Residents or other persons that are outside the scope of the task/s or Contract.

The Client will regard it as a serious matter and a potential breach of Contract if Operatives discuss with Residents, residential staff or members of the public matters confidential either to another Resident and member of staff or matters which may prejudice the Client's business interests.

7.14. ACCESS

When arrangements for access cannot be made by telephone the Contractor shall call on the Resident to confirm a convenient time to carry out the work. If necessary, a card should be left with a request to contact either the Client Representative or the Contractor directly.

In the event of Residents breaking arrangements, or refusing access, the Client Representative shall be informed as soon as possible.

The Client Representative shall accompany Contractor's Operatives if requested in advance.

7.15. STANDARDS

Over and above the general requirements of standards of performance and conduct required, due note should be taken that no deviation from these norms will be acceptable. Disciplinary action would be taken if there were any attempt by a Contractor to take advantage of the special circumstances of a Resident.

Contractors are reminded that in respect of their conduct to Residents the following is to be observed:

- a) All dealings with Residents are to be undertaken in a polite manner with strict observance of the requirements of The Employer's Equal Opportunity Policy;
- b) The Contractor's Operatives shall carry identification at all times and make such identification clearly and readily available for inspection by Residents and Residential Staff;
- c) The Contractor shall not permit smoking by his Operatives or Sub-contractors in Resident's homes;
- d) The Contractor shall not permit the use of electronic e-cigarettes and vaping devices by his Operatives in Resident's homes;
- e) Contractors must not use any facilities without first asking permission from the Resident or Residential staff;
- f) Contractor must not use power tools without first asking permission to use the available power supply. In certain circumstances, it may be necessary to make use of a portable generator. In this instance, all safety checks and certification must be in place prior to the equipment being brought to site;
- g) Noise and nuisance created by generators should be taken into account and it is preferable to make use of a quiet running generator;
- h) If at any time work activities are the cause of a potential conflict with the Resident or others around the Contractor must cease work, inform the Client Representative and seek guidance from them.

7.16. GOOD PRACTICE REQUIREMENTS

When employed by the Client, the Contractor is required to follow certain practices, which the Client considers fundamental to a quality service. These practices include but are not limited to:

- a) The Contractor and his operatives shall decline to work in any premise where children under the age of 18 (eighteen) are present without any supervising adult in attendance;
- b) Being prompt when an agreed time has been organised to have works undertaken;
- c) Being clean, properly dressed, taking off soiled shoes or boots before entering the Resident's home;
- d) Observing any reasonable cultural or religious requirements the Resident may have;
- e) Discussing the work with the Resident on arrival and agreeing on how it is to proceed, keeping the Resident regularly updated on the progress of the job, particularly when the work will require more than one visit to complete;
- f) Not playing radios or headsets in Resident's homes;
- g) Always using clean dust sheets where mess is likely to result from the works;
- h) Always leaving a calling card if the Resident is not in when access is required;
- i) Always showing identification cards before seeking entry;
- j) Being courteous to Residents;
- k) Never using bad language or speaking in a way which may cause offence to any member of the community;
- l) Always clearing up promptly any mess left as a result of the works carried out;
- m) Not using any of the Resident's facilities without their prior permission;
- n) Taking all reasonable steps to ensure the security of the Resident's property and possessions;
- o) Hot working will require a permit to work.

7.17. DAMAGE

- a) If, during the work, the Contractor damages something belonging to a Resident, let them know immediately and apologise;
- b) The Contractor must make good the damage caused within 10 days. If necessary, the Contractor shall replace or pay compensation for such items, subject to the agreement of the Resident;
- c) The Contractor shall inform the Client Representative of all such incidents and keep a written record.

7.18. CLEARING UP

- a) Leave work areas in a clean and tidy condition;
- b) Remove dust sheets and vacuum clean the affected rooms;
- c) Relocate any furniture, fixtures and fittings moved to their original location.

7.19. SERVICE USER/SITE STAFF INFORMED AND SATISFIED

- a) Check all the services are in a safe and working condition;

- b) Before leaving ensure the Resident/site staff is aware of what has been done and if follow-on works are required;
- c) Ask if they have questions and are satisfied with the work; attend to any minor issues identified before leaving.

SECTION 8: PERFORMANCE MANAGEMENT

8.1. INTRODUCTION

The following is intended to be illustrative and indicative of those required by the Contract together with the target performance levels: for tendering purposes, the Contractor is deemed to include the cost associated with the delivery and performance requirements stated.

8.2. DATA COLLECTION AND REVIEW TIMESCALES

Performance data is to be collected monthly (unless otherwise indicated) by the Contractor and the Client as detailed and collated into a summary report. The performance results will be reviewed at the operational meeting.

While the snapshot position is for the last day of each month, the Client acknowledges that processes for completing orders, sub-contracting etc. can take some time. However, the Client expects the Contractor to have systems in place to manage this.

8.3. PERFORMANCE REVIEW

All Performance Indicators will be monitored monthly: failure to achieve agreed KPI targets within a given month will be logged at the operational meetings and an explanation should be provided by the Contractor. Actions will be logged to outline the timescales and resource necessary to resolve the KPI failure. The following format should be adopted:

Example:

KPI	Target	Actual	Reason for Failure	Action taken to resolve	Timescales
4	98%	92%	Service Users not being given sufficient notice of commencement	Adjust work programme to give minimum 2 weeks' notice	1 Month

8.4. PERFORMANCE MANAGEMENT

The Client shall keep under review the performance throughout the term of the Contract: if the Contractor achieves an unacceptable score in two (2) or more KPIs for the period under review, then the Client shall, within ten (10) working days from the date of the relevant review, issue to the Contractor a report of the outcome of the review notifying those failures in performance by the Contractor.

Within twenty (20) working days from the issue of such report by the Client, the Contractor shall submit to the Client proposals as to how the Contractor intends to rectify those failures so notified and the timescale to achieve the required performance, which shall be no longer than three (3) months in any case but subject to the Client Representative's agreement.

The Client Representative shall consider such proposals and amend or clarify them as appropriate whereupon the Client shall issue the agreed proposals as an 'Action Plan'.

The Client Representative and the Contractor shall meet at frequency to be agreed to review progress against the 'Action Plan', the Client Representative shall within ten (10) working days from the date of such meeting issue a report of the outcome of this review, taking into account the representations of the Contractor. If this report notifies a continued failure by the

Contractor to achieve an acceptable score on two (2) or more of the agreed KPIs to which the Client and the Contractor are unable to agree a satisfactory resolution, then the Client shall be entitled to terminate the Contract, shorten the Term or reduce the scope of Works and Services to be carried out by the Contractor in relation to the Contract scope, in each case by notice with immediate effect and in such circumstances the Contractor shall not have a claim against the Client in respect of any consequential or indirect loss or any actual or expected loss of profit, loss of revenue, loss of goodwill, or loss of opportunity other than payments for work already completed in accordance with the Contract.

If the performance improves and the Contract continues in a satisfactory manner but there is any subsequent failure as identified, the Client shall on the subsequent occasion have the option to terminate the Contract without further delay.

8.5. PERFORMANCE INDICATORS & DEFINITIONS

The following PIs are expected to form the basis for each performance review. For each review area, there are two types of Indicator: Key and Contract Management.

Compliance	Description	Target	Definition
KPI – 1	Service & Certificate Compliance	100%	The amount of properties with a valid certificate (in date) completed within anniversary date
CMI – 1	Certificate Audit - Rejected	<5%	The percentage of certificate audit failures as identified by the independent auditing consultant
CMI – 2	Certificate & Servicing site Audits - Failures	<5%	The percentage of certificate and servicing site technical audit failures as identified by the independent gas auditing consultant
Appointments	Description	Target	Definition
KPI – 2	Appointments	100%	The total number of lettered appointments, phone appointments made and kept by the Contractor. Failed appointment (no access by the Tenant) can be included if the issue of a no-access card can be evidenced for the appointment slot
Repairs	Description	Target	Definition
KPI – 3	Repairs completed within timescales	98%	Volume of repairs attended by the Contractor, within timescales and either completed or made safe
CMI – 3	Right first time	85%	All repairs completed on the initial visit or same day
CMI – 4	Repairs completed within timescales (Urgent)	98%	Volume of Urgent repairs attended by the Contractor, within timescales and completed
CMI – 5	Repairs completed within timescales (Routine)	100%	Volume of Routine repairs attended by the Contractor, within timescales and completed
CMI – 6	Repair Appointments	98%	Attendance by Contractor to any repair

			appointment made on a designated day and time regardless of whether the works were completed
Programme Delivery	Description	Target	Definition
KPI – 4	Programme Delivery	100%	The amount of planned installations completed in accordance with the agreed programme set at the commencement of each programme year
CMI – 7	Installation Appointments	98%	Attendance by Contractor to any installation appointment made on a designated day and time regardless of whether the works were completed
CMI – 8	Reactive Installations	95%	The amount of reactive installations completed in accordance with the agreed timescales
CMI – 9	Failed Installation Audits	<5%	The percentage of installation audit failures as identified by the independent gas auditing consultant
CMI – 10	Remedial Works	95%	Upon identification of any installation remedial works, these works are to be completed within the agreed timescales (Usually set as an Urgent Priority)
Customer Satisfaction	Description	Target	Definition
KPI – 5	Customer Satisfaction – Repairs	TBC	The percentage of acceptable Customer Satisfaction Surveys as carried out by the independent gas auditing consultant
Complaints	Description	Target	Definition
KPI – 6	Official Complaints Received (upheld)	0	The number of complaints received in the calendar month that has been investigated and fault found to be with the Contractor. This is service delivery failure rather than failed tenant expectation

SECTION 9: PRICING & VALUATIONS

9.1. TENDERS

The Tenderer is responsible for ascertaining sufficient detail to determine the condition, serviceability and life expectancy of the systems and their components.

The Client will accept no responsibility for any errors or omissions. The Tenderer shall be responsible for satisfying himself that the information is correct, as no additional sum will be paid.

The Client shall not be responsible for, nor pay for, any expenses or losses which may be incurred by the Tenderer in the preparation of their tender.

The nominal quantities shown in Appendices D1/D2/D3/D4 are for tender evaluation purpose only and does not indicate the actual volume of work that may arise during the Contract Period. No allowance can be made for either over or under-estimating this quantity and no guarantee that any or all of this work will be given to the Contractor.

The Contract documents will not be subject to negotiation or amendment.

9.2. THE BASIS OF CONTRACT PRICING

All rates supplied shall remain fixed for twelve months from the Commencement Date. Subsequent annual adjustments, if applicable, shall be calculated in accordance with the contract conditions stated in this Section.

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The prices quoted by the Contractor shall be inclusive of all labour, safe operating procedures, supervision and administration, equipment, transport, plant, machinery and material, overheads, together with insurance and all other costs necessarily incurred to perform the works in a safe thorough and workmanlike manner. No warranty can be given that the appliances and systems have been maintained previously to the standards required within this document.

9.3. PRICING OF THE CONTRACT

All rates to include allowance for compliance with all conditions and provision of all elements and aspects of the Services as defined, required and detailed in the Contract Document and the rates tendered will be deemed to have allowed for and should reflect this compliance.

9.4. SERVICING, SAFETY INSPECTIONS, REPAIRS AND BREAKDOWNS

Inclusive rates are to be tendered for all servicing, Gas Safety Inspections, breakdowns, and repairs arising on an annual basis within any property covered under this Contract irrespective of the type and number of Client-owned and/or managed appliances and systems contained therein.

However, the rates to be tendered are to afford differentiation between properties as follows:

- properties containing gas-fired equipment
- properties containing solid fuel fired equipment
- properties containing oil-fired equipment
- properties containing other non-gas equipment

The rate tendered is to provide the breakdown service and all necessary administration for its provision both during working and out-of-hours to each appliance for one calendar year. It is to include for all call-outs during working and out-of-hours and for the diagnosis of any fault together with all labour to complete such diagnosis or repair together with the provision of all parts or component parts and all labour necessary to fit parts or component parts as found being required for both breakdown and servicing work. All as detailed in the Contract Documents.

Details of the types of appliances, systems and ancillary appliances are as described within the Contract Documents as Volumes 2 and 3 and as may be added to the contract or those schedules.

9.5. ADDITIONAL WORKS AND INSTALLATION VARIATIONS

All items defined within Volume 4 are to be individually priced.

9.6. INSTALLATION WORKS

The rates to be tendered are primarily to be based upon the fitting of replacement domestic boilers and of an entire standard heating system, as detailed, to meet banded heat input requirements, irrespective of the nature of the property. These rates are to cover the entirety of the Works required to achieve a completed and commissioned installation or appliance replacement as required within Volume 5. There will also be a set of rates to allow for a reduction to be made to these standard system and replacement boiler rates where an item is not required. These will be together with a few other standalone rates that are not included within any standard system or appliance replacement rates which may be added as required.

9.7. EXCLUSIONS

The following items are excluded from the Contract. If the Contractor is requested by the Client or Client Representative to carry out the following, the Client will be liable for an additional charge.

- a) Any works caused by wilful damage by others;
- b) Making good any damage resulting from fire, flood, lightning, explosion, storm, tempest, frost, other natural hazards, war and civil disorder other than that caused by the negligence of the Contractor or its employees;
- c) Any work as a result of failure of the public electricity, gas or water supply to the system;
- d) Any loss, damage or liability not caused by the negligence of the Contractor;
- e) Any work to the building, fixtures and decorations, furniture and fittings of the building in which the appliances and systems are situated arising out of any cause whatsoever other than the negligent or wrongful act of the Contractor, their employees or agents;
- f) The replacement of decorative non-functional parts, trims and cases except where such replacements are required as a result of the negligence of the Contractor;
- g) Any appliance demonstrated as being obsolete by the Contractor;

- h) Correction of any installation which is not in accordance with the current Gas Safety (Installation and Use) Regulations or Statutory Obligations and which may give rise to dangerous conditions unless as a direct result of any works carried out by the Contractor;
- i) Alterations of existing systems to accommodate other trades or at the behest of the client;
- j) Scaffolding;
- k) SE Duct Inspections;
- l) Gas pipework renewal and re-run;
- m) Void Inspections;
- n) Recommission or turn on and test inspections;
- o) Forced entry Inspections;
- p) Building Works;
- q) Asbestos Removal.
- r) Boiler repairs identified under the P&R contract but not completed by P&R.

9.8. PRIME COST

In the event that none of the rates contained in the Tender shall be suitable for valuation of extraordinary works, a Prime Cost quotation shall be used. This will be based on the tendered labour rate, plus allowances for the Contractor's mark-up on the actual invoiced costs of plant, materials and Sub-contractor works.

Where the Contractor wishes to employ Sub-contractors for part of the works, the Client will require up to 3 (three) quotations for this element of cost.

The Client reserves the right to obtain additional quotations from other Contractors for works which are not adequately covered within the scope of this Specification.

Tenderers shall insert mark-ups to reflect costs for Overheads and Profit within the Summary section of Appendices D1/D2/D3/D4, in the row entitled "Mark-up to Prime Cost Item". A nominal value of Prime Costs items has been used in the Schedule for Tender evaluation purpose only and does not indicate the actual volume/value of work that may arise during the Contract period.

VOLUME 2: DOMESTIC SERVICING, RESPONSIVE REPAIR AND SAFETY INSPECTIONS

SECTION 1: DOMESTIC GAS SERVICING AND SAFETY INSPECTION SPECIFICATION

1.1. GENERAL

- a) This Specification and the practices and procedures outlined are to encompass all domestic properties with heating appliances, any associated systems, smoke or CO detectors and any un-vented hot water storage vessels contained therein and will detail, where appropriate, if a requirement applies purely to a type of appliance and/or system;
- b) The described Works shall generally comprise an annual, or more frequent as required, comprehensive service of every appliance and system that is found in an individual property to the appliance manufacturer's specification and the further requirements of this Specification at all the properties scheduled which may vary from time to time. Where there is a Gas Safety Inspection liability, the Works shall culminate in the completion and issue of a Landlord's Gas Safety Record (LGSR);
- c) There shall be a Gas Safety Inspection liability for every property that has a gas supply entering it irrespective of whether the supply is connected to an internal supply and/or appliance and irrespective of whether it is used or not. Where there is only a gas supply within a property or where there is only a supply entering a property, Works as described to complete a Gas Safety Inspection shall be undertaken as detailed herein together with any other such Works required to complete testing and visual inspection of Residents' own appliances. The rates for completion of Works under this section are intended to cover all aspects of the servicing and safety inspection work for all current and future properties covered by this Contract;
- d) The actual Works completed should be such that they will include for all maintenance necessary for the efficient operation of the Client-owned appliances, associated systems and all the component parts thereof installed in each property. Resident-owned gas fires and other Resident-owned gas-fired appliances shall be fully checked for safety but have no remedial or further works carried out to them without the authorisation of the Client Representative. As stated, where there is a Gas Safety Inspection liability in a property the Works shall culminate in the issue of an LGSR and where service work is completed a "Service Report" for each appliance. Where there is no Gas Safety Inspection liability, an approved method of recording this shall be agreed but as a minimum this shall be recorded on any service record. A service visit to a property with NO gas present, nor any Gas Safety Inspection liability shall NOT be recorded on an LGSR. A rate shall be supplied to arrange to visit properties where it is not known whether any liability exists or not by using the processes described (**GW40**, as described in 1.12 of Volume 4);
- e) Allowance shall be made within the rates for the provision and replacement of all sundries, parts, materials, appliances, controls, replacing incorrectly rated fuses and

labour necessary to maintain an appliance or system in good working order until the next visit, unless specifically excluded from the Works. As such, the only items of work that shall be paid for outside the comprehensive element of the Contract are defined within Volume 4. A schedule of examples of acceptable products that can be used is contained within Clause 1.10 below. Any other part, component part or other products are to be changed on a like-for-like basis;

- f) All sundry items and their replacement together with lubricants, sealants, seals, batteries, O-rings, washers, belts and water conditioning fluid and inhibitors etc. shall be included within the cost of this work;
- g) Every service record and LGSR shall be checked for correct completion and validated by the Contractor prior to transmission to the Client Representative. Such validation shall include checks to ensure the following are correctly completed:
 - i. The date on which the appliance and/or flue was checked
 - ii. The address of the premises at which the appliance and/or flue is installed
 - iii. The name and address of the Landlord of the premises where the appliance/flue is installed
 - iv. The description of each appliance and or flue checked together with a record of where sited
 - v. Any defects identified
 - vi. Any remedial action taken
 - vii. That the inspection carried out has been completed in accord with the requirement of the Gas Safety Regulations
 - viii. The name and signature of the individual who completed the LGSR
 - ix. The Gas Safe registration number of the individual who completed the LGSR.

Where remedial works are identified on the LGSR the Contractor shall, by way of separate report, advise what action, if any, they have taken to complete the remedial actions recommended and, if not, then who should be undertaking such actions.

Under g) iv, the make, model and room in which it is installed are required and a vague record, e.g. 'Boiler' in 'Compartment', shall not be accepted.

- h) Any such record received by the Client Representative may be rejected if either incomplete or incorrect and if there are any anomalies, such as appliance detail discrepancies. All such records shall be returned to the Contractor for correction and/or clarification. Copies of a revised LGSR shall be provided to the Client Representative and the respective Resident within 5 working days of rejection. If any records are to be re-issued as a result of a revisit to a property, this shall be at the sole cost of the Contractor. The Contractor shall make arrangements to re-visit properties at the convenience of the Resident. Should there be any failure to supply corrected or replacement records for any rejected record within the 5-day timescale then reasons shall be supplied by the Contractor, together with the timescale for rectification. Any further failure may result in alternative provider being requested to complete the work and any associated costs shall be charged to the Contractor;
- i) All electronic records are to be supplied as per Volume 1;

- j) Warning notices shall be notified immediately to the Client Representative, along with supporting quotations, where required, for rectification;
- k) There might be a need to record additional information, such as depth of loft insulation depth for each property visited, and the Contractor shall be expected to co-operate in this respect. Where it is reasonable that this information could be collected it shall be collected and supplied without cost to the Client. Where not, there shall be a rate to be provided for covering this service (**GW40**, as described in 1.12 of Volume 4);

1.2. PRELIMINARY WORKS

- a) When arriving at the property, the Engineer shall identify him/herself to the Resident and explain the purpose of the visit. Such identification should include offering company identification and Gas Safe registration card;
- b) The Engineer shall enquire of the Resident whether the appliance(s) and/or system(s) to be serviced and checked for safety are owned by the Landlord or the Resident and have operated effectively since the previous visit;
- c) The Engineer shall confirm that there is sufficient access to the gas meter and, if sited remotely from the property, that there is adequate labelling of the meter to confirm the property to which it pertains and there is an adequate means of isolation of the gas supply within the property;
- d) The Engineer shall establish whether prepayment gas and/or electric meters are installed and, if so, whether there is sufficient credit on both to complete the service and safety inspection. If it is shown that insufficient credit is available, the Engineer shall ask the Resident to obtain further credit to allow the test and service to proceed in full. Should that not be possible the Engineer shall, subject to the permission of the Resident, purchase minimum amounts of further credit. The costs of any such purchase on provision of receipt shall be repaid to the Contractor within the next monthly valuation and recharged to the Resident by the Client;
- e) Where the Engineer has established that there is insufficient gas and/or electric available on prepayment meter and has been unable to obtain additional credit, as much of the testing shall be completed and recorded as possible. However, where it is not possible to entirely complete the Gas Safety Inspection, the engineer shall:
 - isolate the gas supply at the meter with the Resident's permission
 - issue a warning notice to the resident advising that the installation needs to be checked for safety prior to recommissioning once gas and/or electric is available.
- f) Where the Resident will not grant permission for the supply to be disconnected then the warning notice shall still be issued, and the Client Representative notified immediately.
- g) The Engineer must clear a workspace around the appliance(s) and lay down adequate protection;
- h) Before starting any Works, the Engineer shall carry out a tightness test of the gas supply. If this test proves a failure, any gas leak must be rectified before continuing. If unable to do so, further advice shall be sought from the Client Representative;

- i) It is considered that all asbestos containing appliances will have been replaced or addressed. However, the Engineer shall inspect the appliance(s) to be serviced to ascertain whether they could be asbestos-contaminated. If there is any doubt, seek further advice from the appliance manufacturers and the Client Representative. In any event, carry out no work to the appliance until it has been confirmed that there is no issue;
- j) The Engineer shall check any ventilation requirement against the actual ventilation supply to all relevant appliances within the property to ensure conformity with all relevant regulations, manufacturer's instructions and requirements, and the requirements of the Gas Safety Regulations;
- k) If the ventilation supply is incorrect, seek further advice from the Client Representative unless it can be easily rectified, and the Resident agrees for this work to be carried out. Where necessary, the Gas Industry Unsafe Situation Procedure IGEM/G/11 shall be applied;
- l) The Engineer shall check to ensure the appliance is of sound construction and that it is fixed correctly, rigidly, soundly and in accordance with manufacturer's instructions. Preliminary checks shall also be made of the flue, flue joints, pipework and electrical connections;
- m) The Engineer shall carry out an operational check of the appliance and associated system, checking the flame picture of the burner, where visible, and the operation of all safety devices.

1.3. SPECIFIC SERVICE PROCEDURE

All appliances shall be serviced in strict accordance with the manufacturer's instructions.

1.4. SYSTEM CHECK

The operations as shown below shall be carried out as necessary dependent upon the appliance and system type. No work should be carried out that conflicts with the manufacturer's recommendations or specification. All Works will include, but not be limited to, the cleaning, lubrication and adjustment of the items specified. The renewal, replacement, or carrying out of any remedial work or action to any part or controls is to be carried out in accord with the requirements of the Contract.

- a. Check all types of manual and automatic appliance controls and valves, including but not limited to programmable thermostats, thermostats, time switches, clocks, programmers, gas valves, safety devices, zone valves, flow-share valves, energy management controls and pumps;
- b. Check all visible electrical wiring within the system, from the point of connection to the ring main circuit and replace any burnt or heat-affected wiring anywhere within system;
- c. Check all radiators, radiator valves and all visible pipework for signs of leakage, damage or wear. Clean out any dust and debris from any low-surface-temperature or other radiator with a cover;
- d. Check any expansion tank, including water level, ball valve, warning pipes, and feed and expansion pipework, and topping-up of system. For unvented systems, check

- pressure (topping-up if necessary), termination of discharge pipe, expansion vessel, and filling point. All filling loops must be disconnected, and the inlet and outlet pipes must be capped. See Section 2 for further details in respect of unvented HW systems;
- e. Check any cold-water storage tank, including lid condition and type, ball valve, warning pipes, and feed and expansion pipework and ensure the stillage/structure upon which it is installed is sound and correct. Re-fit and re-position lid as necessary. Record and advise the Client Representative if incorrect;
 - f. Check to ensure no cold-water storage tank is in use and that it has been removed or disconnected and emptied where a combination boiler is fitted. If one is still required for WC, basin, bath or other outlet, check that it is correctly sized. Report any issues to the Client Representative;
 - g. Check all calorifiers externally for signs of leakage or deterioration and adjust thermostat to 55°C. Advise resident accordingly and record if the resident is unhappy with this;
 - h. Check operation of any immersion heater fitted, check immersion overheat and thermostat and adjust to achieve thermal disinfection. Record and advise the Client Representative if immersion thermostat is not installed;
 - i. Check any scale reducer fitted and, if loose-fill, top-up contents;
 - j. Check and carry out service operations in line with manufacturer's instructions on any "Magnaclean" or similar type equipment fitted to the installation. Total systems to be descaled and de-sludged as necessary. The Contractor shall carry out descaling and de-sludging processes in accordance with BS7593 Code of Treatment of Water in Domestic Hot Water Heating Systems. This includes any scale in all types of HW storage tanks and cylinders. Renew appliance scale-reducer cartridges or contents if loose-fill at each service or other times as necessary. Allowance shall be made for the use of proprietary solutions for flushing and cleaning and the installation of an inhibitor. Inhibitor levels in all types of system shall be maintained and shall be topped up as necessary;
 - k. Check all warm air grilles, registers, return air vents and ducting;
 - l. The Contractor shall at each annual visit record the condition of the boiler and installation and make an assessment of and record its remaining useful life together with an indication of when replacement should ideally be undertaken;
 - m. The Contractor shall record on the service record if any Smoke or CO Detectors are installed. In addition, it shall be recorded whether such are battery or mains operated and if known when replacement is due and carry out such tests as necessary to determine that the detector is functioning correctly. See 1.7 and 1.8 for further details;
 - n. The Contractor shall make and record an assessment of any risk associated with any appliance, system or ancillary control or component and whether adequate CO detectors are installed. The definition of adequate CO detectors is to be confirmed. However, unless advised otherwise, this shall be adjacent to any gas appliance or other fossil fuel burning appliance and within each room through which any extended

flue passes. Where it is deemed that there is a risk, then CO detectors shall be installed to negate the risk in line with the requirement of 1.8 below. However, there is a possibility that legislation may require such to be installed, that being the case or where Client policy requires, a process shall be agreed with the Contractor to install them at the time of the annual visit.

1.5. COMMISSIONING

Following completion of the servicing works the appliance and or system shall be commissioned in accordance with the following requirements:

- a. Restore gas supply and test the internal gas supply for tightness. Check all disturbed joints with an appropriate and approved form of leak detection fluid and rectify any leaks. Confirm gas pressure is correct: if it is not, the Contractor shall report this to the gas supplier and ensure that this is corrected;
- b. Restore water supply, checking all disturbed joints for signs of water leakage. Sealed systems to be filled to the correct pressure;
- c. Purge air from system and radiators as necessary;
- d. Restore mains electrical supplies and ensure that earth connections are correct, and the fuse is of the correct rating: replace as necessary;
- e. Reset all controls as required but, as a minimum, for the Heart of the Sun;
- f. Re-light appliances;
- g. Check and reset ignition devices, location of thermocouples, pilot jets and electrodes;
- h. Check, adjust where necessary all pilots and burners for correct gas rate, aeration and flame picture;
- i. Carry out a thorough test of all flues, including both smoke and spillage tests and ensure that the flue is operating correctly and efficiently;
- j. Carry out a flue gas analysis and record the results on the service record;
- k. Reset all manual and automatic controls and ensure hot water is in operation for a minimum of one hour per day. Advise Resident accordingly and record if the Resident is unhappy with this;
- l. Check operation of all pumps and ancillary controls;
- m. Ensure the appliances are stable and level;
- n. Clean the appliances and remove all previous labels;
- o. Attach a new label to the appliance, and/or flue and closure plate as specified;
- p. Reset any boiler cut-off device fitted or activated service interval programmer;
- q. Complete the Gas Safety Inspection as per Clause 1.6 following;
- r. Clear site and leave clean;
- s. Complete all specified paperwork and leave Resident satisfaction card or collect satisfaction data as required;

- t. Explain to the Resident the extent of the Works completed, any remedial work necessary, and how this is to be managed.

1.6. GAS SAFETY INSPECTIONS

Carry out a full Gas Safety Inspection to comply with Regulations 35 and 36 of the Gas Safety (Installation and Use) Regulations 1998 and any amendments as promulgated and issue a certificate upon completion.

All fitted appliances, including those that are known to be the Resident's own, shall be inspected and recorded to include details and results such as the Make, Model, Location, Flue Type, Ventilation, Landlord's Appliance, Gas Rate, Operating Pressure, Correctness of Safety Device, Flue flow test, Spillage test and indicate safe to use or N/A.

Where there is found to be a gas supply entering a property with no meter or supply attached, this fact shall be recorded on the LGSR, the incoming supply shall be capped if not already done, and where possible an air test made of any internal gas supplies. Any open ends found shall be capped.

Inspection and testing shall be carried out to:

- internal gas supplies
- the gas meter, checking and recording items such as the gas pressure, bonding arrangements, labelling and the operation of the emergency control
- all fitted gas appliances, including Resident's own
- all fitted gas appliance flues and terminals, including any flue and or terminal used by a Resident's own gas appliance
- ventilation arrangements for all appliances including Resident's own.

Upon satisfactory completion of the appropriate checks and tests, an LGSR shall be completed. All must be entirely completed and where items of remedial work are identified with an appliance this must be shown for the correct appliance number. The certificate shall be signed, and any warning notices issued with copies provided to the Client Representative.

1.7. SMOKE DETECTORS

The presence of smoke detectors in all properties visited and their location shall be recorded. In addition, it shall be recorded whether such are battery or mains operated and if known when replacement is due.

If detectors are found to be present, then the Contractor shall:

- a. Test operation of all smoke detectors: if found to be faulty, replace. Testing must never be carried out with a live flame and must be carried out with a proprietary type of synthetic smoke designed for this purpose;
- b. Clean and service in accord with the manufacturer's instructions, isolate mains detectors from power supply and check battery operation;
- c. Replace all batteries irrespective of whether they require replacement;
- d. Record installation date if known and when sensor is out of date;

- e. Carry out final operational test checking to ensure that any inter-linking is fully functional.

1.8. CARBON MONOXIDE DETECTORS

The presence of carbon monoxide detectors in all properties visited and their location is to be recorded. In addition, it shall be recorded whether such are battery or mains operated and if known when replacement is due.

If a detector is found to be present, then the Contractor shall:

- a. Test operation of all CO detectors: if found to be faulty, replace;
- b. Clean and service in accord with the manufacturer's instructions, isolate mains detectors from power supply and check any battery operation;
- c. Replace all batteries irrespective of whether they require replacement;
- d. Record installation date if known and when sensor is out of date;
- e. Carry out final operational test checking to ensure that any interlinking is fully functional.

1.9. SERVICE LABELS

On completion of each service and inspection the Contractor shall place an adhesive label, as specified below, on the appliance, flue and any closure plate stating the following:

- the company name and telephone number
- date of Service
- name of person who carried out service
- signature and initials

The label shall be suitable for attaching to an appliance and should be fixed in a position inside the casing or bottom tray as applicable. It should be prominent enough for an authorised person to find it but not as to create an eyesore for the Resident. Any difficulties should be resolved with the Client Representative.

Flue systems in the roof space or ducting shall have an adhesive label attached stating that the flue, including all joints and termination, has been inspected. Any water storage tanks shall equally have a label attached confirming that they have been inspected. In the case of a gas fire, the service label must be attached to the inside of the closure plate at least 150mm from the flue spigot and air-relief hole.

1.10. APPROVED PRODUCTS

All rates are to reflect the usage of the products specified. Alternatives will be considered provided such requests for approval are placed in writing to the Client Representative together with supporting reasoning. Requests will be granted based on any benefits attained.

Where a manufacturer introduces an up-dated version of the approved product, the Contractor shall use the newer version from the date that the product was up-dated.

Boilers

Worcester Bosch

Pumps	Grundfos only unless a specific component part of an appliance
Radiators	Stelrad or QRL
Thermostatic & Radiator Valves	Danfoss
Cylinders	IMI or Albion
Inhibitor	Adey
Controls	Danfoss, Honeywell
Motorised Valves	Danfoss, Honeywell
Filtration	Adey Magnaclean Professional

SECTION 2: SERVICING OF NON-GAS-FIRED, RENEWABLE AND ANCILLARY APPLIANCE

2.1. GENERAL

- a. This Section of the Specification is to be read in conjunction with the requirements and processes contained within Volume 2 - Section 1. The detail contained therein that is not specifically related to Works to a gas supply or gas appliance shall apply equally where relevant and necessary to complete Works required under this Section. This shall include all servicing and testing of smoke or CO detectors to the standard defined within this Section;
- b. The processes, practices and procedures outlined are to encompass Works required to service and check all domestic non gas-fired appliances, all renewable technology appliances and systems, any associated systems, ancillary appliances and any un-vented HW storage vessels contained therein, together with any connection and interaction with other appliances and systems covered under this contract and will detail, where appropriate, if a requirement applies purely to a particular type of appliance and/or system;
- c. The generally described Works will comprise an annual comprehensive service of every appliance, system or ancillary appliance that is found in an individual property to the respective manufacturer's specification and the further requirements of this Specification at all the properties scheduled which may vary from time to time. The rates for completion of Works under this Section are intended to cover all aspects of the servicing work for all current and future properties covered by this Contract;
- d. The actual Works completed should be such that they will include for all maintenance necessary for the efficient operation of Client-owned appliances, associated systems and all the component parts thereof installed in each property. Where there is a Gas Safety Inspection liability in a property, the Works are intended to culminate in the issue of a Landlord's Gas Safety Certificate (LGSR) and, where service work is completed, a "Service Report" for each appliance. Where there is no Gas Safety Inspection liability an approved method of recording this will be agreed but as a minimum this will be recorded on any service record;
- e. Allowance must be made within the rates for the provision and replacement of all sundries, fluids, parts, materials, appliances, controls, replacing incorrectly-rated fuses and labour necessary to maintain an appliance or system in good working order until the next visit, unless specifically excluded from the Works. As such, the only items of work that will be paid for outside the comprehensive element of the contract are defined within Volume 4 and as instructed by the Client Representative. All parts, component parts or other products are to be changed on a like for like basis;
- f. All sundry items and their replacement together with lubricants, sealants, seals, batteries, O-rings, washers, belts and water conditioning fluid and inhibitors etc are to be included within the cost of this work.

2.2. PRELIMINARY WORKS

Refer to and allow for the requirements of Volumes 1 & 3.

2.3. UN-VENTED HOT WATER CYLINDERS

Where an un-vented HW storage vessel is installed, it is to have the following works completed in addition to any specific requirements of the manufacturer.

- a. Check to ensure the system is installed in accordance with the relevant regulations;
- b. Check of the operation of all safety devices and rectification of any faults;
- c. Inspect the sacrificial anode and any replacement of same;
- d. Any Works specified by the manufacturer as being required to be undertaken on an annual basis;
- e. Check termination and route of discharge pipe;

Note: Such works can only be carried out by persons who have current qualifications to work on unvented hot water vessels.

2.4. SOLAR THERMAL

Where solar panels are installed, they are to have the following Works completed in addition to any specific requirements of the manufacturer.

- a. Check to ensure the system is installed in accordance with regulations and manufacturer's instructions;
- b. Check the frost protection of the solar fluid using a proprietary solar fluid tester. Rectify any issues;
- c. Check the pH value of the solar fluid is >7.5. Rectify any issues;
- d. Check the system and expansion vessel pressures and recharge as necessary;
- e. Check the solar pump function, return flow preventer, circulating volume, volume of blow-off liquid, and hot water mixer thermostat. Rectify any issues;
- f. Refill with solar fluid if necessary and bleed system;
- g. Inspect collector, collector fastenings, collector fixings, brackets, pipe insulation to ensure all are clean, sound and stable;
- h. Check heating deactivation temperature, pressure and temperature relief valves, and connections. Rectify any leaks or issues;
- i. Re-fit any removed component parts;
- j. Check system operation.

2.5. GROUND SOURCE HEAT PUMPS

Where a ground-source heat-pump is installed, all maintenance shall be carried out in accord with the respective manufacturer's instructions although there is little actual maintenance required. However, for any appliance containing more than 6kg of fluorinated

greenhouse gas the system must be leak-tested by qualified persons on each annual visit. In addition, the following shall also be undertaken:

- a. Check to ensure the system is installed in accordance with regulations and manufacturer's instructions;
- b. Check the operation of all safety groups and circuits and rectify any faults;
- c. Check and clean dirt filters in any brine circuits, pressurise brine and heating circuits as necessary.
- d. Check and clean dirt filters in any water circuits, pressurise water and heating circuits as necessary;
- e. Re-fit any removed component parts;
- f. Check system operation.

2.6. AIR SOURCE HEAT PUMPS

Where an air-source heat-pump is installed, all maintenance shall be carried out in accord with the respective manufacturer's instructions. Although there is little actual maintenance specified, the following shall be undertaken:

- a. Check to ensure the system is installed in accordance with regulations and manufacturer's instructions;
- b. Check the operation of all safety controls and rectify any faults;
- c. Check and clean air filters remove debris as necessary;
- d. Clear obstructions and debris away from compressor units;
- e. Check any condense water pipe;
- f. Re-fit any removed component parts;
- g. Check system operation.

2.7. NIBE TYPE EXHAUST-AIR HEAT PUMPS AND ELECTRIC BOILER

Where a NIBE type exhaust-air heat-pump and electric boiler is installed, all maintenance shall be carried out in accord with the respective manufacturer's instructions. Although there is little actual maintenance specified, the following shall be undertaken:

- a. Check to ensure the system is installed in accordance with regulations and manufacturer's instructions;
- b. Check the operation of all safety controls and rectify any faults;
- c. Check and clean air filters and remove debris as necessary: this needs to be undertaken 4 or 5 times per annum and the user is to be instructed on this process. Reinstall in reverse order;
- d. Replace air filters if necessary;
- e. Clean all building ventilation devices. These must be done separately and a note must be made of the settings and they should be reinstated as to the original setting;

- f. Check all safety valves separately: refill system as necessary to correct pressure;
- g. Check extract air temperature: rectify in accordance with manufacturers' advice;
- h. Check fan: clean as necessary;
- i. Re-fit any removed component parts;
- j. Check system operation.

2.8. MECHANICAL VENTILATION WITH HEAT RECOVERY (MVHR)

Where an MVHR type product is installed, all maintenance shall be carried out in accord with the respective manufacturer's instructions.

- a. Check to ensure the system is installed in accordance with regulations and manufacturer's instructions;
- b. Check the operation of all safety controls and rectify any faults;
- c. Clean and check air filters remove debris as necessary. Reinstall in reverse order;
- d. Replace air filters as necessary;
- e. Check and clean all fans, motors and impellers;
- f. Check and clean heat exchanger and heat exchanger core;
- g. Check and clean any condense water pipe and condense tray;
- h. Re-fit any removed component parts;
- i. Check system operation.

2.9. BIOMASS BOILERS

In addition to the appliance and system servicing described within Volume 2 the following also applies to any biomass appliances and system that utilises carbon-neutral fuels, such as wood, wood pellets or logs:

- a. Check to ensure the system is installed in accordance with the relevant regulations and manufacturer's instructions;
- b. Carry out a thorough clean and checking of the chimney and flue system;
- c. Check appliance ventilation requirements and correct as necessary;
- d. Clean and clear fuel and feed hopper;
- e. Check and clean fuel release mechanism and activation;
- f. Check and clean any modulation fan for combustion air delivery;
- g. Re-fit any removed component parts;
- h. Check system operation.

2.10. LPG APPLIANCES AND SYSTEMS

In addition to the appliance and system servicing described within Volume 2 the following also applies to LPG appliances and systems:

- a. If cylinders are used as the fuel store;
- b. Check hose condition and age. If the 5-year life cycle has expired, or will expire in the coming 12 months, replace hoses
 - i. check condition of changeover valve and replace as necessary
 - ii. check distance from property and drains is greater than 4m.
- b) If a bulk tank is used for the fuel store, check second-stage regulator condition and replace as necessary;
- c) Carry-out tightness test from second-stage regulator onwards or to whole supply as appropriate;
- d) The cylinder or storage vessel location shall have an 'Emergency action notice for users of LPG' located close to the installation and in a prominent position. If this is not present or not of weather protective material, such shall be supplied and fitted;
- e) Tightness testing to the complete system shall be carried out to include the high-pressure stage, low-pressure stage and any intermediate pressure stage using the methods given in BS 5492-1 Code of Practice for Domestic Butane and Propane Gas-burning installations.

2.11. OIL-FIRED APPLIANCE AND SYSTEM: ADDITIONAL REQUIREMENTS

In addition to the appliance and system servicing described within Volume 2, the following also applies to oil-fired appliances and systems:

- a. Drain sludge from oil tank and clean supply-line filters to ensure supply is clear;
- b. Check oil tank and supply for signs of leakage and complete and issue an OFTEC T1/133D oil storage tank spillage and fire risk assessment form;
- c. Repair leaks on oil supply lines. Seek advice from the Client Representative in respect of leaks to oil storage tank;
- d. Check the tank and base for correct installation and that it is outside the minimum allowable distance from boundaries and buildings;
- e. Check appliance ventilation requirements and correct as necessary;
- f. Replace burner nozzles on each service visit;
- g. Complete an OFTEC CD/11 report, one copy to be left with or sent to the Resident and another to be forwarded to the Client Representative.

2.12. SOLID-FUEL APPLIANCE AND SYSTEM: ADDITIONAL REQUIREMENTS

In addition to the appliance and system servicing described within Volume 2, the following also applies to solid-fuel appliances and systems:

- a. Carry out a thorough sweep of the chimney, complete a Certificate of Chimney Sweeping and return to the Client Representative. This part of the service is to be completed twice-yearly and the Contractor shall allow for same within the annual rate;
- b. Check appliance ventilation requirements and correct as necessary;

- c. Clean and clear appliance flue outlet and boiler flue way etc. Advise user how to do this and that it should be done monthly;
- d. Examine any fire bricks and replace any which are broken. Ensure new fire bricks are well wetted and sealed-in generously with fire cement;
- e. Examine firebars and replace any which have failed or are badly distorted. Ensure the correct firebars are in the correct position;
- f. Clean and scrape the bedding edges of fire doors and inner front casting to ensure a correct fit. Adjust the door hinge and latch assembly to correct the fit and correct any distortion by draw-filing the fire door bedding edges;
- g. Replace any broken glass in the fire door, removing all old sealing material;
- h. Clean the ash pit and cover and adjust the fit of the cover to ensure a correct fit;
- i. Ensure that the thermostat is correctly set and operating, and that the boiler damper is closing;
- j. Check the fire box body joints for air tightness and seal with fire cement if required.

SECTION 3: DOMESTIC BREAKDOWN AND REPAIR SPECIFICATION

3.1. GENERAL

The Contractor shall provide a 24-hour a day, year-round, breakdown service for the period of the Contract, to allow for repairing any breakdown or malfunction of any appliance, component part, system or system part on any appliance or system included in the property and asset register supplied or as may be added to the property and asset register or as directed by the Client Representative.

The breakdown service shall be on a fully-inclusive basis, to include the provision of all parts, materials, appliances, controls, and labour necessary to maintain an appliance and/or system in good working order, unless specifically excluded from the Works. It shall also include any processes or procedures detailed elsewhere within Sections 1 and 2 that are pertinent to the repair or rectification of any appliance or system as required by this Contract. Only products specified within Section 1 Clause 1.10 shall be used, unless there is no preferred product specified in which case replacements will be made on a like-for-like basis.

The rates for completion of Works under this section are intended to cover all repair work for each Client-owned appliance and/or system found within individual properties.

3.2. DETAIL

On receipt of a telephone call, email, or similar to rectify a problem the Contractor shall:

- a. At any time of the day or night, respond to all calls within the time scales stated in the following:

Emergency Any repair required to fix any defect that puts the health, safety or security of a Resident or third party at immediate risk or that affects the structure of the building.

For example - uncontrollable water leak, report of fumes, leaking oil tank or pipework, repair request from a sheltered scheme or communal heating site, repair request from a vulnerable tenant.

Complete within 4 hours of initial request.

Vital Repairs to remedy a defect that does not cause immediate risk to the health, safety or security of a Resident or third party and although, therefore not an emergency, still needs to be carried out quickly to ensure that the risk does not increase.

For example - leaking from water or heating pipe, tank or cistern, total or partial loss of gas supply, blocked flue to open fire or boiler, total or partial loss of space or water heating between 31st October and 1st May.

Complete within 1 day of initial request.

Urgent Repairs carried out to remedy a defect that can be deferred without causing, inconvenience or nuisance to the Resident, a third party or the long-term deterioration of the building.

For example - Total or partial loss of space or water heating between 30th April and 1st November.

Complete within 3 days of initial request.

Routine All follow-on work, identified from any repairs call.

For example - adjust timeclocks or programmers, balance systems.

Complete within 7 days of initial request.

The decision as to the classification of call and response necessary may be made by the Contractor's personnel who receive the notification, in accordance with the above guidance, unless a specific request is made by either the Client or the Client Representative to respond within the specified time scale.

- b. Every engineer shall be equipped with a stock of spare parts to deal with most eventualities on the first visit, such that 100% of the reported repairs are diagnosed and fixed right first time. This requirement is irrespective of whether parts or other items are required to complete a repair. The stock of parts to be carried will ultimately depend upon the appliances and systems found in the Client's properties and the Contractor will be expected to make proposals as to what should be carried to meet this requirement. To facilitate this, asset information shall be supplied: however, this cannot be warranted in respect of its accuracy and it is supplied to be indicative of the appliances and systems that are likely to be encountered;

Note: For the avoidance of any doubt the definition of "right first time" is that a repair is completed on the first visit or same day, without having to recall to fit any further part or parts and that there is no recall to the same problem within 30 days of the original repair.

- c. The Contractor will be expected to demonstrate that they have a robust parts procurement and operate via a means of "impress spares stock" process, such that down time is minimised if it is not possible to meet the 100% fixed right first time requirement. The Contractor must make provision to ensure that, where parts are not carried by the engineer, any parts needed on site are available to be fitted at the earliest opportunity. In any event this will be within 48 hours of the initial response;
- d. The Contractor shall ensure that, if it is not possible to rectify a problem on the first visit, the Resident must be advised by the engineer when it is likely that the repair will be completed;
- e. The Contractor shall also advise the Client Representative on each and every occasion that a repair is not possible first time, where a Resident or Occupier will be deprived of heating and/or hot water for any period in excess of 24 hours and when the work should be completed. The method and means of such notification are to be determined, however it is likely that this may be on an as and when basis or at the end of each normal working day;
- f. Whenever a heating failure occurs, and repair is not possible as detailed in e) above, temporary heating will be supplied. There are no seasonal parameters for this as there may be circumstances that require such provision at times outside of the normal heating season. This will take the form of the provision of two 3kW electric fan or

- convector heaters to each property, including the delivery, collection and full instruction to the Resident. All temporary heating appliances shall be new and supplied at no cost to the Client. In addition, they shall each be supplied with some form of earth protection device. Where temporary heating is offered and declined this shall be recorded;
- g. The Contractor shall not remove any temporary heating from site until the fault has been rectified or it is with the Client Representative's express permission;
 - h. Where it is not possible to rectify a fault to a HW system or water heating appliance supplying a HW storage vessel, the Contractor must allow for the provision and installation of a correctly sized immersion within 24 hours, if not already fitted. This shall include wiring to a suitable adjacent electrical point, but will not include new wiring from the consumer unit;
 - i. In the event of rectification of a fault's not being considered possible, the Contractor shall immediately notify the Client Representative giving the reasons for this and their proposals as to what will be necessary to complete the work;
 - j. Where there are technical issues preventing the completion of a repair, there shall be a visible escalation process put in place such that the problem will be escalated from engineer to technician to manufacturer. This process will be proposed by the Contractor and all visits involving the Contractor's own staff will be completed within 24 hours of the repair's having been reported;
 - k. Where there is cost associated with such proposal this must be indicated upon notification. If the Contractor deems that an exchange of the boiler or other major appliance is necessary, this shall not be communicated to the Resident until authority to proceed has been granted and such authority shall be granted in line with Clause 3.3 below;
 - l. The Resident shall be kept informed of the situation as changes occur, advising of any delays in supply or provision of parts or any other issue affecting the satisfactory completion of a repair;
 - m. Upon completion of a repair, a satisfaction card may need to be left with each Resident, any repair work documentation is to be duly completed and a copy of such is to be sent to the Client Representative, as required. This may all be recorded on a PDA type device;
 - n. In addition to the requirements detailed previously, the Contractor shall incorporate the following within the repair service:
 - advice to Residents in respect of the efficient and correct use of appliance and systems
 - re-fixing of radiators, including those where insufficient fixings exist, and repair, plastering walls ready for decorative finish
 - advice in respect of water leaks where the Contractor has been called erroneously to investigate a water leak on pipework not covered within this Specification
 - instruction to new and existing Residents on operation of appliances and systems

- resetting of programmers, thermostats and other controls
- re-lighting pilot lights for any reason
- restoring gas and electric supplies if turned off for any reason except for non-payment for supply by the Resident or where to restore supply would be dangerous
- all calls where a Resident maintains an appliance or system is faulty, even if no such fault is found to exist or where the fault reported is due to controls being incorrectly set
- managing any gas pressure issues with the incoming supply and liaising with the gas supplier
- making safe any danger or risk associated with water leakage or other potential issues.

3.3. DOMESTIC BOILER AND SYSTEM REPLACEMENTS

- a. If the Contractor considers that parts required to repair a boiler or system are no longer available, the Client Representative shall be informed immediately. The Contractor shall supply the Client Representative with confirmation by the respective manufacturers or parts supplier that the part or parts in question are indeed obsolete;
- b. However, if the Contractor recommends that an appliance be replaced because it is beyond economic repair or needs to be replaced for some other reason, the Client Representative must be made aware of the reasons for such a recommendation. The Client Representative shall decide whether this is the appropriate action or whether the repair should be completed. The Contractor shall abide by any decision and any repairs shall be completed within the specified timescales.

All replacements shall be carried out in line with the requirements of Volume 5.

3.4. GAS FIRE, WALL HEATER AND MULTIPOINT WATER HEATER REPLACEMENTS.

- a. If the Contractor considers that parts required to repair a gas fire, wall heater or multipoint water heater are no longer available, the Client Representative shall be informed immediately. The Contractor shall supply the Client Representative with confirmation by the respective manufacturer or parts supplier that the part or parts in question are indeed obsolete;
- b. If, however the Contractor recommends that an appliance be replaced because it is beyond economic repair or needs to be replaced for some other reason the Client Representative must be made aware of the reasons for such a recommendation. The Client Representative shall decide whether this is the appropriate action or whether the repair should be completed. The Contractor shall abide by any decision and any repairs must be completed within the specified timescales.

All replacements shall be carried out in line with the requirements of Volume 5.

3.5. CONTROL REPLACEMENTS

- a. Should a system control be shown to be obsolete and it is possible to replace this item with an equivalent available control, then this equivalent shall be installed. Furthermore, should this replacement control necessitate the exchange of other

controls that are not obsolete then equally the costs of so doing shall be allowed-for within the repair and service rates.

- b. Any replacement control Works shall include adaptations to pipework, ducting and electrical wiring in order that the new control/s comply with regulations and manufacturer's instructions.

3.6. PIPEWORK WITHIN THE BUILDING FABRIC, FLOORS OR DUCTS

Any repairs or replacements to pipework contained in the building fabric, duct or floors or similar areas are covered within the scope of the Contract Works. As such, any reinstatement to original condition upon completion of an investigation to determine the cause of a problem or rectification of a problem is also covered within this Contract. Where any pipework requiring repair or replacement is running or to be run through kitchen units, bath panels or similar then due allowance must be made for removal and reinstatement to original condition. Where regulations do not permit, or the Contractor offers an alternative solution to a problem, this shall be authorised by the Client Representative.

VOLUME 3: COMMERCIAL SERVICING, RESPONSIVE REPAIR AND SAFETY INSPECTIONS

SECTION 1: COMMUNAL HEATING SERVICING & SAFETY INSPECTION CERTIFICATION

All works shall be undertaken in accordance with manufacturers' specific service intervals, specification, current regulations and legislation.

1.1. COMMERCIAL OR NON-DOMESTIC SERVICING

- a. The Specification shall encompass all Commercial or Non-Domestic properties. Each item of work shall be priced separately for each scheme as required in the pricing section contained in Appendices D1/D2/D3/D4. However, all sundry material items are to be allowed for when carrying out the service process and any materials, parts or other equipment will be paid for in accordance with the requirements contained herein. This will be included in an attached Schedule of Rates appended to the pricing schedule;
- b. These Works comprise comprehensive servicing of every appliance and system to manufacturer's specification, the requirements of any maintenance manual found on site or supplied to the Contractor and the further requirements of this Specification at all the schemes scheduled, which may vary from time to time, including all maintenance necessary for the efficient operation of such appliances, associated systems and all component parts thereof;
- c. The Works shall culminate in the completion of a Boiler House Plant Room Service Report for each system (for which proposed examples shall be supplied to the Client Representative for approval). Plant Commissioning/Service Record, Gas Testing and Purging Form and Gas Installation Safety Report for non-domestic plant shall be supplied;
- d. In addition to the main servicing and safety check visit the servicing works shall include a recommissioning visit, prior to the start of the heating season. This will take place in September and October, but may be varied at the request of the Client Representative and be dependent upon weather conditions. The dates of all servicing visits are to be formally programmed and be carried out in a four-month period between April and August. At the same time as the main servicing visit, where it is found to be required, individual Gas Safety Inspections will be carried out to all appliances found in the properties in accordance with the detail laid down in Section 2. The costs of these visits are to be built into the per property rates;
- e. It is an absolute requirement that the Contractor completes a thorough inspection of all communal areas to ensure that the LGSR has recorded all gas appliances within the building and all gas appliances have been Serviced and Inspected;
- f. It will also be necessary to make a monthly visit to adjust any controls requiring regular duty cycling of multiple plant (pumps, boilers, etc.), including any adjustments to ensure efficient use and wear of the system. In addition, allow for all necessary visits

- to adjust any controls due to clock changes (Daylight Saving). These may be combined with the servicing and commissioning visit and the costs of these visits are to be built in to the per property rates;
- g. The work specified for the service visits is designed to provide adequate preventative maintenance and to eliminate normal service faults;
 - h. All calorifiers or other hot water heaters or stores are to be examined externally for signs of leakage or deterioration and opened-up, de-scaled, cleaned and examined internally as necessary. When this de-scaling is completed, the Client Representative is to be notified so that he may inspect the equipment internally and supportive photographic evidence is to be provided where practical;
 - i. All sundry items together with lubricants, sealants, seals, washers, O-rings, belts, service kits and primary secondary water conditioning fluid etc. is to be included within the cost of this work;
 - j. Meet with the Resident Manager or similarly responsible person of a sheltered scheme or other sites about the performance of the system since the last servicing or inspection visit;
 - k. Check all types of ventilation to ensure conformity with the relevant British Standard and/or IGEM guidance document, in particular IGEM document IGE/UP/10, and all regulations associated with the specific type of fuel and appliance being used, manufacturer's instructions and requirements, and the requirements of the Gas Safety Regulations. If the ventilation does not meet the above standards the Contractor is to undertake the necessary action, in accordance with the Gas Industry Unsafe Situations Procedure (GIUSP) and inform the Client Representative immediately;
 - l. The Client Representative shall be notified of any necessary works before commencement, provided these works are not covered within the Contract. The detail of the Gas Safety Inspection is described within Section 2;
 - m. Carry out a comprehensive safety and visual inspection of all types of flue system and chimney: this is to include smoke testing; flue liners where installed; inspection of any fans; inspection of joints; ensuring any flue is fixed securely, is of sound and correct construction, and compliant with all relevant regulations; removal and reinstatement of any access panels if the flue is concealed; reporting to the Client Representative, should any issues be noted;
 - n. Check to ensure the appliances within each system are of sound construction and that they are fixed correctly and in accordance with manufacturer's instructions;
 - o. Check the flame picture of all burners and the general operation of the appliances and systems;
 - p. Check the operation of all safety devices;
 - q. Inspect and check the whole system for leakage or damage and carry out any remedial work as necessary;

- r. Where appropriate or required, isolate the appliance(s) and system(s) from gas, oil and electricity supply.

1.2. PLANT ROOM APPLIANCES AND SYSTEMS

The Contractor shall allow to service, clean, lubricate, adjust, renew, replace, un-block, de-scale and de-sludge and carry out other operations as necessary to ensure that the appliances, component parts of systems and the entire heating and hot water systems remain functional at all times. These tasks shall also be carried out as required to the component parts, systems, appliances and BMS systems installed as described herein. The costs for replacement of any part, component parts or other repair is to be met as described within Section 4.

Servicing and Inspection shall include the following:

- a. All thermostats and thermometers;
- b. All relay valves, governors and pressure stats;
- c. All time switches, clocks, and programmers, optimiser and compensators installed either within the plant room or remotely;
- d. All control panels, associated relays, indicator lights and neon, switches and any other associated component parts and internal wiring;
- e. All boiler or burner ignition systems and devices;
- f. All appliance burners and package burners, including pilots, injectors and restrictors etc.;
- g. Combustion chambers and heat exchangers to all appliances;
- h. Flue ways and flues complete;
- i. Fan dilution and flue extract systems;
- j. Valves (zone, non-return, manual, actuator operated and safety devices);
- k. All primary and secondary water circulation pumps and valves installed within the plant room only;
- l. The entire primary heating and hot water pipework and any secondary pipework installed within the plant room, including the replacement of any insulation;
- m. All types of calorifier installed, including pipework to and the isolation valve on the cold feed supply and any controls installed on any calorifier;
- n. All water controls;
- o. All appliance integral electrical controls and equipment;
- p. Electrical immersion heaters and controls;
- q. All safety devices installed on the gas supply pipework, including allowance for resetting and testing;
- r. Sump pumps: check operation and test float switches.

1.3. SYSTEMS

The Contractor shall allow to service, clean, lubricate, adjust, renew, replace, un-block, de-scale and de-sludge and carry out other operations as necessary to ensure that the appliances, component parts of systems and the entire heating system, the hot water supply to flat isolation valve and the cold water down service remain functional at all times.

Please note that for ease of reference the boundary definition for this scope of works shall be the entry or isolation point to each individual flat.

These tasks shall also be carried out as required to the component parts, systems and appliances installed as described herein. The costs for replacement of any part, component parts or other repair is to be met as described within Section 4.

- a. All types of manual and automatic appliance controls and valves including but not limited to thermostats, time switches, clocks, programmers, gas valves, safety devices, zone valves, flow-share valves, energy management controls not located in the plant room;
- b. All electrical wiring within the system from the point of exit from the plant room that supplies any control or component part of a system that is not located within the plant room;
- c. All flue ways, flue fans and terminals;
- d. All valves that are used to control or isolate parts or the entire system not located in the plant room;
- e. All radiator valves whether they are ordinary, thermostatic or lock shield, radiator and air vent;

Note: Thermostatic valves are to be replaced with Danfoss radiator valves and be appropriate for the system pressure.

- f. Total systems to be de-scaled and cleared of sludge as necessary. The Contractor shall supply photographic evidence to the Client Representative for authorisation and, if accepted, the Contractor shall carry out the de-scaling and de-sludging process in accordance with regulation guidelines. This includes any scale in all types of hot water storage tanks and cylinders. Renew appliance scale reducer cartridges or contents if loose-fill at each service or other times as necessary. Allowance shall be made for the use of proprietary solutions for flushing and cleaning and the installation of an inhibitor.

1.4. ANNUAL SERVICING COMMISSIONING

Following the comprehensive servicing and cleansing the Contractor is to commission the appliances and central heating system as in accordance with the following requirements:

- a. Restore the gas, electrical and water supplies and test the gas supply from the primary meter to the appliances for tightness and rectify any leaks;
- b. Purge air from system and radiators as necessary;
- c. Restore mains electrical supplies and ensure that earth connections are correct and the fuses are of the correct rating: replace as necessary;

- d. Reset all controls to the heart of the sun or as required;
- e. Re-light appliances, check and reset ignition devices, location of thermocouples, pilot weep jets and electrodes. Carry out and record details of flue gas analysis;
- f. Check and adjust where necessary all pilots and burners for correct gas rate, aeration and flame picture;
- g. Check location of all heat sensing probes;
- h. Reset all manual and automatic controls;
- i. Check operation of all pumps and ancillary controls;
- j. Ensure the appliances are stable and level;
- k. Clean the appliances and remove all previous labels;
- l. Attach a new label to the appliances stating the date of service, when the next service is due and the Contractors telephone number for breakdown and emergency service;
- m. Clear site and leave clean;
- n. Return all keys;
- o. Complete the appropriate system report and return to the Client Representative;
- p. Place a copy of the Commercial Gas Safety Certificate within the plant room or other agreed place;
- q. Photographic evidence to be supplied before and after where deemed appropriate.

1.5. PRE-HEATING SEASON COMMISSIONING VISIT FOR EACH SCHEME

The Sheltered Scheme appliances and systems will each receive one commissioning visit. On this visit the Contractor shall carry out a thorough inspection of all appliances and systems to ensure they are operating as required to provide the intended service.

1.6. FURTHER REQUIREMENTS

In addition to the processes described in 1.1 to 1.5 the Contractor shall carry out the additional tasks described within a) to f) below. In addition, there are some specific planned and preventative maintenance tasks described within Volume 1. These are intended to support and further describe some of the requirements specified in 1.1 to 1.5 above and as detailed in any ensuing section where there is crossover.

- a. Before and after Works start, any log book within the boiler house and plant room shall be updated on completion of any task;

- b. Operating Limits

The Contractor shall ensure that plant and equipment is operated and maintained to ensure that, within district heated dwellings, the heating flow temperatures do not exceed 82°C and the HWS secondary temperatures do not exceed 60°C at any time;

- c. Duty Cycling

The Contractor shall be responsible for ensuring that regular duty cycling of multiple plant, (pumps, boilers, fans etc), is carried out: if failure of the equipment has occurred,

they shall undertake this task manually where automatic facilities are not available. This shall be deemed to be included in the Tendered Sum;

The Contractor shall ensure that appropriate signs are displayed where equipment is isolated, shut and/or open. The Contractor shall supply and maintain a sufficient stock of signs, in each boiler house and plant room, to the written approval of the Client Representative;

d. Summer and Winter Operation

The Contractor shall perform seasonal changeovers between summer and winter modes of system operation. The changeover shall be instructed by the Client Representative and form part of the annual programme, except where these functions are performed automatically. The Contractor should allow for two changes from summer to winter and two changes from winter to summer for each system and for each year of the Contract. The Contractor shall retain records of all seasonal changeovers for inspection by the Client Representative;

Where no instruction for changeover is given for any system, the Contractor shall continue to maintain optimum load matching and efficient service provision for that system. The Contractor should not assume that all space heating services will be isolated in summer;

e. Boiler Plant Testing/ Cleaning

The Contractor shall carry out annual cleaning or de-scaling of the boilers, gas fired water heaters, calorifiers and other heat exchangers located within boiler and plant rooms as per manufacturer's instructions;

Acid or chemical cleaning of boilers and plate heat exchangers shall be at no an additional cost;

Calorifier bundles are not to be cleaned in situ. Cleaning of bundles shall include for all necessary isolation, draining down, disconnection, removal, transportation, re-assembly, supply and fitting of new gaskets, reconnection, setting to work and checking for leaks and correct operation;

The Contractor shall perform routine tests to assess the thermal performance of each on-line boiler at the prevailing firing rate generally in accordance with the manufacturer's specified requirements and frequencies;

Within the Tendered Sum, the Contractor shall allow for testing any boiler when it is brought back on-line after major servicing or a period off-line exceeding the routine test interval. These tests shall allow for checks at both firing rates in the case of high/low burners, and throughout the entire range for modulating burners. Upon completion of this test, a new Plant Commissioning/ Service Record, a Gas Testing and Purging Form and a Gas Installation Safety Report are to be supplied;

After each test, the Contractor shall submit to the Client Representative a written report indicating as a minimum:

i. the firing rates

- ii. flue gas temperature
 - iii. oxygen content in flue gas
 - iv. CO content or smoke number
 - v. levels of nitrous and sulphurous oxide and inferred thermal efficiency (based on gross calorific value)
- f. Carry out a full check of the safety circuits in the boiler room

A copy of each report is to be retained on-site in the Contractor's log book.

1.7. PLANT ROOM DILAPIDATION SURVEY No Applicable to this short term contract

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SECTION 2: COMMUNAL HEATING (DOMESTIC APPLIANCES), SERVICING AND CERTIFICATION

This section is relevant to some appliances or items of plant or equipment found on site, particularly where a centrally located domestic boiler supplies multiple apartments or rooms in which case the requirements herein will apply to domestic and communal heating systems.

2.1. GENERAL

- a. This Specification and the practices and procedures outlined are to encompass all properties with a gas supply entering the property and all types of gas appliances, any associated systems, smoke or CO detectors and any un-vented HW storage vessels contained therein and will detail, where appropriate, if a requirement applies purely to a particular type of appliance and/or system. For items such as un-vented HW systems and smoke or CO detectors, details of the works required shall be found within Section 3;
- b. The described Works shall generally comprise an annual or more frequent as required comprehensive service of every appliance and system that is found in a scheme to the appliance manufacturer's specification and the further requirements of this Specification at all the properties scheduled, which may vary from time to time. Where there is a Gas Safety Inspection liability, the Works shall culminate in the completion and issue of a Landlord Gas Safety Record (LGSR);
- c. There shall be a Gas Safety Inspection liability for every property that has a gas supply entering it irrespective of whether the supply is connected to an internal supply and/or appliance and irrespective of whether it is used or not. Where there is only a gas supply within a property or where there is only a supply entering a property, Works as described to complete a gas safety inspection shall be undertaken, as detailed herein, together with any other such Works required to complete testing and visual inspection of Residents' own appliances. The rates for completion of Works under this section are intended to cover all aspects of the servicing and safety inspection work for all current and future properties covered by this Contract;
- d. The actual Works completed should be such that they shall include for all maintenance necessary for the efficient operation of the Client-owned appliances, associated systems and all the component parts thereof installed in each property. Resident-owned gas fires and other Resident-owned gas-fired appliances are also to be fully checked for safety but have no remedial or further works carried out to them without the authorisation of the Client Representative. As stated, where there is a Gas Safety Inspection liability in a property, the Works shall culminate in the issue of an LGSR and, where service work is completed, a "Service Report" for each appliance. Where there is no Gas Safety Inspection liability, an approved method of recording this shall be agreed but as a minimum this shall be recorded on any service record. A rate shall be supplied to arrange to visit properties where it is not known whether any liability exists or not by using the processes described;

- e. Allowance shall be made within the rates for the provision and replacement of all sundries, parts, materials, appliances, controls, replacing incorrectly rated fuses and labour necessary to maintain an appliance or system in good working order until the next visit unless specifically excluded from the Works. As such, the only items of work that shall be paid for outside the comprehensive element of the contract are defined within “Additional Works” as further appended. A schedule of examples of acceptable products that can be used is contained within Clause 2.8 below. Any other part, component part or other products shall be changed on a like-for-like basis;
- f. All sundry items and their replacement together with lubricants, sealants, seals, burner seals, electrodes, batteries, O-rings, washers, belts and water conditioning fluid and inhibitors etc. shall be included within the cost of this work;
- g. Before onward transmission every service record and LGSR shall be checked for correct completion and validated by the Contractor prior to transmission to the Client Representative. Such validation shall include checks to ensure the following are correctly completed:
 - the date on which the appliance and/or flue was checked
 - the address of the premises at which the appliance and/or flue is installed
 - the name and address of the Landlord of the premises where the appliance/flue is installed
 - the description of each appliance and or flue checked together with a record of where sited
 - any defects identified
 - any remedial action taken
 - that the inspection carried out has been completed in accord with the requirement of the Gas Safety Regulations
 - the name and signature of the individual who completed the LGSR
 - the Gas Safe registration number of the individual who completed the LGSR.

Where remedial works are identified on the LGSR the Contractor shall by way of separate report advise what action if any they have taken to complete the remedial actions recommended, and if not, then who should be undertaking such actions.

- h. Any such record received by the Client Representative may be rejected if either incomplete or incorrect and if there are any anomalies, such as appliance detail discrepancies. All such records shall be returned to the Contractor for correction and/or clarification. Copies of revised LGSR shall be provided to the Client Representative and the respective resident within 5 calendar days of rejection. If any records are to be reissued as a result of a revisit to a property this shall be at the sole cost of the Contractor. The Contractor shall be expected to make arrangements to revisit properties at the convenience of the resident. Should there be any failure to supply corrected or replacement records for any rejected record within the 5-day time scale then reasons shall be supplied by the Contractor together with the timescale for rectification. Any further failure may result in alternative provider being requested to complete the work and any associated costs will be charged to the original Contractor;

- i. All electronic records shall be supplied as per Volume 1;
- j. Warning notices are to be notified immediately to the Client representative along with supporting quotations, where required, for rectification;
- k. There may be a need to record additional information, such as depth of loft insulation depth for each property visited, and the Contractor shall be expected to co-operate in this respect. Where it is reasonable that this information could be collected it shall be collected and supplied without cost to the Client. Where not there shall be a rate to be provided for covering this service.

2.2. PRELIMINARY WORKS

- a. When arriving at the property the Engineer must identify him/herself to the occupant and explain the purpose of the visit. Such identification should include offering company identification and Gas Safe registration card;
- b. The Engineer shall enquire of the occupant whether the appliance(s) and/or system(s) to be serviced and checked for safety and have operated effectively since the previous visit;
- c. The Engineer shall confirm that there is sufficient access to the gas meter and that if sited remotely from the property that there is adequate labelling of the meter to confirm the property to which it pertains and that there is an adequate means of isolation of the gas supply within the property;
- d. The Engineer shall establish whether prepayment gas and/or electric meters are installed and if so whether there is sufficient credit on both to complete the service and safety inspection. If it is shown that insufficient credit is available, the engineer shall ask the resident to obtain further credit to allow the test and service to proceed in full. Should that not be possible the engineer shall, subject to the permission of the resident, purchase minimum amounts of further credit. The costs of any such purchase on provision of receipt shall be repaid to the Contractor within the next monthly valuation and recharged to the resident by the Client;
- e. Where the Engineer has established that there is insufficient gas and/or electric available on prepayment meter and has been unable to obtain additional credit, as much of the testing shall be completed and recorded as possible. However, where it is not possible to entirely complete the gas safety inspection the engineer shall:
 - isolate the gas supply at the meter with the resident's permission
 - issue a warning notice to the resident advising that the installation needs to be checked for safety prior to recommissioning once gas and/or electric is available.

Where the Resident will not grant permission for the supply to be disconnected then the warning notice shall still be issued, and the Client Representative shall be notified immediately;

- f. The Engineer must clear a workspace around the appliance(s) and lay down adequate protection;

- g. Prior to commencement of any works the Engineer shall carry out a tightness test of the gas supply. If this test proves a failure then any gas leak must be rectified before continuing, if unable to do so, further advice shall be sought from the Client Representative;
- h. It is considered that all asbestos containing appliances will have been replaced or addressed however the Engineer shall inspect the appliance(s) to be serviced to ascertain if there is a possibility it or there could be asbestos contaminated. If there is any doubt seek further advice from the appliance manufacturers and the Client Representative. In any event carry out no work to the appliance until it has been confirmed that there is no issue. The asbestos register shall be consulted before any works commence;
- i. The Engineer must check any ventilation requirement against the actual ventilation supply to all relevant appliances within the property to ensure conformity with all relevant regulations manufacturer's instructions and requirements, and the requirements of the Gas Safety Regulations;
- j. If the ventilation supply is incorrect seek further advice from the Client Representative unless it can be easily rectified, and the occupant agrees for this work to be carried out. Where necessary the Gas Industry Unsafe Situation Procedure IGEM/G/11 shall be applied;
- k. The Engineer must check to ensure the appliance is of sound construction and that it is fixed correctly, rigidly, soundly and in accordance with manufacturer's instructions. Preliminary checks shall also be made of the flue, flue joints, pipework and electrical connections;
- l. The Engineer shall carry out an operational check of the appliance and associated system, checking the flame picture of the burner where visible and the operation of all safety devices.

All appliances shall be serviced in strict accordance with the manufacturer's instructions.

2.3. SPECIFIC SERVICE PROCEDURE

The operations described shall be carried out as necessary dependent upon the appliance and system type. This may in some instances alleviate the need to complete much of the following. On the basis that to complete the service the appliance will need to be dismantled then works will in general include, but not be confined to, the cleaning, lubrication and adjustment of the appliances, systems, control and component parts thereof. The renewal or replacement of broken seals, seals, component parts and controls are to be carried out as identified and in accord with to the requirements of the contract and the respective appliance manufacturer.

- a. For all room-sealed appliances; where it is a recommendation and allowable within the manufacturer's instruction and where there is a facility do so, the service works to the combustion area within the appliance may be confined to measuring the CO/CO₂ ratio and a visual inspection of the appliance. If this is outside of acceptable limits as defined by the relevant manufacturers, then a full service shall be undertaken;

- b. Isolate the appliance(s) and system(s) from the gas and electricity supplies, removing any fuse such that the appliance and or system cannot be accidentally turned on again while works are in progress;
- c. Allow time for the appliance to cool. Dismantle appliance, ensuring that all removed component parts are not placed anywhere that could be hazardous and if any are hot then these are to be carefully stored on non-combustible surface. Water carrying components shall be kept away from any electrical components;
- d. Dust and clean all removed component parts;
- e. Remove and clean all burner assemblies, modules, and any pilot lights or other ignition devices. Burners may be washed through if deemed necessary;
- f. Check any thermocouple or other combustion safety devices for safety and wear and replace if necessary;
- g. Remove heat exchanger access or observation covers being careful not to damage any gaskets or seals. Inspect the heat exchanger for cleanliness and if dirty thoroughly clean. Reassemble and replace any removed covers and any damaged seals or gaskets. It should be noted that the heat exchanger is checked for cleanliness during any quality control;
- h. Check, clean, ease and grease all functional parts where there is a need that is either determined by the appliance type or in accord with manufacturer's instructions;
- i. Check and clean all fan motors for warm air heaters, fan assisted boilers or any fan flue appliance. If the fan is dirty it shall be removed, and the blades thoroughly cleaned before reassembly;
- j. Check all flue ways, combustion chambers, flue baffles, draught diverters and flue terminals are correctly sited, unobstructed and functional. Ensure that any concealed flue is accessible throughout its length and remove inspection covers and inspect flue. Record any issues with either the flue or access to the flue and where any flue is encountered that is deemed to be concealed then a risk assessment as detailed in the current and as may be detailed in any future editions of Gas Safe Technical Bulletin 008 must be completed. Furthermore, the Contractor shall be expected to maintain records such that they can be either uploaded direct to the Gas Safe database or similarly provided to the Client Representative in line with the requirement of that bulletin. Ensure also that any such flue is installed with the appropriate gradient;
- k. For every open flue appliance connected to a chimney or other purpose-built flue carry out spillage and smoke tests of the flue, a gas rate check, a ventilation check, a termination check, a safety device test;
- l. Ensure all thermostat phials, heat sensing probes, overheat thermostats and any other temperature sensors are clean, correctly located and operational;
- m. For all open flue installations, check all flue ways, combustion chambers, flue baffles, draught diverters and flue terminals are correctly sited, unobstructed and functional;

- n. For every open-flue appliance connected to a chimney or other purpose-built flue carry out a flue flow visualisation test (smoke test), a spillage test in accordance with the guidance noted within BS 5440-1;
- a complete inspection of the installation must be carried out to ensure that
 - the installation has been installed in accordance with the manufacturer's instructions and the relevant standards
 - all gas and electrical supplies are suitably sized, located, fixed and supported
 - all components of the system and appliance are correctly assembled and complete
 - the appliance has been correctly installed, positioned, and is level and stable as required by the manufacturer's instructions
 - the appliance has been installed with adequate clearance for maintenance and distance from combustible material
 - check that the terminal and terminal guard, if fitted, are unobstructed and undamaged
 - if the appliance is in a compartment or cupboard, check that the specified service space around the appliance is clear
 - check all joints and connections in the system and remake any that show signs of leakage
 - refill and re-pressurise if applicable as described in the commissioning section
 - operate the appliance and take note of any irregularities
 - check appliance history menu function for information of the last errors and investigate as appropriate
 - check the gas supply inlet working pressure in the system to confirm that the pressure conforms to the readings shown in the manufacturers instruction table
 - checking flue integrity, by checking that the flue joints are secure, the terminal and the terminal guard, if fitted are clear and undamaged
 - carry out appropriate tests to determine if the heat cell requires cleaning or further attention
 - clean the condense siphon and check condense pipe work for obstructions and correct installation
 - carry out a gas rate check with the appliance operation at maximum rate and minimum rate and confirm correct operation
 - carry out Flue Gas Analysis; In addition to the CO and CO/CO₂ ratio checks also check and record the minimum and maximum CO₂ percentage reading.
- o. Reassemble appliance and all component parts;
- p. Check any safety discharge and/or condense pipe termination, including removing any condense pipe that terminates into a waste pipe to check for blockages. Check and if necessary clean any condense trap within the appliance and any condense pump. Reassemble as required and rectify any issue. Replace any "Condensafe" or other acid neutralising component fitted to any condense pipe.

2.4. SYSTEM CHECK

The operations as shown below shall be carried out as necessary dependent upon the appliance and system type. No work should be carried out that is at odds with the manufacturer's recommendations or specification. All works shall include, but not be confined to, the cleaning, lubrication and adjustment of the items specified. The renewal, replacement, or carrying out of any remedial work or action to any part or controls shall be carried out in accord with to the requirements of the contract.

- a. Check all types of manual and automatic appliance controls and valves including but not specific to programmable thermostats, thermostats, time switches, clocks programmers, gas valves, safety devices, zone valves, flow share valves, energy management controls and pumps;
- b. Check all visible electrical wiring within the system, from the point of connection to the ring main circuit and replace of burnt or heat affected wiring anywhere within system;
- c. Check all radiators to the communal areas only including the checking of the radiator valves and all visible pipework for signs of leakage damage or wear. Clean out any dust and debris from any low surface temperature or other radiator with a cover;
- d. Check any expansion tank, including water level, ball valve, warning pipes, and feed and expansion pipework, and topping up of system. For unvented systems, check pressure (topping up if necessary), termination of discharge pipe, expansion vessel, and filling point. All filling loops shall be disconnected, and the inlet and outlet pipes must be capped. See Section 3 for further details in respect of un-vented hot-water systems;
- e. Check any cold-water storage tank, including lid condition and type, ball valve, warning pipes, and feed and expansion pipework and ensure the stillage/structure upon which it is installed is sound and correct. Refit and reposition lid as necessary. Record and advise the Client Representative if incorrect;
- f. Check all calorifiers externally for signs of leakage or deterioration and adjust thermostat to 60°C. Internal checks are to be undertaken including a blowdown de-scale using a borescope and photographic evidence is to be supplied to the Client Representative;
- g. Check operation of any immersion heater fitted, check immersion over-heat and thermostat and adjust to achieve thermal disinfection. Record and advise the Client Representative if immersion thermostat is not installed;
- h. Check any scale reducer fitted and if loose fill top-up contents;
- i. Check and carry out service operations in line with manufacturer's instructions on any system filters fitted to the installation. Total systems to be de-scaled and de-sludge as necessary. The Contractor shall carry out de-scaling and de-sludging processes in accordance with BS7593 Code of Treatment of Water in Domestic Hot Water Heating Systems. This includes any scale in all types of hot water storage tanks and cylinders. Renew appliance scale reducer cartridges or contents if loose-fill at each service or other times as necessary. Allowance shall be made for the use of proprietary solutions

- for flushing and cleaning and the installation of an inhibitor. Inhibitor levels in all types of system must be maintained and must be topped up as necessary;
- j. Check all warm air grilles, registers, return air vents and ducting;
 - k. The Contractor shall at each annual visit record the condition of the boiler and installation and assess and record its remaining useful life together with an indication of when replacement should ideally be undertaken;
 - l. The Contractor shall record on the service record if any smoke or CO detector is installed and if so what type and how it is powered and carry out such tests as necessary to determine that the detector is functioning correctly;
 - m. The Contractor shall make and record an assessment of any risk associated with any appliance associated system or ancillary control or component and whether adequate CO detectors are installed. The definition of adequate CO detectors is to be confirmed however unless advised otherwise this will be adjacent to any gas appliance or other fossil fuel burning appliance and within each room through which any extended flue passes. Where it is deemed that there is a risk then CO detectors shall be installed to negate the risk. However, there is a possibility that legislation may require such to be installed, that being the case or where Client policy requires, a process shall be agreed with the Contractor to install them at the time of the annual visit.

2.5. COMMISSIONING

Following completion of the servicing works the appliance and or system shall be commissioned in accordance with the following requirements:

- a. Restore gas supply from the primary meter to appliances, undertake a tightness test and issue a Gas Testing and Purging Form (CP16). Check all disturbed joints with an appropriate and approved form of leak detection fluid and rectify any leaks. Confirm gas pressure is correct, if it is not the Contractor shall report this to the gas supplier and ensure that this is corrected;
- b. Restore water supply, checking all disturbed joints for signs of water leakage. Sealed systems to be filled to correct pressure;
- c. Purge air from system and radiators if necessary;
- d. Restore mains electrical supplies and ensure that earth connections are correct, and the fuse is of the correct rating: replace if necessary;
- e. Reset all controls as required but, as a minimum, for the Heart of the Sun;
- f. Re-light appliances, check and reset ignition devices, location of thermocouples, pilot jets and electrodes;
- g. Check and adjust where necessary all pilots and burners for correct gas rate, aeration and flame picture;
- h. Carry out a thorough test of all flues, including both smoke and spillage tests and ensure that the flue is operating correctly and efficiently;
- i. Carry out a flue gas analysis and record the results on the service record;

- j. Reset all manual and automatic controls and ensure hot water is in operation;
- k. Check operation of all pumps and ancillary controls;
- l. Ensure the appliances are stable and level;
- m. Clean the appliances and remove all previous labels;
- n. Attach a new label to the appliance, and/or flue and closure plate as specified;
- o. Reset any boiler cut-off device fitted or activated service interval programmer;
- p. Complete the Gas Safety Inspection as per item 2.6;
- q. Clear site and leave clean;
- r. Complete all specified paperwork.

2.6. GAS SAFETY INSPECTIONS

Carry out a full Gas Safety Inspection to comply with Regulations 35 and 36 of the Gas Safety (Installation and Use) Regulations 1998 and any amendments as promulgated and issue a certificate upon completion.

All fitted appliances including those that are known to be Resident's own should be inspected and should be recorded to include details and results such as the Make, Model, Location, Flue Type, Ventilation, Landlord's Appliance, Operating Pressure, Correctness of Safety Device, Flue flow test, Spillage test and indicate safe to use or N/A.

Where there is found to be a gas supply entering a property with no meter or supply attached then this fact shall be recorded on the LGSR, the incoming supply shall be capped if not already done, and where possible an air test made of any internal gas supplies. Any open ends found shall be capped.

Inspection and testing is to be carried out to:

- internal gas supplies
- the gas meter, checking and recording items such as the gas pressure, bonding arrangements, labelling and the operation of the emergency control
- all fitted gas appliances including Residents' own
- all fitted gas appliance flues and terminals including any flue and or terminal used by a Resident's own gas appliance
- ventilation arrangements for all appliances including Residents' own.

Upon satisfactory completion of the appropriate checks and tests a Landlords Gas Safety Certificate shall be completed. All must be entirely completed and where items of remedial work are identified with an appliance this shall be shown for the correct appliance number. The certificate shall be signed and any warning notices issued with copies provided to the Client Representative.

2.7. SERVICE LABELS

On completion of each service and inspection the Contractor shall place an adhesive label as specified below on the appliance, flue and any closure plate stating the following:

- the company name and telephone number

- date of service
- name of person who carried out service
- signature and initials.

The label shall be suitable for attaching to an appliance and should be fixed in a position inside the casing or bottom tray as applicable. It should be prominent enough for an authorised person to find it but not such as to create an eyesore for the resident. Any difficulties should be resolved with the Client Representative.

Flue systems in the roof space or ducting shall have an adhesive label attached stating that the flue including all joints and termination has been inspected. Any water storage tanks shall equally have a label attached confirming that they have been inspected. In the case of a gas fire the service label shall be attached to the inside of the closure plate at least 150mm from the flue spigot and air relief hole.

2.8. APPROVED PRODUCTS

All rates are to reflect the usage of the products specified. Alternatives will be considered provided such requests for approval are placed in writing to the Client Representative together with supporting reasoning. Requests will be granted based on any benefits attained. All equipment shall be equal and approved.

Where a manufacturer introduces an up-dated version of the approved product, the Contractor shall use the newer version from the date that the product was up-dated.

a) Communal Systems

Boilers (Wall/ Cascade)	Remeha Quinta Pro
Boilers (Floor)	Remeha
Pumps	Grundfos
Booster Sets	Grundfos
PHEX	Any gasketed
HIU	SAV (Danfoss)
Calorifier	Remeha Commercial Range
PU Set	Pressmain
Dirt/ Air Separator	Spirovent
Magnetic Filter	Adey Magnaclean
Water Treatment	Adey
Insulation Covering	Isogenopac

b) Domestic Systems

Boilers	Worcester Bosch
Pumps	Grundfos only unless a specific component part of an appliance
Radiators	Stelrad or QRL
Thermostatic & Radiator Valves	Danfoss
Cylinders	IMI or Albion
Inhibitor	Adey
Controls	Danfoss, Honeywell
Motorised Valves	Danfoss, Honeywell

Filtration

Adey Magnaclean Professional

SECTION 3: COMMUNAL HEATING RENEWABLE TECHNOLOGIES AND ANCILLARY APPLIANCES

This section is relevant to some appliances or items of plant or equipment found on site, particularly where a centrally located domestic boiler supplies multiple apartments or rooms in which case the requirements herein will apply to domestic and communal heating systems.

3.1. GENERAL

- a. This section of the specification shall be read in conjunction with the requirements and processes contained within Section 1 and 2. The detail contained therein that is not specifically related to works to a gas supply or gas appliance which shall equally apply where relevant and necessary to complete works required under this Section. This shall include all servicing and testing of smoke or CO detectors to the standard defined within this Section;
- b. The processes and the practices and procedures outlined are to encompass works required to service and check all domestic non gas-fired appliances, all renewable technology appliances and systems any associated systems, ancillary appliances and any un-vented hot-water storage vessels contained therein, together with any connection and interaction with other appliances and systems covered under this Contract and will detail where appropriate if a requirement applies purely to a particular type of appliance and/or system;
- c. The general described works shall comprise an annual comprehensive service of every appliance, system or ancillary appliance that is found in an individual property to the respective manufacturer's specification and the further requirements of this specification at all the properties scheduled which may vary from time to time. The rates for completion of works under this section are intended to cover all aspects of the servicing work for all current and future properties covered by this contract;
- d. The actual works completed should be such that they shall include for all maintenance necessary for the efficient operation of Client-owned appliances, associated systems and all the component parts thereof installed in each property. Where there is a Gas Safety Inspection liability in a property, the Works are intended to culminate in the issue of a Landlord's Gas Safety Certificate (LGSR) and where service work is completed, a "Service Report" for each appliance. Where there is no Gas Safety Inspection liability an approved method of recording this shall be agreed but as a minimum this will be recorded on any service record;
- e. Allowance shall be made within the rates for the provision and replacement of all sundries, fluids, parts, materials, appliances, controls, replacing incorrectly rated fuses and labour necessary to maintain an appliance or system in good working order until the next visit unless specifically excluded from the works. As such, the only items of work that shall be paid for outside the comprehensive element of the contract are defined within "Additional Works" as further appended. All parts, component parts or other products are to be changed on a like for like basis;

- f. All sundry items and their replacement together with lubricants, sealants, seals, batteries, O-rings, washers, belts and water conditioning fluid and inhibitors etc shall be included within the cost of this work.

3.2. PRELIMINARY WORKS

Please refer to and allow for the requirements of Section 1 and 2.

3.3. SMOKE DETECTORS

The presence of smoke detectors in all properties visited and their location is to be recorded. In addition, it shall be recorded whether such are battery or mains operated and if known when replacement is due.

If detectors are found to be present, then the Contractor shall:

- a. Test operation of all smoke detectors: if found to be faulty, replace. Testing must never be carried out with a live flame and must be carried out with a proprietary type of synthetic smoke designed for this purpose;
- b. Clean and service in accord with the manufacturer's instructions, isolate mains detectors from power supply and check battery operation;
- c. Replace all batteries irrespective of whether they require replacement;
- d. Record installation date if known and when sensor is out of date;
- e. Carry out final operational test checking to ensure that any interlinking is fully functional.

3.4. CARBON MONOXIDE DETECTORS

The presence of carbon monoxide detectors in all properties visited and their location shall be recorded. In addition, it shall be recorded whether such are battery or mains operated and if known when replacement is due.

If a detector is found to be present, then the Contractor shall:

- a. Test operation of all CO detectors: if found to be faulty, replace;
- b. Clean and service in accord with the manufacturer's instructions, isolate mains detectors from power supply and check any battery operation;
- c. Replace all batteries irrespective of whether they require replacement;
- d. Record installation date if known and when sensor is out of date;
- e. Carry out final operational test checking to ensure that any interlinking is fully functional.

3.5. UN-VENTED HOT WATER CYLINDERS

Where an un-vented hot-water storage vessel is installed in addition to any specific requirements of the manufacturer it shall have the following works completed.

- a. A check of the operation of all safety devices and rectification of any faults;
- b. An inspection the sacrificial anode and any replacement of same;

- c. Any works specified by the manufacturer as being required to be undertaken on an annual basis;
- d. Check termination and route of discharge pipe;
- e. A check to ensure the system is installed in accord with the relevant regulations.

Note: Such works can only be carried out by persons who have current qualifications to work on unvented hot water vessels.

3.6. SOLAR THERMAL

Where solar panels are installed and in addition to any specific requirements of the manufacturer, they shall have the following works completed.

- a. Check the frost protection of the solar fluid using a proprietary solar fluid tester. Rectify any issues;
- b. Check the pH value of the solar fluid is >7.5 . Rectify any issues;
- c. Check the system and expansion vessel pressures and recharge as necessary;
- d. Check the solar pump function, return flow preventer, circulating volume, volume of blow-off liquid, and hot water mixer thermostat. Rectify any issues;
- e. Refill with solar fluid if necessary and bleed system;
- f. Visually inspect collector, collector fastenings, collector fixings, brackets, pipe insulation ensure all are clean, sound and stable;
- g. Check heating deactivation temperature, pressure relief valves, temperature relief valves, connections. Rectify any leaks or issues;
- h. Re-fit any removed component parts;
- i. Check system operation;
- j. Check to ensure the system is installed in accord with regulations and manufacturer's instructions.

3.7. CHP UNITS

All gas and associated flue checking aspects of the servicing of any CHP unit shall be carried out in accordance with the requirement of Section 2 and any specific instructions of the CHP unit manufacturer. In addition to those requirements the Contractor shall also check the following:

- a. Check and clean any engine ignition and flame sensing electrodes, equipment or controls. Rectify any issues;
- b. Check and clean any supplementary burner, heat exchanger, ignition and flame sensing electrodes. Rectify any issues;
- c. Check and clean any fans, venturis, air flow straighteners, spool valve and spool valve motors. Rectify any issues;
- d. Check overheat thermostats, water flow switches, central heating flow and return temperature sensors. Rectify any issues;

- e. Check all PCBs, EMC mains filters, overcurrent switch and condensate traps
- f. Re-fit any removed component parts;
- g. Check system operation;
- h. Check to ensure the system is installed in accord with the relevant regulations and manufacturer's instructions.

3.8. HEAT INTERFACE UNITS

Where Heat Interface Units are installed and in addition to any specific requirements of the manufacturer, they are to have the following works completed.

- a. Manually check the operation of primary flow and return isolation valves;
- b. Check and record operation of all safety controls and rectify any faults;
- c. Re-fit any removed component parts;
- d. Remove, Clean and refit the domestic hot water exchanger, test and record flow rate and temperature difference at inlet and outlet;
- e. Remove, clean and refit the primary heating inlet filter;
- f. Check system operation;
- g. Check to ensure the system is installed in accord with the relevant regulations and manufacturer's instructions.

3.9. GROUND SOURCE HEAT PUMPS

Where a ground source heat pump is installed all maintenance shall be carried out in accordance with the respective manufacturer's instructions. There is little actual maintenance required however for any appliance containing more than 6kg of fluorinated greenhouse gas the system must be leak tested by qualified persons on each annual visit. In addition, the following shall also be undertaken:

- a. Manually check the operation of all safety groups and circuits and rectify any faults;
- b. Clean and check dirt filters in any brine circuits, pressurise brine and heating circuits as necessary;
- c. Clean and check dirt filters in any water circuits, pressurise water and heating circuits as necessary;
- d. Re-fit any removed component parts;
- e. Check system operation;
- f. Check to ensure the system is installed in accord with regulations and manufacturer's instructions.

3.10. AIR SOURCE HEAT PUMPS

Where an air source heat pump is installed all maintenance shall be carried out in accordance with the respective manufacturer's instructions. There is little actual maintenance specified however the following shall be undertaken:

- a. Manually check the operation of all safety controls and rectify any faults;
- b. Clean and check air filters remove debris as necessary;
- c. Clear obstructions and debris away from compressor units;
- d. Check any condense water pipe;
- e. Re-fit any removed component parts;
- f. Check system operation;
- g. Check to ensure the system is installed in accord with regulations and manufacturer's instructions.
- h. A COP check should be undertaken.

3.11. NIBE TYPE EXHAUST AIR HEAT PUMPS AND ELECTRIC BOILER

Where a NIBE type exhaust air heat pump and electric boiler is installed all maintenance shall be carried out in accordance with the respective manufacturer's instructions. There is little actual maintenance specified however the following shall be undertaken:

- a. Manually check the operation of all safety controls and rectify any faults;
- b. Clean and check air filters remove debris as necessary, this needs to be undertaken 4 or 5 times per annum and the user is to be instructed on this process. Reinstall in reverse order;
- c. Replace air filters if necessary;
- d. Clean all buildings ventilation devices. These must be done separately and a note must be made of the settings and they should be reinstated as to the original setting;
- e. Check all safety valves separately, refill system as necessary to correct pressure;
- f. Check extract air temperature, rectify in accord with manufacturers advice;
- g. Check fan, clean as necessary;
- h. Re-fit any removed component parts;
- i. Check system operation;
- j. Check to ensure the system is installed in accord with regulations and manufacturer's instructions.

3.12. MECHANICAL VENTILATION WITH HEAT RECOVERY (MVHR)

Where an MVHR type product is installed all maintenance shall be carried out in accordance with the respective manufacturer's instructions.

- a. Manually check the operation of all safety controls and rectify any faults;
- b. Clean and check air filters remove debris as necessary. Reinstall in reverse order;
- c. Replace air filters if necessary;
- d. Check and clean all fans, motors and impellers;
- e. Clean and check heat exchanger and heat exchanger core;

- f. Check and clean any condense water pipe and condense tray;
- g. Re-fit any removed component parts;
- h. Check system operation;
- i. Check to ensure the system is installed in accord with regulations and manufacturer's instructions.

3.13. BIOMASS BOILERS

In addition to the appliance and system servicing described within Volume 3 the following also applies to any biomass appliances and system that utilises carbon neutral fuels such as wood, wood pellets or logs:

- a. Carry out a thorough clean and checking of the chimney and flue system;
- b. Check appliance ventilation requirements and correct as necessary;
- c. Clean and clear fuel and feed hopper;
- d. Check and clean fuel release mechanism and activation;
- e. Check and clean any modulation fan for combustion air delivery;
- f. Re-fit any removed component parts;
- g. Check system operation;
- h. Check to ensure the system is installed in accord with the relevant regulations and manufacturer's instructions.

3.14. LPG APPLIANCES AND SYSTEMS

In addition to the appliance and system servicing described within Volume 3 the following also applies to LPG appliances and systems:

- a. If cylinders are used as the fuel store then check hose condition and age, if the 5-year life cycle has expired or will expire in the coming 12 months then replace hoses;
- b. If cylinders are used as the fuel store, check condition of changeover valve and replace as necessary;
- c. If cylinders are used as the fuel store, check distance from property and drains is greater than 4m;
- d. If a bulk tank is used for the fuel store, check second stage regulator condition and replace as necessary;
- e. Carry out tightness test from second stage regulator onwards or to whole supply as appropriate;
- f. The cylinder or storage vessel location shall have an 'Emergency action notice for users of LPG' located close by to the installation in a prominent position. If this is not present or of weather protective material, then such shall be supplied and fitted;
- g. Tightness testing to the complete system shall be carried out to include the high-pressure stage, low pressure stage and any intermediate pressure stage using the

methods given in BS 5492-1 Code of Practice for Domestic Butane and Propane Gas burning installations.

3.15. OIL FIRED APPLIANCE AND SYSTEM ADDITIONAL REQUIREMENTS

In addition to the appliance and system servicing described within Volume 3 the following also applies to oil fired appliances and systems:

- a. Drain sludge from oil tank and clean supply line filters to ensure supply is clear;
- b. Check oil tank and supply for signs of leakage and complete and issue an OFTEC T1/133D oil storage tank spillage and fire risk assessment form;
- c. Repair leaks on oil supply lines, seek advice from the Client Representative in respect of leaks to oil storage tank;
- d. Check the tank, the tank base for correct installation and that it is outside the minimum allowable distance from boundaries and buildings;
- e. Check appliance ventilation requirements and correct as necessary;
- f. Replace burner nozzles on each service visit;
- g. Complete an OFTEC CD/11 report, one copy to be left at or sent to the property and another to be forwarded to the Client Representative.

SECTION 4: COMMUNAL HEATING RESPONSIVE REPAIR

Note: Appliance and system repairs are to be deemed inclusive of the Contract scope and only repairs above the value of £500.00 or out of Specification scope are deemed to be additional to Contract. All Works associated to be out of scope, addition to Contract are to be charged in accordance with the following:

Net Labour Rate (x hours essential to undertake works) + Materials Cost + Prime Cost Uplift %.

All repair costings are to be defined with a clear and detailed repair description, together with photographic evidence and be submitted to the Client Representative for final approval. The Client Representative will, if deemed appropriate, undertake an onsite validation audit and also reserves the right to decline the repair and/or will seek additional cost appraisals from alternative Contractors should an opportunity to achieve a greater value for money be identified.

On the basis that breakdown and repair works are authorised, the following section outlines the key principles and defines how this work is to be undertaken.

4.1. GENERAL

The Contractor shall provide a 24-hour a day, year-round, breakdown service for the Contract Period to allow for repairing any breakdown or malfunction of any appliance, component part, system or system part on any appliance or system included in the property and asset register supplied or as may be added to the property and asset register or as directed by the Client Representative.

The breakdown service shall be on a fully-inclusive basis to include the provision of all parts, materials, appliances, controls, and labour necessary to maintain an appliance and/or system in good working order unless specifically excluded from the Works. It shall also include any processes or procedures detailed elsewhere within Volume 3 - Sections 1 and 2 that are pertinent to the repair or rectification of any appliance or system as required by this Contract. Only products specified within Clause 2.8 shall be used unless there is no preferred product specified in which case replacements will be made on a like-for-like basis.

The rates for completion of Works under this section are intended to cover all repair work for each Client-owned appliance and/or system found within individual properties.

4.2. DETAIL

On receipt of a telephone call, email, or similar to rectify a problem the Contractor shall:

- a. At any time of the day or night, respond to all calls within the time scales stated in the following:

Emergency Any repair required to fix any defect that puts the health, safety or security of a Resident or third party at immediate risk or that affects the structure of the building.

For example - uncontrollable water leak, report of fumes, leaking oil tank or pipework, repair request from a sheltered scheme or communal heating site, repair request from a vulnerable tenant.

	Complete within 4 hours of initial request.
Vital	<p>Repairs to remedy a defect that does not cause immediate risk to the health, safety or security of a Resident or third party and although, therefore not an emergency, still needs to be carried out quickly to ensure that the risk does not increase.</p> <p>For example - leaking from water or heating pipe, tank or cistern, total or partial loss of gas supply, blocked flue to open fire or boiler, total or partial loss of space or water heating between 31st October and 1st May.</p> <p>Complete within 1 day of initial request.</p>
Urgent	<p>Repairs carried out to remedy a defect that can be deferred without causing, inconvenience or nuisance to the Resident, a third party or the long-term deterioration of the building.</p> <p>For example - total or partial loss of space or water heating between 30th April and 1st November.</p> <p>Complete within 3 days of initial request.</p>
Routine	<p>All follow-on work, identified from any repairs call.</p> <p>For example - adjust timeclocks or programmers, balance systems.</p> <p>Complete within 7 days of initial request.</p>

The decision as to the classification of call and response necessary may be made by the Contractor's personnel who receive the notification, in accordance with the above guidance, unless a specific request is made by either the Client or the Client Representative to respond within the specified time scale.

- b. Every Engineer shall be equipped with a stock of spare parts to deal with most eventualities on the first visit such that 100% of the reported repairs are diagnosed and fixed right first time. This requirement is irrespective of whether parts or other items are required to complete a repair. The stock of parts to be carried shall ultimately depend upon the appliances and systems found in the Clients properties and the Contractor shall make proposals as to what should be carried to meet this requirement. To facilitate this, asset information shall be supplied however, this cannot be warranted in respect of its accuracy and it is supplied to be indicative of the appliances and systems that are likely to be encountered;

Note: For the avoidance of any doubt the definition of "right first time" is that a repair is completed on the first visit or same day, without having to recall to fit any further part or parts and that there is no recall to the same problem within 30 days of the original repair.

However, it is recognised that the practicalities associated with the delivery of this expectation to non-domestic properties shall in most instances preclude this from happening. The ethos of this requirement is therefore to be followed and Works shall therefore be completed at the earliest opportunity.

- c. The Contractor shall demonstrate that they have a robust parts procurement process and operate via means of "impress spares stock" such that down time is minimised, if it

- is not possible to meet the 100% fixed right first time requirement. The Contractor shall make provision to ensure that where parts are not carried by the engineer any parts needed on site are available to be fitted at the earliest opportunity. In any event this shall ordinarily be within 48 hours of the initial response;
- d. The Contractor shall ensure that, if it is not possible to rectify a problem on the first visit, the Residents shall be advised by the engineer when it is likely that the repair shall be completed;
 - e. The Contractor shall advise the Client Representative on each and every occasion that a repair is not possible first time, where Residents are going to be deprived of heating and/or hot water for any period in excess of 24 hours and when the work should be completed. The method and means of such notification is to be determined however it is likely that this may be on an as and when basis or at the end of each working day;
 - f. Whenever a heating failure occurs, and repair is not possible as detailed in e) above, temporary heating shall be supplied. There are no seasonal parameters for this as there may be circumstances that require such provision at times outside the normal heating season. This shall take the form of the provision of two 3kW electric fan or convector heaters to each property, including the delivery, collection and full instruction to the Resident. All temporary heating appliances shall be new and supplied at no cost to the Client. In addition, they shall each be supplied with some form of earth protection device. Where temporary heating is offered and declined this shall be recorded;
 - g. The Contractor shall not ordinarily remove any temporary heating from site until the fault has been rectified or it is with the to the Client Representative's express permission;
 - h. Where it is not possible to rectify a fault to a hot water system or water heating appliance supplying a hot water storage vessel, the Contractor shall allow for the provision and installation of a correctly sized immersion within 24 hours if not already fitted. This shall include wiring to a suitable adjacent electrical point but shall not include new wiring from the consumer unit;
 - i. In the event of rectification of a fault's not being considered possible, the Contractor shall immediately notify the Client Representative giving the reasons for this and their proposals as to what will be necessary to complete the work;
 - j. Where there are technical issues preventing the completion of a repair, there shall be a visible escalation process put in place such that the problem shall be escalated from engineer, to technician, to manufacturer. This process shall be proposed by the Contractor and in any event all visits involving the Contractor's own staff shall be completed within 24 hours of the repair's having been reported;
 - k. Where there is cost associated with such proposal, this shall be indicated upon notification. If the Contractor deems that an exchange of the boiler or other major appliance is necessary, this shall not in the first instance be communicated to the Resident until authority to proceed has been granted and such authority will be granted in line with item 4.3 below;

- l. The Residents and Scheme Staff shall be kept informed of the situation as changes occur, advising of any delays in supply or provision of parts or any other issue affecting the satisfactory completion of a repair;
- m. Upon completion of a repair, a satisfaction card may need to be left with each resident, any repair work document is to be duly completed and a copy of such is to be sent to the Client Representative if required. This may all be recorded on a PDA type device;
- n. In addition to the requirements detailed previously the Contractor shall incorporate the following within the repair service:
 - re-fixing of radiators, including those where insufficient fixings exist and repair, plastering walls ready for decorative finish
 - advice in respect of water leaks where the Contractor has been called erroneously to investigate a water leak on pipework not covered within this Specification
 - resetting of programmers, thermostats and other controls
 - re-lighting pilot lights for any reason
 - restoring gas and electric supplies if turned off for any reason except for non-payment for supply by the Resident or where to restore supply would be dangerous
 - managing any gas pressure issues with the incoming supply and liaising with the Gas Supplier
 - making safe any danger or risk associated with water leakage or other potential issues.

4.3. BOILER AND SYSTEM REPLACEMENTS

- a. If the Contractor considers that parts required to repair a boiler or system are no longer available, the Client Representative shall be informed immediately. The Contractor shall demonstrate this to the Client Representative and shall do so by supplying the Client Representative with confirmation by the respective manufacturers or parts supplier that the part or parts in question are indeed obsolete;
- b. If, however the Contractor recommends that an appliance be replaced because it is beyond economic repair or needs to be replaced for some other reason the Client Representative shall be made aware of the reasons for such a recommendation. The Client Representative shall decide whether this is the appropriate action or whether the repair should be completed. The Contractor shall abide by any decision and any repairs must be completed within the specified timescales.

4.4. CONTROL REPLACEMENTS

- a. Should a system control be shown to be obsolete and it is possible to replace this item with an equivalent available control, then this equivalent shall be installed. Furthermore, should this replacement control necessitate the exchange of other controls, which are not obsolete then equally the costs of so doing shall be allowed for within the repair and service rates;
- b. Any replacement control Works shall include adaptations to pipework, ducting and electrical wiring in order that the new control/s comply with regulations and manufacturer's instructions.

4.5. PIPEWORK WITHIN THE BUILDING FABRIC, FLOORS OR DUCTS

Any repairs or replacements to pipework contained in the building fabric, duct or floors or similar areas are covered within the scope of the Contract works. As such, any reinstatement to original condition upon completion of an investigation to determine the cause of a problem or rectification of a problem is also covered within this Contract. Equally, where any pipework requiring repair or replacement is running or to be run through kitchen units, bath panels or similar then due allowance shall be made for removal and reinstatement to original condition. Where regulations do not permit, or the Contractor offers an alternative solution to a problem, this must be authorised by the Client Representative.

VOLUME 4: ADDITIONAL WORKS

SECTION 1: ADDITIONAL WORKS SPECIFICATION

When authorised by the Client Representative, the Contractor shall undertake additional works as detailed in this Specification or carry out other similar works.

The items in this section shall be priced individually in the relevant part of Appendices D1/D2/D3/D4 and use approved products as detailed within this document.

The Contractor may also be asked to submit a quotation for work not covered by this Specification as requested by the Client Representative. In such instances, the Client Representative may seek further competitive quotation from other Contractors and may, if advantageous, have the work completed by the alternative Contractor. Furthermore, the Client Representative may challenge any such cost and the Contractor will be expected to provide details including, material, labour, overheads, relevant invoices and any other associated cost.

The Contractor shall make labour available for this work as necessary and requests to carry out work in this section shall not jeopardise the servicing programme or breakdown provision.

1.1. GENERAL CONDITIONS

- a) Where types of appliance and component have been specified and these are superseded or where at the request of the Client Representative these appliances and components are changed, new rates shall be submitted for agreement which upon approval which shall then apply for the remainder of that Contract Period or until any rate increase or decrease is applied;
- a) Where the Client Representative requests a quotation for work, the Contractor shall submit this by email within 2 working days, in an agreed format and content;
- b) Upon verbal acceptance of a quotation, or where instruction is given to carry out work already priced in this section, the Contractor shall complete the Works within the timescale/priority assigned, refer to Volumes 2 and 3;
- c) If the Works are to be undertaken in a void property, the Works shall be completed within 3 working days of notification;
- d) Appliance or component replacement may be carried out by alternative Contractor where other arrangements exist for this work;
- e) Work that will require Building Regulations approval shall culminate in the provision and issue of the ensuing certificate to the Client Representative.

1.2. BOILER REPLACEMENT (BREAKDOWNS)

When instructed by the Client Representative to a replace domestic boiler due to breakdown, this work shall be in accordance with the Specification contained within Volume 5 and priced using the relevant codes.

1.3. GAS SAFETY INSPECTION TO VOID PROPERTIES, MUTUAL EXCHANGES AND COMMISSIONING

The Contractor is to visit and complete Landlord's Gas Safety Inspections to void (empty) and mutual exchange properties within 24 hours of being notified and inspect and carry out a Gas Safety Inspection as detailed in Volume 2, together with a full system inspection to ensure there are no defects and that any appliances or systems are fully operational prior to the new tenancy's starting.

If any potential or apparent defects are found then the Client Representative shall be advised and work put in hand for their rectification, providing authorisation is granted.

If the gas and electric supplies are not available to carry out the entire check, then a visual inspection shall be made of any appliance and system and an air test carried out to the gas supply. Any untested appliances shall be recorded as such on the certificate and be labelled and disabled to stop any use. Note shall be made on the certificate and on the label that the appliance or system needs to be tested and the Contractor shall allow for carrying out this further check within the tendered rate. The new Resident is responsible for having gas and electric supplies restored. Upon completion of the inspection, the gas supply shall be disconnected at the meter: a sealing disc on the ECV is acceptable.

The Resident's copy of the certificate is to be posted to the Resident and the Landlord's copy of the certificate shall be provided to the Client Representative, after having passed through the approval and verification process detailed within Volume 2 – Section 1. If there is to be any delay in completion of these Works the appropriate officer shall be notified immediately.

The keys to void properties shall be collected and returned to the relevant Client's office immediately on completion of the inspection.

The rate for this item of work shall include the commissioning works specified in Item 1.5 below.

GW01 Carry out void/mutual exchange inspection and commissioning

1.4. COMMISSIONING VISITS

On occasions, it may be necessary to carry out commissioning only, when property is re-let and the original void safety inspection may have been carried out by others. In such instances, the incoming Resident shall be advised to contact the Contractor to arrange to have the gas supply reconnected and the installation and appliances commissioned. All such requests shall be responded to within 24 hours: however, the Contractor will already have been notified to expect such a request.

The works on the commissioning visit will include

- a. Reconnection of the gas supply;
- b. Testing and commissioning of all installed appliances;
- c. Instruction on the operation of all installed appliances;
- d. The issue of a new Landlord's Gas Safety certificate in accord with Volume 2.

GW02 Carry out commissioning visit

1.5. REPLACEMENT AND UPDATING OF SYSTEM CONTROLS AND COMPONENTS

The following shall be priced as requested and shall include for adaptations as necessary to pipework, wiring and flues, and to comply with all relevant regulations, codes of practice, manufacturer's instructions, and all making good to plaster finish internally and to match existing externally included.

GW03 Replace gas fire with radiator

GW04 Increase size of radiator in room where gas fire removed to meet heat loss requirement

GW05 Install new Range Supercal or Albion Supercyl adequately sized indirect/coil type HW Cylinder

GW06 Install new Range Tribune or Albion Ultrasteel adequately sized un-vented indirect/coil type double feed HW cylinder

GW07 Run up to 3m of correctly installed 15mm copper tubing either underfloor or surface mounted, to contain gas or water

GW08 Run up to 3m of correctly installed 22mm copper tubing either underfloor or surface mounted, to contain gas or water

GW09 Run up to 3m of correctly installed 28mm copper tubing either underfloor or surface mounted, to contain gas or water

GW10 Run up to 10m of correctly installed 15mm Hep²O plastic tubing under floor and connect to copper tubing

GW11 Run up to 10m of correctly installed 22mm Hep²O plastic tubing under floor and connect to copper tubing

GW12 Trace and repair gas escape not covered by specification

GW13 Supply and fit immersion heater complete with overheat thermostat to existing HW cylinder/tank and leave in good working order

GW14 Supply and fix correctly-sized cable from meter to immersion heater point

GW15 Supply and install high and low-level compartment ventilation suitable for the gas rating of the appliance

GW16 Disconnect appliance and cap point

GW17 Install cooker and bayonet using a new 1m long Butyl rubber tube with plug-in adapter

GW18 Install emergency control valve

GW19 Replace or install both TRV and lockshield valve

GW20 Replace or install TRV

GW21 Replace or install lockshield valve

GW22 Carry out domestic system power flush and install inhibitor to correct level: provide water test certificate from inhibitor manufacturer

GW23 Install lagging per meter

GW24 Install external condense pump

GW25 Supply scaffold priced on a per lift basis, up to 3m wide

1.6. OUT OF NORMAL HOURS SERVICE AND INSPECTION VISITS

GW26 The Contractor shall be instructed to visit properties for completion of the annual service and Landlord's Gas Safety Inspection out of normal working hours as detailed in Volumes 2 and 3.

1.7. SERVICE INTERVAL PROGRAMMERS

GW27 Where access for the annual inspection and service has been referred to the Client Representative, the Contractor may be instructed by the Client Representative to install a service interval programmer. The rate to be submitted shall reflect the installation of this device together with the provision to all Engineers employed on the Contract of a re-setting tool.

1.8. DAYWORK RATES

Prices shall be submitted for Works within working hours and out-of-hours that fall outside the scope of the comprehensive element of the contract, such as minor plumbing repairs.

GW28 Hourly rate charge for call within working hours

GW29 Hourly rate charge for call within out-of-hours

1.9. SMOKE AND CO DETECTORS

The Contractor shall price for the installation or replacement of the following detectors, in accordance with current British Standards. The make and model to be agreed with the Client Representative. All CO detectors must have a life span of at least 7 years. All mains-powered detectors shall be accompanied by a completed NICEIC MW certificate and a certificate of Design, Installation and Commissioning of Fire Detection and Fire Alarm systems.

GW30 Install mains-powered CO Detector

GW31 Install mains-powered Smoke Detector

GW32 Install battery-powered CO Detector

GW33 Install battery-powered Smoke Detector

GW34 Replace mains-powered CO Detector

GW35 Replace mains-powered Smoke Detector

GW36 Replace battery-powered CO Detector

GW37 Replace battery-powered Smoke Detector

1.10. FLUES IN VOIDS

Carry out inspection to concealed flue throughout its length and remove inspection covers and inspect flue. Record any issues with either the flue or access to the flue. Ensure also

that any such flue is installed with the appropriate gradient and adequate support. This item is only for properties not on Contract.

GW38 Carry out concealed flue inspection

GW39 Supply and fit inspection cover to concealed flue

1.11. ADDITIONAL INFORMATION COLLECTION

In addition to the information required to be collected and recorded as a part of the annual servicing and safety inspection process, the Contractor may be required to collect further information at that time and record and supply to the Client in a manner which will facilitate upload into Client IT systems. This will ordinarily be in a spreadsheet, text or CSV file with the property reference number and information with that number. It is not yet clear what information might be required to be collected. Where not already collected, this may include items such as loft insulation depth, any other property insulation, number of radiators, location of any TMV, Risk Assessment of domestic CWS tank, details of immersion heater. The cost submitted for this work is to reflect the previous requirement and if ultimately any additional work survey requirement varies greatly then alternative rates may be agreed, although the Contractor will be expected to work within the rate quoted.

GW40 Record additional information.

1.12. LOFT INSULATION/TANK LAGGING/PIPEWORK INSULATION

Loft insulation should be 270mm in thickness. This is to be inspected during each annual service or safety inspection. The following are to enable this insulation to be upgraded where necessary. These prices shall include any additional ventilation for the loft area where required.

GW41 Increase insulation by 50mm

GW42 Increase insulation by 100mm

GW43 Increase insulation by 150mm

GW44 Increase insulation by 200mm

GW45 Supply and fit lid and jacket to cold water tank

GW46 Supply and fit lid and jacket to feed and expansion tank

GW47 Insulate pipe-work in loft per meter

VOLUME 5: NEW HEATING INSTALLATIONS

SECTION 1: DOMESTIC HEATING INSTALLATION SPECIFICATION

1.1. GENERAL CONDITIONS

This Section shall apply to all subsequent sections herein and to all the Schedule of Rates as set out in the Boiler Installation specification and schedules.

This Section of the Specification is to cover the installation of a full new heating system or replacement boiler with possible system upgrade within the properties included in any installation programme or a deemed necessary on a reactive basis. The standard system rates are based upon inclusion of the items specified and the processes contained herein. These standard systems shall be installed in varying types and nature of properties as may currently exist in or be added to the Client's housing stock.

The detail contained within this section is intended to be of a general nature but must apply on each occasion work covered within this Section is undertaken.

For replacement boilers and any upgrade work, a survey of the property and any existing system shall be made to ascertain that any existing system meets the design criteria laid down in this Section. Any part or whole of the system that is found to be falling short in this respect that will not be brought up to the standards required herein by the Works to be carried out shall be referred to the Client's Representative for further guidance.

Every heating installation shall comply with the latest Domestic Heating Specification and Design Guide, all current relevant British Standards and Codes of Practice. All Domestic Hot Water supplies and general plumbing work connected with the installation shall comply with the Local Water Authority By-laws. In addition, all appliances, systems and controls shall be in accordance with Building Regulations Part L. Where a property has a floor area of more than 150m² this shall include for zoning and separate control of each heating zone although it should be noted that the floor area of the largest property likely to be included within this work is unlikely to exceed 150m².

The Building Regulations approval certificate shall be provided and issued to the Client.

Where existing back boilers are to be removed, the Contractor shall ensure that the lounge radiator is of the correct size to meet the design criteria for that space. The fireplace opening created by the removal of the fire and back boiler shall be bricked, vented and room ventilation removed and made good as required.

When a combination boiler is to be fitted in lieu of an existing open vented system, allowance shall be made for removal and making good of any cylinder, CWS and feed and expansion tanks and all associated pipework and overflows and the installation of an additional radiator in the airing cupboard.

1.2. DIMENSIONS

The Contractor shall take his own working dimensions on the site as necessary and shall be responsible for the accuracy thereof. The Contractor should ensure that, where Resident's fittings and fixtures are to be temporarily removed, they can be re-fixed or alternative fixings provided.

1.3. SCHEDULE OF RATES

Each Boiler Type and item in the Schedule of Rates is intended to represent the entire work content of the particular work element in respect of the subject of the Schedule of Rates item and the Contractor is deemed to have included in his Tender for all ancillary items not specifically referred to in the Schedule of Rates item/Specifications (heating type) but are necessary to achieve the particular fitting of or repair or work element of the Schedule of Rates subject and installation of Heating System type.

1.4. SCHEDULE OF RATES – GENERAL

The rates in the SOR include for:

General

- a. complying with all Conditions of Contract;
- b. Work being of a repairing and replacement nature;
- c. Internal and/or external work;
- d. Miscellaneous consumable items not specifically mentioned in the descriptions;
- e. All necessary plugging & screwing to structure and making good all finishings, ready for decoration;
- f. The appropriate fixing and jointing of all materials;
- g. All types of cutting and waste;
- h. Labour on materials;
- i. Provision of and working from ladders, trestles and the like up to 5m above ground externally and up to 3m above floor level internally;
- j. Setting out and marking positions as necessary prior to carrying out work;
- k. Making good finishes where disturbed ready for decoration;
- l. Allow for decoration of making good, to the nearest matching colour;
- m. Where replacements and making good is required they are to match the original quality and style;
- n. Cleaning and tidying up, providing and removing protection;
- o. Payment of monies in connection with notices, fees and any other charges required by local or statutory authorities;
- p. Appropriate preparation work;
- q. All necessary builder's work and making good;
- r. Removing and re-fixing resident's fittings;
- s. Testing after work;
- t. Inspecting and reporting using proformas;

- u. The Contractor shall allow for all cutting away, lifting floor coverings and boards, forming holes and chases and all necessary making good, including any remedial work necessitated by those actions. Blanking plates will not be permitted.

Electrical

- a. Switching-off current or isolating that section of the system and afterwards reinstating and leaving in working order;
- b. Contacting UK Power Networks or the local electricity supplier if required;
- c. Checking operation of the system, replacement parts etc.

Plumbing

- a. Flushing-out and testing work on completion, and rectifying all faults;
- b. Turning-off and reinstating cold and hot water supplies inside houses;
- c. Turning-off, draining-down, turning-on, filling and venting hot water systems.

1.5. EXISTING EQUIPMENT GENERAL

Carefully drain-down, disconnect and remove from site all redundant existing heating hot water equipment, in accordance with the HSE and Environment Agency requirements, except any item that is the Resident's own property, without allowance or charge necessary for the proposed installation.

1.6. EXISTING EQUIPMENT DETAIL

The items detailed herein apply in general terms and are intended to be indicative of Works that may be required dependent upon the extent of the new installation or any boiler replacement and associated system upgrade.

Remove and make good:

- a. All types of solid fuel appliances;
- b. All types of electric heating and hot water appliances;
- c. All types of old gas heating & hot water appliances including warm air units and associated ducting, grilles, registers and vents;
- d. All types of fireplace surround however where possible hearths should be left in situ;
- e. Leave flue liner in place, brick-up openings and fit louvre air brick to any now redundant chimney;
- f. Carefully remove any Resident's own gas appliances including fires, wall heaters, circulators and multipoint water heaters and return them to the Resident;
- g. Any redundant pipework, flues, fitments, ducting, and controls etc;
- h. Any redundant wiring and fittings to be removed and isolated;
- i. Any redundant gas and/or water supplies to removed and isolated.

1.7. EXISTING CHIMNEYS

The Contractor shall be responsible for arranging and including in the tender price for the thorough sweeping of any existing chimneys if they are to be re-used and to provide a NACS certificate to that effect.

1.8. DESIGN REQUIREMENTS

All system design will be based upon the requirements detailed in the current Domestic Heating Specification and Design Guide and all relevant current British Standards and Codes of Practice including CheSS specification.

1.9. SITE VISIT

The Contractor shall visit each property and carry out a detailed survey to establish the nature of the installation to be undertaken. Any potential issues shall be identified during this visit and brought to the attention of the Client Representative.

In addition, during that survey the Resident shall be made fully aware of and agree to where items such as the boiler, radiators and controls are to be sited and the extent of the Works that are to be undertaken. Such is to be recorded and details provided to the Resident either at the point of the survey, in which case their approval signature should be sought, or the record be sent within 48 hours of the visit. In any event there should be a “cooling-off” period allowed, and a process described for a Resident to change their mind. Should such occur, or agreement not be obtained, then guidance should be sought from the Client Representative.

For reactive boiler replacements, all surveys shall be carried out on the same day as notification or the following morning.

1.10. DESIGN CONDITIONS

All systems shall be designed to be capable of providing the mean internal air temperature in the spaces described when the outside temperature is -3°C . The design shall allow for the specified air change rate in each space with continuous heating, the boiler flow temperature being set at 82°C and the circulating pump running.

Space	Air Change Rate	Temperature Requirements all Dwellings $^{\circ}\text{C}$
Living Room	1.5	21
Kitchen	2	21
Dining Room	1.5	21
Hallway	2	21
Landing	2	21
WC	3	21
Bathroom	3	22
Bedrooms	1	21

1.11. CONDITIONS OF TEMPERATURE GUARANTEE

The temperature in any room or space shall be ascertained by a mercury glass thermometer suspended at a point 1.5m from the floor in the centre of the room or other area.

When the outside temperature is not less than -3°C , the system shall be guaranteed to achieve the heating standards described in 1.10, provided the following conditions are satisfied:

- a. The internal volume of any space or other area served by one radiator shall not exceed 42m^3 . In a space that exceeds 42m^3 in volume, more than one radiator will be required in order to obtain the heating standards referred to;
- b. The system must have been operated continuously for not less than 24 hours and shall continue to operate fully with clock controller overridden and air temperature and hot water thermostatic controls correctly set, and the boiler flow temperatures at manufacturers factory setting;
- c. There shall not be more than the specified air change per hour in any room or other area.

1.12. CONTINUITY OF SERVICES

The Contractor shall leave the properties with all gas, electric, water and services in proper working order at the end of each working day. Under no circumstances shall residents be without the use of these services and facilities overnight.

Ensure that an alternative form of heating and hot water is supplied, in line with the requirement of Volumes 2 and 3, available for the occupier during the period of Works.

1.13. ELDERLY, DISABLED AND VULNERABLE PERSONS

Special care and consideration shall be given to all the above. Such will require on site consultation and agreement in both the way the work will proceed and the extent of the work that meets the specific needs of the Resident.

1.14. GAS, WATER AND ELECTRICAL SUPPLIES

Under no circumstances shall work be started in any property that is not fitted with all services and meters. Arranging for any gas, water and electrical meters to be fitted is the Resident's responsibility and they should be notified of this before their homes are programmed. It is the responsibility of the Contractor to determine if there is a gas supply to the property. If there is not then reference shall be made to the Client's Representative: this should be done at the time of the survey.

However, the Contractor after seeking the Client Representative's approval will make his own arrangements to have the supply of gas put on to a property. This will be paid for as an extra to the Contract on an individual basis providing supporting documentation is submitted with invoice.

It is also the Contractor's responsibility to ensure that the gas, water and electric supplies are adequate to meet the requirements of the new installation. If there are any issues such as poor incoming gas or water pressure they are to liaise with the respective supplier for rectification and appraise the Client's Representative of same.

1.15. ELECTRICAL WORK

All electrical work shall be carried out by an NICEIC registered electrician, who shall issue current approved NICEIC test and completion certificates for each individual installation.

No installation shall be accepted for payment unless such certificate is provided. Equally a note must be made on the certificate that all bonding has been completed in accordance with the current edition of the IET Regulations and any promulgation thereof.

1.16. BREAKDOWN

The repair standards and requirements detailed within Volumes 2 and 3 shall apply.

1.17. CONTRACTORS INFORMATION CARD

A card giving the name, address and telephone number of the Contractor shall be put in a plastic envelope and handed to the occupier. A separate self-adhesive label shall be fixed to the appliance giving the above details and the location of the instructions and other documentation detailed in 1.19 as follows.

1.18. OPERATING AND USER INSTRUCTIONS

The Contractor shall be responsible for ensuring that each Resident fully understands the operating principles of the whole central heating system. Such instruction is to include advice in respect of the most energy efficient means of operating and controlling the system.

Sufficient copies of the working instructions and manufacturers' leaflets of installed appliances and controls and a completed Benchmark Booklet shall be left in a sealed plastic envelope tied to the gas meter where this is installed internally, or other such location as may be specified. If no location is specified or the documents are not left at the meter they shall be handed to the Resident for safe keeping.

1.19. LANDLORDS GAS SAFETY INSPECTION

On the day of completion of each installation, the Contractor shall carry out a Landlord's Gas Safety Inspection. The certificate shall be provided with all other paperwork upon invoicing.

1.20. FLUSHING AND CLEANING OF NEW AND EXISTING SYSTEMS

All systems shall be thoroughly cleaned and flushed prior to commissioning. This shall as a minimum be carried out in accord with the requirements of BS7593 – "Code of Treatment of water in domestic hot water heating systems". Further guidance in this respect may be sought from manufacturers such as Adey. If required, flushing, cleaning, descaling and desludging shall be completed using a power flushing system. Upon completion, an approved system inhibitor shall be added, and a water test certificate provided by the inhibitor manufacturer. The certificate shall be provided with all other paperwork upon invoicing.

1.21. ENERGY PERFORMANCE CERTIFICATES

On completion of new central heating or replacement boiler installations, the Contractor is to provide a new EPC to EKH. Supporting data must also be provided in Excel (or other as agreed) format in order to upload into the EKH stock condition database. Issue of data must be monthly or as otherwise agreed by EKH.

1.22. COMPLETION CERTIFICATE AND COMMISSIONING

A person authorised by the Contractor shall visit each dwelling on the day of completion and issue a Completion Certificate confirming that the system has been fully installed, tested,

commissioned and is working as specified and that all parts of the specification have been complied with. The certificate will be submitted to the Client Representative.

The issue of this certificate does not constitute PRACTICAL COMPLETION: this will be determined by the Client Representative on a monthly basis only.

The following certificates shall be submitted to the Client Representative as an entire package and accompanying the application for payment. Each document shall be named as described in Volume 1 with the addition of a description of the nature of each document.

- completion certificate as described above
- Landlord's Gas Safety Record
- EPC
- Building Regulations compliance
- NICEIC
- water sample analysis
- Benchmark
- pre-works survey and costed proposal

Failure to submit the above shall result in rejection of the application under 2.11.1 of the MTC on the grounds that the Order has not been completed.

1.23. INSTALLATION INSPECTION

Installations may be inspected by the Client Representative after completion and any apparent defects or items of remedial works reported back to the Contractor. These shall be addressed and rectified within 10 days of notification.

1.24. CONTINUITY OF INSTALLATION WORKS

The entirety of the works required to complete a new system installation or replacement boiler installation shall be completed in one continuous operation. The various trades, operatives and material delivery will need to be properly co-ordinated to achieve this and the Contractor shall provide details in this respect. In any event this includes but is not confined to the following elements:

- removal of existing equipment
- installation of new or replacement equipment
- electrical work
- builders' work
- removal of rubbish
- making good and any redecoration works
- commissioning and quality control.

1.25. REACTIVE BOILER REPLACEMENT TIMESCALE

The required timescales for completion of replacement boilers ordered on a reactive basis from the point of instruction to completion are:

- 2 days for boiler change being sited within 3m of the existing position and any system upgrade

- 3 days for boiler change being sited further than 3m from the existing position and any system upgrade
- 5 days for a full replacement heating installation
- 3 days for any boiler replacement in a void property.

1.26. EXCLUSIONS

The following work is excluded:

- a. The provision of gas, water and electricity for testing of each system as required;
- b. Any responsibility for the performance or functioning of any of the existing secondary hot water pipework or equipment or existing equipment;
- c. Arranging for gas or electrical meters to be fitted (the Resident should be notified to contact the respective supplier for this and be given sufficient notice to enable a meter to be fitted).

1.27. GENERAL BUILDERS WORK REQUIREMENTS

All builders' work such as cutting away, forming holes, making good, built-in brackets or any other function associated with the fabric of the building and its alteration as necessary to suit the heating system, is within the scope of this Specification and shall be included within the price for each work element specified.

1.28. DETAILED REQUIREMENTS

- a. Make good to all ceilings and walls to plaster finish and to match existing decorations as closely as possible;
- b. Remove all redundant tank supports from cupboards and make good;
- c. Remove any coal bunkers made redundant by the heating installation, bag any coal up and return to the resident;
- d. Any disturbed areas around chases cut for ducts across solid floors for pipework shall be tiled together with the duct covers to match existing floor tiles as near as practical;
- e. Any areas, where boilers, tiled hearths and warm air units and circulators have been removed, shall be made good to the following standard:
 - i. straighten and level floor and provide and install floor tiling to match existing everywhere the floor finish has been disturbed
 - ii. make good all holes and cracks and openings left in walls and ceilings and around fireplaces to plaster finish and to match existing decorations as closely as possible including any painting
 - iii. should a warm air unit be removed from a compartment and the compartment is such that the door does not go to floor level, then a false floor consisting of batten and 22mm plywood shall be built in that compartment at the lower level of the door.
- f. Any chimneys and flues made redundant as a result of removing appliances are to:
 - i. have the flue liner and terminal left in position and have the liner secured within the builders opening and fitted with a terminal cap

- ii. the opening shall be bricked up and plastered and be permanently sealed except for a suitable air vent which shall be fitted above the base to ensure the chimney is vented at all times
 - iii. where there is an incomplete run of skirting board across an opening where a back boiler has been removed, a section of new skirting board to match the existing shall be installed and decorated across the whole of the chimney breast.
- g. Wherever floor boards are lifted, they shall be replaced if damaged and all boards shall be screwed and countersunk into position. Should a laminate or other similar floor construction be encountered then the Resident shall be advised that they should make their own arrangements to have such floor lifted prior to the Works' commencing. This shall be recorded on the survey details provided to the Resident. Alternatively, the Contractor may lift the flooring upon the Resident's signing a disclaimer to the effect that neither the Client nor the Contractor is responsible for any damage that may arise or for the floor's reinstatement;
- h. Any plaster damaged or holes left in ceilings because of removing any cylinders or associated pipework shall be made good to plaster finish;
- i. All ducting, grilles, register, and vents that can be removed practically whenever a warm air unit is replaced shall be removed and made good to the required standards;
- j. Whenever hot works are in use, the Contractor shall ensure adequate protection of decorative and soft furnishings is maintained always. Any making good associated scorch or burn marks will be recoverable from the Contractor;
- k. Alterations to compartments that are to be used for boilers shall be allowed for: this shall include removal of any shelves or shelving of any construction;
- l. The standard of decoration to apply should match as closely as possible to existing. This might involve the Contractor mixing paints to match existing colours. Where old radiators are removed and new radiators are either smaller or repositioned, the Contractor shall redecorate this area by use of paint. All decoration shall be offered to Residents who shall be informed of the extent of the decoration. Any resident who declines shall sign to that effect. Any areas that require more than just a localised "touch-up" shall be reported back to the Client Representative.

SECTION 2: DOMESTIC HEATING GENERAL CLAUSES

2.1. GENERAL

This section shall apply to all subsequent sections herein and to all the Schedule of Rates as set out in the Boiler Installation Specification and Schedules.

The standard replacement installations are to be completed in accordance with the requirement of this Specification and shall include for relocation of the appliance within 3m of the original boiler's position.

The rates shall include the installation of all pipework necessary to connect to the existing system.

Unless there are exceptional reasons, and these must be agreed with the Client Representative, all boilers shall be fitted on the ground floor to preclude the use of scaffolding both within the installation process and during any future maintenance work.

No pipework shall be run externally nor shall any flue be installed in a void unless there is no practical alternative and then only with the permission of the Client Representative.

All appliances, controls and component parts shall be fitted entirely in accordance with the manufacturer's instructions. In addition, a CO detector should be fitted in the same room as the appliance being installed, where none currently exists.

Before any work commences on site, the Contractor's operative is to have a copy of the survey details supplied to the Resident and confirm its content. Any issues arising from this should, in the first instance, be referred to the Operative's supervisor who will then determine how this shall be resolved.

2.2. HEATING BOILERS

Where it is not possible to use the specified appliance, guidance shall be sought from the Client Representative who may authorise the fitting of a different boiler type selected from the ranges of the manufacturers included below. Rates will be agreed for these to include any ancillary equipment and specific controls over and above cost to the standard rates on an ad-hoc basis.

2.3. COMPARTMENTS FOR BOILERS

Provide and fit adequate boiler compartment ventilation where boilers are fitted in compartments or cupboards as required.

2.4. FLUES

All flue systems will be installed in accordance with manufacturer's instructions, the following requirements must be applied for any flue type specified.

a. Standard Fan Flue

Provide and fit fan assisted balance flue system through the property and through an outside wall and weather as required. The system shall be accessible for future maintenance and allow for the provision of access panels at joints where the flue is concealed for any reason. Please note that this is the standard option and any variance to this shall be confirmed with the Client Representative.

b. Vertical Flue

Provide and fit fan assisted flue unit through the roof and weather proof accordingly. The system shall be accessible for future maintenance and allow for the provision of access panels at joints where the flue is concealed for any reason. Please note this is not the preferred option and it shall only be used upon agreement of the Client Representative.

c. Plumage Diverter Kit

Where there is a need, supply and install plumage diverter kit to flue.

2.5. GAS SUPPLY

The gas supply to all appliances will conform strictly to BS 6891.

In all systems Item a) will apply and be allowed for within the pricing of each system type and an over and above rate for the additional cost of completing item b) will be supplied.

- a. Provide and fit a correctly sized gas pipe in copper or steel tube, run from the meter to serve the boiler and cooker;
- b. Provide and fit a correctly sized gas pipe in copper or steel tube, run from the meter to serve all existing appliances and reconnect existing appliances to new supply.

2.6. RADIATORS

All radiators to be selected from the current data leaflet for the approved products detailed within Volumes 2 and 3 to give the required heat output to the areas as detailed within Item 1.10. Allowance shall be made for heat emitted by any pipework in these spaces and the emission corrected by the necessary factor. Where an individual space is greater than 42m³ there is a requirement to install 2 radiators in that area.

All radiators to be securely fitted to walls with brackets provided or with purpose made brackets where required should the wall be unstable. Where existing radiators are being replaced these shall where possible be sized to match existing and fitted in the same place.

Radiators shall be sited under windows as far as possible and sized to match the window width. The position of kitchen radiators may be varied to suit layout. However, common sense shall prevail over the installation of a radiator in a kitchen: the size and space available shall be considered. If no cylinder is to be installed, a suitable sized radiator shall be installed in an airing cupboard as required.

Radiators may be sited in positions other than under windows only if this position does not suit existing furniture layouts or there is inadequate height under the window sill. This alternative position will normally be on an outside wall and shall be agreed with the Client Representative and the Resident who should sign and agree the new location.

Two Nr. air vent keys shall be left with each installation except for sealed system installations where no keys shall be left.

A price shall be submitted for installing an additional radiator when a system upgrade or boiler change is being undertaken.

2.7. SYSTEM PIPEWORK

The system pipework shall be provided such that it is installed to connect the new boiler with all controls and component parts in accordance with their respective installation instructions.

All exposed pipework shall be in copper tubing.

The heating circuits shall be two-pipe pump-assisted in small-bore (not less than 15mm). The primary circuits to any hot-water storage cylinders shall also be pumped and all pipework shall be concealed where possible. Where there are separate heating zones and hot water circuits, the primary flow and return shall run from the boiler to a suitable point, usually in an airing cupboard, where the circuits shall be split by a motorised valve as detailed within the controls section.

Any pipework that is to be installed in a solid floor shall be ducted using Pendock Profiles floor ducting or equal and approved. It shall be installed in accordance with the relevant current Codes of Practice and any specific requirements of the Local Water undertaking. All pipework in the floors shall be of the "Kuterlex Plus" or equal and approved type.

This shall be connected to copper tubing prior to becoming exposed in drops to radiators, airing cupboard or at the boiler.

Adequate drain-off facilities shall be provided and fitted to all boilers and in accessible positions on all low points of drops to radiators.

The system pipework shall incorporate a 22mm Honeywell Automatic Bypass Valve DU145 (if required) and will include an approved and agreed system filter. The valve shall be installed in the position recommended and in accordance with the manufacturer's instructions.

2.8. CONDENSE PIPE

The condense pipe from the new appliance shall be connected to an adjacent or suitable waste pipe within the property. If that is not possible, the pipe shall be run from where it passes through the wall in pipe of a diameter of no less than 32mm, all of which shall be insulated with waterproof insulation, such insulation shall be extended through the wall to inside the property. The length of outside condense pipe shall not exceed 3m. External termination shall either be into a drain or soakaway.

- a. Should it be necessary to terminate into a cast iron supply, then a "Condensafe" shall be fitted at additional cost;
- b. Where there is no natural fall to the condense pipe a condense pump shall be fitted at additional cost.

2.9. SYSTEM INHIBITOR

Once all commissioning has been completed, the system shall be dosed with a water treatment recommended by the boiler manufacturers for that system that has been approved and agreed by the Client Representative. A label shall be attached to the sealed system kit stating that a dosage has been applied to the system and full history given of the dosage applied.

2.10. COLD WATER SUPPLY

- a. Connect boiler to cold main supply via a Salamander or equal and approved combined filling/double check-valve kit where there is not one built into the appliance. Ensure that the flexible link is not left in position and that both inlet and outlet are capped;
- b. Supply and install a water conditioner in cold main feed supply to unit as manufactured by The Rodin Group or equal and approved, where the mains water supply total hardness exceeds 200ppm;
- c. When installing a combination boiler all cold-water supplies within the property are to be converted to being mains fed and any ball valve restrictors shall be replaced.

2.11. DOMESTIC HOT WATER SYSTEM

New domestic hot water systems shall comply with the water by-laws. The units shall be fitted on new stillage and will be reconnected to existing or new supplies.

The incoming water supply to any CWS or inbuilt water storage shall have a Scalebuster as manufactured by The Rodin Group or equal and approved water conditioner fitted where the mains water supply total hardness exceeds 200ppm. All cylinders are to be fitted with a Backersafe Titanium Sheath immersion heater or equal and approved and wired to an adjacent point.

2.12. CIRCULATING PUMPS

Where no pump is included with the boiler, provide and fit a new Grundfos or equal and approved circulating pump with means of isolation and capable of providing each system's requirement. Each pump shall be installed with 2 anti-vibration brackets.

2.13. INSULATION

- a. Provide and fit to all pipework that is not serving a useful heating source insulation and where necessary, frost protection. Additionally, all pipework shall be insulated on the flow and return from the boiler to any hot water storage cylinder together with all pipework installed in the airing cupboard;
- b. Insulate roof space with thick rock fibre mineral wool wherever insulation is less than 270mm. Making a total covering of not less than 270mm thickness. The insulation must be cross-lapped;
- c. Pipework shall be insulated with Armaflex Class 0 with a minimum wall thickness of 13mm or equal and approved installed to manufacturer's instructions.

2.14. SYSTEM CONTROL

a. Radiators

All radiator valves to be 15mm Danfoss RAS-C² Thermostatic radiator valves and these are ideally to be installed on the flow pipe with lockshield valves with drain off. Other valves will be considered if equal and approved.

No TRV shall be installed to the radiator where the room thermostat is fitted.

b. System Boilers

Automatic control of each system shall comprise of a digital Danfoss, Honeywell or ACL or equal and approved 7-day programmer with service interval function (this is not to be activated unless instructed by the Client Representative) and with at least two on/off settings per twenty-four-hour cycle Monday to Friday and the ability to have different settings at weekends and incorporating switches to provide selection of hot water and/or hot water and central heating service. The programmer shall be sited in the Kitchen. In any property over 150m² there shall be a need to zone the heating areas. This shall involve additional control, and be by a programmable room thermostat controlling a motorised valve providing heating supply to that zone.

Domestic hot-water control shall be by a Danfoss, Honeywell or ACL or equal and approved clamp-on cylinder thermostat, sited on the new hot-water storage cylinder one third of the height up from the base.

Overall space heating control shall be by the heating function of the programmer and a Danfoss, Honeywell or ACL, or equal and approved wireless room thermostat. The room thermostat shall be sited in the space with the uncontrolled radiator, which shall not be affected by any other heat source and shall, ideally, be in a hallway.

One electrically operated Danfoss, Honeywell or ACL or equal and approved equivalent mid position three port motorised diverter valve of the flow share type wired to control the operation of the pump and boiler, shall be installed in each cylinder cupboard.

The controls and valves on the system shall be wired in such a fashion that when all thermostats are satisfied the boiler and pump are shut off (unless any pump overrun thermostat is in operation).

All controls, valves and thermostats shall be connected to a proprietary wiring centre that is compatible with the controls selected and be installed in accord with their respective installation instructions.

c. Combination Boiler

Automatic control of each system shall comprise of a digital 7-day programmer with service interval function (this is not to be activated unless instructed by the Client Representative) and with at least two on/off settings per twenty-four-hour cycle Monday to Friday and the ability to have different settings at weekends. The programmer shall be sited in the Kitchen. In any property over 150m² there shall be a need to zone the heating areas. This shall involve additional control, and be by a programmable room thermostat controlling a motorised valve providing heating supply to that zone.

Domestic hot-water control shall be built into the boiler.

Overall space-heating control shall be by the heating function of a Load Compensation Thermostat, in accordance with Boiler Plus. The Load Compensation Thermostat shall be sited in the space with the uncontrolled radiator, which shall not be affected by any other heat source and shall, ideally, be in a hallway.

The controls and valves on the system shall be wired in such a fashion that, when all thermostats are satisfied, the boiler and pump are shut off (unless any pump overrun thermostat is in operation).

All controls, valves and thermostats shall be connected to a proprietary wiring centre that is compatible with the controls selected and be installed in accord with their respective installation instructions.

2.15. FROST PROTECTION

Provide and fit a Frost stat in unheated space and wire into system as required to provide frost protection to the whole system.

This is a non-standard item and shall be priced at a separate rate.

2.16. ELECTRICAL SUPPLY AND BONDING

The final connection to each system shall be within 1.8m and adjacent to each boiler. All electrical wiring necessary for the satisfactory operation of the system shall be provided, installed and connected by the Contractor to conform with the installation instructions including, if necessary, a new main supply. This shall include any necessary extension or adaption to existing wiring to facilitate the installation of any type of replacement boiler. All work shall conform to the current IET regulations. All exposed wiring shall be installed in mini-trunking.

All work shall be carried out by an NICIEC registered electrician who shall issue test and completion certificates.

Provide and fit all bonding or cross-bonding to gas supply, water supply and heating system to conform to current IET regulations, regardless of whether the electrical tests have shown it to be required or not.

2.17. AIRING CUPBOARDS

The rates to be given for this work shall be additional to the standard systems and shall be priced separately. Agreement shall only be given by the Client Representative for the construction or adaption of an airing cupboard where there is no suitable no-cost option.

- a. Construct new cylinder cupboard on site agreed by Client Representative: this shall include 3 Nr. airing cupboard shelves;
- b. Supply and fit 3 Nr. airing shelves in each airing cupboard;
- c. Adapt airing cupboard to accommodate new cylinder: this shall include removal of front and door, enlargement of the cupboard and re-fixing of the front and the door and any repainting as necessary;
- d. Install boiler guard and adapt airing cupboard shelves.

SECTION 3: SCHEDULE OF RATES: BOILER INSTALLATION

The Contractor shall price each individual clause (item) as listed in Appendices D1/D2/D3/D4, as failure to do so shall result in the Tender's being incomplete and rejected. Each price shall allow for complying with the requirements of all sections contained within the Contract Document. The prices submitted shall be for any type of property.

For the purpose of this Contract, all prices within this section shall be indicative for tendering purposes: estimates for the quantity of each item required within this contract cannot be guaranteed.

The costing of each individual system shall be carried out on site by the Contractor. It is at that time the codes for the system shall be selected and form the cost of the full or partial heating installation.

General

The whole of the system shall be installed in accordance with the rules and regulations of the Building Regulations, Gas Safety (Installation & Use) Regulations, Water Authority Regulations, Gas Safe Register and IET Regulations.

Materials and workmanship shall be of the highest quality and carried out in accordance with the following specification, relevant British Standards and Codes of Practice and to the satisfaction of the Client Representative.

The whole of the materials and goods used in carrying out the contract work shall be used, fixed and/or applied in strict accordance with the printed instructions and/or recommendation of the manufacturer.

All Regular boilers shall be installed with a suitably-sized external circulation pump.

BC01 Worcester Bosch Greenstar 25i

Provide and fit a Worcester Bosch Greenstar 25i Junior fan-assisted room-sealed and wall-mounted COMBI boiler unit with standard flue, including all necessary new and adapted pipework within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

Supply and install an inline Scale Reducer in accordance with manufacturer's instructions.

BC02 Worcester Bosch Greenstar 30i

Provide and fit a Worcester Bosch Greenstar 30i fan-assisted room-sealed and wall-mounted COMBI boiler unit with standard flue, including all necessary new and adapted pipework within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

Supply and install an inline Scale Reducer in accordance with manufacturer's instructions.

BC03 Worcester Bosch Greenstar 36CDi Compact

Provide and fit a Worcester Bosch Greenstar 36CDi Compact fan-assisted room-sealed and wall-mounted COMBI boiler unit with standard flue, including all necessary new and adapted pipework within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

Supply and install an inline Scale Reducer in accordance with manufacturer's instructions.

BR01 Worcester Bosch Greenstar 15Ri

Provide and fit a Worcester Bosch Greenstar 15Ri fan-assisted room-sealed and wall-mounted boiler unit with standard flue, including all necessary new and adapted pipe work within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

BR02 Worcester Bosch Greenstar 18Ri

Provide and fit a Worcester Bosch Greenstar 18Ri fan-assisted room-sealed and wall-mounted boiler unit with standard flue, including all necessary new and adapted pipe work within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

BR03 Worcester Bosch Greenstar 24Ri

Provide and fit a Worcester Bosch Greenstar 24Ri fan-assisted room-sealed and wall-mounted boiler unit with standard flue, including all necessary new and adapted pipe work within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

BS01 Worcester Bosch Greenstar 12i System

Provide and fit a Worcester Bosch Greenstar 12i System fan-assisted room-sealed and wall-mounted boiler unit with standard flue, including all necessary new and adapted pipe work within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

BS02 Worcester Bosch Greenstar 15i System

Provide and fit a Worcester Bosch Greenstar 15i System fan-assisted room-sealed and wall-mounted boiler unit with standard flue, including all necessary new and adapted pipe work within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

BS03 Worcester Bosch Greenstar 18i System

Provide and fit a Worcester Bosch Greenstar 18i System fan-assisted room-sealed and wall-mounted boiler unit with standard flue, including all necessary new and adapted pipe work within 3m of the existing boiler position. (Where new boiler is

relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

BS04 Worcester Bosch Greenstar 24i System

Provide and fit a Worcester Bosch Greenstar 24i System fan-assisted room-sealed and wall-mounted boiler unit with standard flue, including all necessary new and adapted pipe work within 3m of the existing boiler position. (Where new boiler is relocated more than 3m from existing position, refer to AI-30, AI-31 and AI-32 as required).

SECTION 4: SCHEDULE OF RATES: ADDITIONAL ITEMS

AI01 Gas Supply – Meter to Boiler

Provide and fit a suitably sized gas pipe in copper tube with solder joints, run from the meter to serve the boiler.

AI02 Gas Supply – Cooker

Provide and fit a suitably sized gas pipe in copper tube with solder joints to proposed cooker position including end connections.

AI03 Gas Supply – Flex Connector

Connect cooker to new gas supply with approved flexible connector and cooker chain.

AI04 Gas Supply – Gas Fire

Provide and fit a suitably sized pipe in copper tube with solder joints to gas fire position as specified including end connections.

AI05 Gas Supply – From Adjacent Point

Run new correctly sized supply to boiler position from adjacent point.

AI06 Radiators

Supply and install 7 Nr. radiators to give the required heat output to the areas as listed with allowance made for heat emitted by any pipework in these spaces and the emission corrected by the necessary factor.

All radiators shall be securely fitted to walls with brackets provided or with purpose-made brackets where required.

Radiators shall be sited under the windows as far as possible and sized to match the window width. The position of kitchen radiators may be varied to suit layout.

Supply and install Danfoss Randall RA-FS radiator valve with RAS – C2 on heating flow and Danfoss Randall RLV – D Lockshield Valves on heating return.

For the radiator installed in the same room as the room thermostat supply and install Danfoss Randall RLV D Lockshield valves on both heating flow and return.

AI07 Radiator Addition/Omission

Allow for additional cost to supply and install one Nr. additional/fewer radiator as per AI-06.

AI08 Pipework

The heating circuits shall be two-pipe.

Provide and install heating circuit to all radiators and the primary circuit to hot water taps from boiler. All pipework shall be copper with solder joints.

Include for insulation to pipework as described within the Specification.

AI09 Electrical Supply

The final connection to each system shall be from fused spur outlet socket within 1m and adjacent to each boiler. All electrical wiring etc. necessary for the satisfactory operation of the system to be provided, installed and connected by the Contractor via wiring centre, including if necessary, a new main supply.

All work shall conform to the current IET Regulations. All exposed wiring to be installed in mini-trunking.

All work shall be carried out by a NICIEC registered electrician who shall issue test and completion certificates.

AI10 Cross-Bonding

Provide and fit bonding or cross-boding to new gas supply and new heating system as required (Including radiators) to conform to current IET Regulations. The Contractor is to supply a certificate of electrical worthiness on completion.

AI11 Loft Hatch

Form suitably sized hatch, woodwork to be primed, undercoated and glossed white on completion.

AI12 Washing Machine Connection

Allow for hot and cold-water supply pipework to washing machine. Include for hot and cold washing machine valves and connectors. Valves shall be sited so that they may be operated without removing washing machine from designated space. Allow 1m hot and cold-water pipework for pricing. Any additional length of pipework shall be as per AI-08 above.

AI13 Solid Floor Duct

Any pipework, which is to be installed in a solid floor, shall be ducted, using Pendock Profiles floor ducting. It shall be installed in accordance with the relevant current Codes of Practice and any specific requirements of the Local Water undertaking, using Pendock Profiles floor ducting.

AI14 Ducting

Allow for boxing-in all new and existing horizontal and vertical pipework adjacent to new boiler and within kitchen using 6mm birch plywood fixed to 25x50mm softwood battens (allow for access panels) or other suitable and approved ducting. Allow for decorative finish.

AI15 Insulation – 100mm

Provide and lay 100mm rolled glass mineral wool, CFC and HCFC free insulation to loft space as top up.

AI16 Insulation – 200mm

Provide and lay 200mm rolled glass mineral wool, CFC and HCFC free insulation to loft.

AI17 CO Detector

Supply and install mains powered CO detector. The detector shall also be provided with battery backup. The cost shall include for all associated wiring from the nearest suitable power point available. Wiring shall include an un-switched fuse spur next to CO detector. The Contractor is to supply a certificate on completion.

AI18 Cold-Water Supply

From mains stop-valve run suitably-sized copper pipe with solder joints complete with services valves to all cold-water outlets (taps) and tanks.

AI19 Controls

Supply and install single-channel 7-day programmer to control heating boiler. The programmer shall have integral boiler service interval control function. The programmer shall be manufactured by Danfoss or Honeywell.

AI20 Controls

Supply and install two-channel 7-day programmer to control heating and hot water. The control system shall include 2 Nr. two-port valve and actuators, hot water temperature sensor, room thermostat and wiring centre. The programmer shall have integral boiler service interval control function. The programmer shall be manufactured by Danfoss or Honeywell.

AI21 Room thermostat

Supply and install room thermostat suitable for above programmer as per Boiler Plus.

Hot-Water Cylinder

Supply and install indirect hot-water cylinder within airing cupboard. The cylinder shall be provided with 3kW immersion heater with safety cut off device. The price shall include for heating flow & return pipework connections, cold water connection, hot water outlet connection and all associated wiring.

AI22 120 litre range Hercul hot water cylinder grade 3, 2 or 1 as required

AI23 150 litre range Hercul hot water cylinder grade 3, 2 or 1 as required

AI24 Feed & Expansion Tank – Hot Water

Supply and locate in roof space 1 Nr. suitably-sized feed and expansion tank with lid, including 14mm HP ball valve and 100mm float with 22mm PVC overflow. Make all connections including mains cold water supply via suitable stop-valve, sited in a readily accessible position.

All of the above is to conform with By-law 30 (Cisterns storing water for domestic purposes).

Supply and fix insulation jacket: the Contractor shall lag all new water pipes within roof space using Armaflex or similar and approved.

AI25 Cold-Water Storage

Supply and locate in roof space 1 Nr. polypropylene 227-litre cold-water storage cistern with lid, including 14mm HP ball valve and 100mm float with 22mm PVC overflow. Make all connections including mains cold water supply via suitable stop-valve, sited in a readily accessible position.

All of the above is to conform with By-law 30 (Cisterns storing water for domestic purposes).

Supply and fix insulation jacket: the Contractor shall lag all new water pipes within roof space using Armaflex or similar and approved.

AI26 Storage Platform

Allow for constructing timber platform using 75x50mm softwood framing and 19mm ply base to provide adequate support for expansion and storage cisterns. Platform shall be positioned to distribute loading from cisterns over load-bearing walls.

AI27 TRVs

Install or replace TRV to existing radiator

AI28 Lockshield Valve

Install or replace Lockshield valve to existing radiator

AI29 Pipe Lagging

Install pipe lagging to existing pipework (any size)

Pipework

AI30 Install 15mm copper tubing either under floor or surface mounted

AI31 Install 22mm copper tubing either under floor or surface mounted

AI32 Install 28mm copper tubing either under floor or surface mounted

(Extra-over pipework code used only when AI-08 is not used, or only where new boiler is installed more than 3m from existing position)

AI33 Labour only

Rates for works within working hours that fall outside the scope of all installation codes.

AI34 Scaffolding

The contractor is expected to use appropriate equipment for high-level works such as ladders, trestle or towers, where these are not suitable and subject to Client Representative approval, supply scaffold priced on a per lift basis up to 3m wide.

Flues and Accessories

AI35 Standard telescopic flue kit (350-570mm): 100mm diameter - Horizontal RS Flue

AI36 Long telescopic flue kit (570-790mm): 100mm diameter - Horizontal RS Flue

- AI37** Extension flue kit (960mm): 100mm diameter - Horizontal RS Flue
- AI38** 2m flue extension: 100mm diameter - Horizontal RS Flue
- AI39** Short flue extension (220mm): 100mm diameter - Horizontal RS Flue
- AI40** 90-degree bend: 100mm diameter - Horizontal RS Flue
- AI41** 45-degree bend: 100mm diameter - Horizontal RS Flue
- AI42** High level horizontal flue adaptor: 100mm diameter - Horizontal RS Flue
- AI43** Support bracket kit: 100mm diameter - Horizontal RS Flue
- AI44** Support bracket kit (6 pack): 100mm diameter - Horizontal RS Flue
- AI45** Support bracket kit (CDi Compact): 100mm diameter - Horizontal RS Flue
- AI46** Support bracket kit (CDi Compact - 6 pack): 100mm diameter - Horizontal RS Flue
- AI47** Standard telescopic flue kit: 125mm diameter - Horizontal RS Flue
- AI48** Extension flue kit (960mm): 125mm diameter - Horizontal RS Flue
- AI49** 90-degree bend: 125mm diameter - Horizontal RS Flue
- AI50** 45-degree bend: 125mm diameter - Horizontal RS Flue
- AI51** High level horizontal flue adaptor: 125mm diameter - Horizontal RS Flue
- AI52** Support bracket kit: 125mm diameter - Horizontal RS Flue
- AI53** Support bracket kit (CDi Compact): 125mm diameter - Horizontal RS Flue
- AI54** Vertical 1,090mm balanced flue kit (inc adaptor): 100mm diameter - Vertical RSF Flue
- AI55** Extension flue kit (960mm): 100mm diameter - Vertical RSF Flue
- AI56** 2m flue extension: 100mm diameter - Vertical RSF Flue
- AI57** Short flue extension: 100mm diameter - Vertical RSF Flue
- AI58** 90-degree bend: 100mm diameter - Vertical RSF Flue
- AI59** 45-degree bend: 100mm diameter - Vertical RSF Flue
- AI60** Flashing: flat roof: 100mm diameter - Vertical RSF Flue
- AI61** Flashing: pitched roof: 100mm diameter - Vertical RSF Flue
- AI62** Vertical balanced flue kit (inc. adaptor): 125mm diameter - Vertical RSF Flue
- AI63** Extension flue kit (960mm): 125mm diameter - Vertical RSF Flue
- AI64** 90-degree bend: 125mm diameter - Vertical RSF Flue
- AI65** 45-degree bend: 125mm diameter - Vertical RSF Flue
- AI66** Flashing: flat roof: 125mm diameter - Vertical RSF Flue
- AI67** Flashing: pitched roof: 125mm diameter - Vertical RSF Flue
- AI68** Plume management kit: Plume management system
- AI69** Extension (1,000mm): Plume management system
- AI70** 90-degree bend: Plume management system

- AI71** 45-degree bend (pair): Plume management system
- AI72** Terminal guard round: Plume management system

CONTRACTOR'S COMPLETION CERTIFICATE (Example)

Address:			
Operative		Date Installed	
Boiler Type:		Location:	
Serial Number:		GC Number:	
Programmer		No of Rads:	
Scale Reducer:		Loft Insulation:	Installed YES / NO

I confirm that I have inspected the installation in the above address and certify that:

	Tick	
1		The above information is correct
2		All making good and builders works has been completed
3		Ducting has been installed
4		The system has been thoroughly flushed/cleansed through and inhibitor added
5		Test has been completed to certify item 4 above; certificate attached
6		The system has been balanced correctly
7		The gas appliance has been correctly gas-rated
8		The gas installation is sound. LGSR attached
9		The electrical installation conforms to the IET regulations, certificate attached
10		The flue has been checked is sound, secure and conforms to all regulations
11		The chimney has been swept; certificate attached
12		The system is watertight and conforms to all by-law requirements
13		The system has been thoroughly heat tested
14		CO detector is present and working correctly
15		Appropriate Building Regulation; certificate attached
16		The Resident has been given the emergency telephone number and Contractor's information card; instructed on how the system operates and how to use it economically; provided with operating instructions and radiator keys (as applicable)
17		Scaffold; certificate attached , if applicable
18		Benchmark Book completed correctly; certificate attached

I confirm that the installation is in good working order as specified and that all the contract requirements and specification have been complied with and the installation is now ready for handover and inspection.

COMMENTS:

Contract Supervisors Signature: Name:

I the Resident certify the heating system has been installed, I have been instructed on its use, provided with a user guide and I am happy with the works completed and that the system is functioning as I would expect.

Resident's Name: Signature: Date:

Ref No	Subject	Date	Message
11.1.1	RE: Clarifications	24/04/2019 15:17	<p>Afternoon,</p> <p>Please see below:</p> <p>Can you please provide details of how the co-located administrator roles will work for each contract? Will each of the roles be based in EKH's local/district offices? This is for each bidder to define within their offer.</p> <p>There is an EKH district office for each Employer and one admin will be based in each office as a two-way conduit. There will be an expectation for the administrators to come together periodically at EKH's offices for meetings.</p> <p>Please can we confirm that the contractor will be the first point of contact for residents raising repair requests?</p> <p>Yes, but it is inevitable that some will contact their local Council or EKH in the first instance.</p> <p>If the contractor is to direct call handle, how do you envisage this would work with the co-located administrator roles if they are based in EKH's local/district offices? Or is the contractor required to provide a centralised call centre cover all 4 clients in addition to the four co-located administrators?</p> <p>This is for each bidder to define within their offer.</p> <p>However, it is improbable that a single co-located administrator will be able to provide 24/7 call centre cover.</p> <p>Can you please provide a repairs/breakdown profile for each client for the last 3 years?</p> <p>No – we don't hold this information</p> <p>Kind regards</p>
11.1.2	RE: Clarifications	25/04/2019 13:01	<p>Good afternoon,</p> <p>Can you please confirm the IT/works management systems used by EKH and/or the 4 respective councils?</p> <p>EKH is currently working with the 4 respective councils to integrate all of them to the Northgate Public Services (Housing System) it is anticipated that this system will be active in time for the commencement of this contract.</p> <p>Kind regards</p>
11.1.3	RE: Clarifications	02/05/2019 08:43	<p>Morning,</p> <p>Please see response below.</p> <p>Q. Can you please provide a repairs/breakdown profile for each client for the last 3 years?</p> <p>A. No - sorry, we do not hold this information.</p> <p>Regards</p>
22.1.1	RE: Co located Liaison and RLO	02/05/2019 13:15	<p>Good afternoon,</p> <p>All costs under the Contract shall be invoiced to each Client Council in a format to be agreed.</p> <p>Kind regards</p>
26.1	Clarifications	29/04/2019 11:21	<p>Good morning,</p> <p>Please can you answer the following clarifications for us?</p> <p>1) Can you please confirm if this is to be award to one single contractor or split into multiple contractors.</p> <p>2) We have noticed on the TUPE information that engineers are On Call, Can you please confirm if when on call they receive a stand by amount, If so please confirm what the amount is?</p> <p>3) We have noticed that there is no repair history but you are asking us to provide a cost for repairs per property. Could you please provide any information around repairs history?</p> <p>Thank you kindly in advance.</p> <p>Lisa Impey Business Development Assistant</p>
26.1.1	RE: Clarifications	02/05/2019 13:19	<p>Good afternoon,</p> <p>1) Can you please confirm if this is to be award to one single contractor or split into multiple contractors.</p> <p>The Contract is to be awarded to one contractor.</p> <p>2) We have noticed on the TUPE information that engineers are On Call, Can you please confirm if when on call they receive a stand by amount, If so please confirm what the amount is?</p> <p>This information has been requested and will be supplied upon receipt.</p> <p>3) We have noticed that there is no repair history but you are asking us to provide a cost for repairs per property. Could you please provide any information around repairs history?</p> <p>No - we don't hold this information.</p> <p>Kind regards</p>

27.1.1	RE: Q1 Planning and resourcing	02/05/2019 13:20	<p>Good afternoon,</p> <p>Q. For complete clarity, please can you confirm that the first part of Q1 is just in regards to how we will plan and manage servicing works ONLY?</p> <p>A. yes that's correct.</p> <p>Regards</p>
28.1.1	RE: Clarifications on the East Kent Housing Tender	02/05/2019 13:28	<p>Good afternoon,</p> <p>Please see below:-Breakdown and repair costs – Are there any condition surveys with lifecycle information on the properties to enable this to be priced accordingly?</p> <p>No - we don't hold this information.Replacement under maintenance –“Servicing is to include for all call-outs during working and out-of-hours and for the diagnosis of any fault together with all labour to complete such diagnosis or repair together with the provision of all parts or component parts” Does this cover replacement items as well as parts, such as radiators etc or will these be valued within the additional works section?</p> <p>Every existing component or part of an existing system is covered for replacement within the all-in cost should this be required for the continuing satisfactory performance of the systemNo previous details of servicing and repairs has been issued? – Will the servicing be spread equally over the year or in peaks and troughs?</p> <p>The servicing shall be driven by the LGSR anniversary.In appendix A 6.13Q there is a flow chart which shows the first appointment to be made at day -54, and a second appointment at day -47. Please note that if all servicing was carried out 54 days prior to expiry, this would work out as an additional 14% of services being required during each year. Could you please clarify if the Number of services shown in the pricing document is per service or per property?</p> <p>The servicing shall be driven by the LGSR anniversary. The breakdowns/repairs will be as they occur.Checks on Communal dwellings – Is there a record of where gas is laid on in any communal dwellings, i e. for fires or cookers and if all communal dwellings have smoke and/or CO detectors that need servicing, and are these measured elsewhere or will they need to be valued in the safety inspection of the communal pricing tab?</p> <p>These are recorded with the domestic boiler schedule and should be priced within the Servicing & Safety Inspection column.Are there any recent records of reactive call outs made in each area?</p> <p>No - we don't hold this information.</p> <p>On responsive repairs – In the communal areas, when works are valued over £500, this is to be treated as an extra item, is this the same for a single domestic property not in a communal area, and would this also apply to repairs under maintenance?</p> <p>NoWe note that there will be four separate contracts issued, due to the large size of the proposal would the client be prepared to accept an offer for part of the four areas and to employ more than one contractor, by doing so would make the contracts more manageable and might offer a ready alternative to an area should there be a failure?</p> <p>The contract is to be awarded to one contractor across all four areas.</p> <p>Kind regards</p>
29.1.1	RE: Clarifications	02/05/2019 08:51	<p>Good Morning,</p> <p>The Pricing Document should be read in conjunction with the Specification (Volume 5) where there are further descriptions.</p> <p>Regards</p>

33.1.1	RE: Clarification request	02/05/2019 13:38	<p>Good afternoon, Please see below: We have noted within your specification that you required administrators to have a qualification equivalent to Institute of Customer service. Can you provide a list of acceptable qualifications. This is for each bidder to define within their offer. Can you confirm the number of properties that became void in the last year 842 across the four Councils that required the attention of the Gas Contractor Please can you confirm the total day time repair volumes for the last 12 months? No - we don't hold this information Please can you confirm the total out of hours repair volumes for the last 12 months? No - we don't hold this information Can you provide a comprehensive list of jobs including reported fault etc and also outcome including details for the last year. No - we don't hold this information. Please can you confirm that payment for servicing will be based on submission of LGSR or 1/12th of the total service sum including the service cycle? Submission of LGSR Please can you confirm that repairs will be paid on a 1/12th basis? Yes Please can you confirm the mechanism for annual inflation uplifts on the contract? As described in the Contract Particulars for Clause 5.6.1 Can you confirm if there is a planned install program? Yes; dependent on Client annual budget Can you confirm the number of boiler installed\replaced in the last 3 year. 1,259 in the last two Financial Years Can you confirm how jobs are received. Is there an I.T. requirement. Please refer to the Specification, particularly Volume 1; Section 5 Kind regards</p>
34.1	Clarifications	01/05/2019 16:08	<p>Good afternoon, We have noticed within the document you have asked for 1 Resident Liaison for each client, can you please confirm if this is a dedicated 100% resource for each client or 100% split over each of the areas? Thank you kindly in advance. Lisa Impey Business Development Assistant</p>
34.1.1	RE: Clarifications	02/05/2019 08:54	<p>Morning, Please see below. Q. We have noticed within the document you have asked for 1 Resident Liaison for each client, can you please confirm if this is a dedicated 100% resource for each client or 100% split over each of the areas? A. 100% RLO for each Client Council Regards</p>

BOILER SCHEDULE

Appendix B – Boiler Schedules

redacted from this copy

document contains a list of properties
and the details of the heating systems installed at the time of tender

COMMUNAL BOILER ATTRIBUTES SCHEDULE

System Attributes

Recently Renewed and In Defects
Being Renewed or Tendered
Building Under Refurbishment

UPRN	Address	PostCode	Attr_Ref	Attr_Type	Attr_Make	Attr_Function
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	BLR 1	150 KW	Ideal Evomax 150	H & HW
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	BLR 2	150 KW	Ideal Evomax 150	H & HW
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Flue 1	Open flued - Common header	stainless steel	
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Pump 1	Twin head inverta driven	Grundfos Magna 1D 40-60	Hot water primary pump
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Pump 2	Twin head inverta driven	Grundfos Magna 1D 50-60	Heating pump
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Pump 3	Single Head Inverter Driven	Grundfos Magna 1 40-60	Hot water return pump
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Valve 1	Three port valve	Satchwell	Compensated heating valve
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Valve 2	Two port Valve	Blacks Teknigas solinoid valve	Gas SSOV
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Valve 3	Three port valve	ESBE with a Staffa actuator	Hot water control valve
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Valve 4	Three port valve	ESBE with a Belimo actuator	Hot water control valve
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	CAL 1	Indirect open vented cylinder	Lochinver sivs110	
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	CAL 2	Indirect open vented cylinder	Lochinver sivs110	
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	SysCont	Wall mounted panel	Southern Controls Services ltd	
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	ExpVess	Floor standing bladder type vessel	Boss 200 litres	
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	PressUnit	Wall mounted	Jet 130d	
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	Comp/Opti	Panel mounted	Siemens RVL 480	
211370000000(2019)	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE	CT18 8LX	PRVent	Louver and Grill	Wooden door	
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	BLR 1	101 KW	Hamworthy Warmwell condensing	H & HW
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	BLR 2	101 KW	Hamworthy Warmwell condensing	H & HW

Appendix C - Commercial Boiler Attributes

UPRN	Address	PostCode	Attr_Ref	Attr_Type	Attr_Make	Attr_Function
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	BLR 3	101 KW	Hamworthy Warmwell condensing	H & HW
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Flue 1	Open flued	Plastic	
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Pump 1	Twin head fixed shaft	Grundfos UMC50/60	Boiler shunt pump
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Pump 2	Twin head inverter driven	Grundfos Magna 3D 50-60	Hot water primary pump
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Pump 3	Twin head fixed shaft	Grundfos UPS 50-120	H
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Pump 4	Single head	Grundfos UPD 40-50 F	Hot water return
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Valve 1	3 port	Siemens SQL 33	Compensated heating
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Valve 2	3 port	Siemens SQL 33	Hot water control
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	CAL 1	Indirect open vented cylinder	Hoval CT 420 litres	
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	SysCont	Wall mounted panel	Berkley Enterprises	
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	Comp/Opti	Panel mounted	Landis & GYR Sigmagyr	
104060000000	Bradford Court, Foord Road, FOLKESTONE	CT20 1HL	PRVent	Louvre Door		
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	BLR 1	70 KW	Vaillant ecoTec plus 637	H & HW
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Flue 1	Concentric	Aluminium and plastic	
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Pump 1	Single head	Vaillant UPML 25/105	Boiler shunt pump
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Pump 2	Twin head inverter driven	Grundfos Magna 1D 32-80	H & HW
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Pump 3	Single head	SMC 160/45B	Hot water return
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Pump 4	Single head	Grundfos UPS 15-50 B	Hot water return
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Valve 1	2 port	Blacks Teknigas solinoid valve	Gas SSOV
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Valve 2	2 port	Honeywell 28mm 4043h	Hot water control
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	Valve 3	2 port	Enolgas 32mm	Heating control
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	CAL 1	Indirect unvented	Boss 300 litre	
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	SysCont	Time clocks only	Danfoss cp715Si	
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	ExpVess	Wall mounted vessel	Zilmet 18 litre	
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	PressUnit	Floor standing	Boss Digital	
123110000000	Glenlea, 33 Cheriton Gardens, FOLKESTONE	CT20 2AP	PRVent	Ducted air	Stainless steel duct and old flue	
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	BLR 1	115 KW	Broag Remeha Quinta pro	H & HW
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	BLR 2	115 KW	Broag Remeha Quinta pro	H & HW
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Flue 1	Cascade system	Plastic and Stainless steel	
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Pump 1	Single head fixed shaft	Grundfos ups 25-60	Cylinder 1 primary pump
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Pump 2	Single head fixed shaft	Grundfos ups 25-60	Cylinder 2 primary pump
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Pump 3	Twin head inverta driven	Grundfos Magna 3D 50-120	Heating pump
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Pump 4	Single head fixed shaft	Grundfos ups 25-80	Boiler 1 shunt pump
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Pump 5	Single head fixed shaft	Grundfos ups 25-80	Boiler 2 shunt pump
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Valve 1	2 port	Honeywell 22mm	Hot water control valve
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Valve 2	2 port	Honeywell 22mm	Hot water control valve
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Valve 3	3 port	ESBE with a Esbe actuator 50mm	Heating valve
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Valve 4	2 port	Blacks Teknigas solinoid valve	Gas SSOV
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	CAL 1	indirect unvented	Range Tribune HE 300 litres	
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	CAL 2	Indirect unvented	Range Tribune HE 300 litres	
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	SysCont	Wall mounted panel	Palace Tech Ltd	

Appendix C - Commercial Boiler Attributes

UPRN	Address	PostCode	Attr Ref	Attr_Type	Attr_Make	Attr_Function
				Floor standing bladder type		
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	ExpVess	vessel	Jet 300 litres *2	
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	PressUnit	Wall mounted	Jet Digital	
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	Comp/Opti	Panel mounted	Coster XTE 611	
308220000000(2019)	Mackeson Court, Military Road, HYTHE	CT21 5BJ	PRVent	Ducted	No make visible	
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	BLR 1	80 KW	Hamworthy Purewell 80pp	H & HW
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	BLR 2	80 KW	Hamworthy Purewell 80pp	H & HW
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	BLR 3	80 KW	Hamworthy Purewell 80pp	H & HW
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Flue 1	Open flued - Common header	Stainless steel	
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Pump 1	Single head fixed shaft	Grundfos ups 15 / 50 n	De stratification pump
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Pump 2	Single head fixed shaft	Grundfos ups 2 15 / 50 / 60	Hot water return pump
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Pump 3	Single head fixed shaft	Grundfos ups 32-55	Hot water primary pump
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Pump 4	Twin head fixed shaft	Grundfos upsd 50-60	Heating pump
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Pump 5	Twin head inverta driven	Grundfos Magna 1D 50-60	Boiler shunt pump
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Valve 1	Three port valve	Satchwell	Hot water control valve
						Compensated heating
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Valve 2	Three port valve	ESBE with a Esbe actuator	valve
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	CAL 1	Indirect open vented cylinder	Ryco 900 litres	
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	SysCont	Wall mounted panel	No make visible	
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	Comp/Opti	Panel mounted	Siemens RVL 480	
308340000000(2019)	Halliday Court, Sir John Moore Avenue, HYTHE	CT21 5DQ	PRVent	Louver	Wooden door	
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	BLR 1	126 KW	MHS Regency Slimline	H & HW
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	BLR 2	126 KW	MHS Regency Slimline	H & HW
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	BLR 3	126 KW	MHS Regency Slimline	H & HW
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Flue 1	Open flued - Common header	Stainless steel	
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Pump 1	Twin head fixed shaft	Grundfos UPS 40-50	Hot water primary
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Pump 2	Twin head fixed shaft	Grundfos UMC65/60	H
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Pump 3	Single head	Grundfos UP 20-45	Hot water return
						Compensated heating
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Valve 1	3 port	Landis & GYR SQL 33	valve
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Valve 2	3 port	Siemens SQS 35	Hot water control
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Valve 3	3 port	Landis & Gyr	Hot water control
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	CAL 1	Indirect open vented cylinder	no make visible - 750 litres approx	
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	CAL 2	Indirect open vented cylinder	no make visible - 750 litres approx	
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	SysCont	Wall mounted panel	Heventac	
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	Comp/Opti	Panel mounted	Landis & GYR RVL 45	
308450000000	Win Pine House, Lyell Close, HYTHE	CT21 5JD	PRVent	Louvre Door and Wall Grill	Wooden door	
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	BLR 1	101 KW	Hamworthy Warmwell condensing	H & HW
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Flue 1	Room sealed	Stainless steel	
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Pump 1	Twin head fixed shaft	Grundfos USPD	Boiler shunt pump
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Pump 2	Single head	Grundfos UPS 15-50 B	Hot water return

Appendix C - Commercial Boiler Attributes

UPRN	Address	PostCode	Attr_Ref	Attr_Type	Attr_Make	Attr_Function
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Pump 3	Single head	Grundfos UPS 15-50	Hot water primary
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Pump 4	Twin head inverter driven	Grundfos UPED 65-120	H
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Valve 1	2 port	Danfoss HPA2	Hot water control
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Valve 2	2 port	Blacks Teknigas powerseat	Gas SSOV
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	CAL 1	Indirect unvented	Megaflow 125 litres	
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	SysCont	Wall mounted panel	Palace Tech Ltd	
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	ExpVess	Floor standing bladder type	Boss 80 litre	
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	PressUnit	Wall mounted	Mikrofill EFD 80 litres	
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	Comp/Opti	Panel mounted	Coster DTE611	
410170000000	Prescott House, Rolfe Lane, NEW ROMNEY	TN28 8JR	PRVent	Louvre doors and grills		
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	BLR 1	118 KW	Hamworthy Purewell	H & HW
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	BLR 2	118 KW	Hamworthy Purewell	H & HW
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	BLR 3	118 KW	Hamworthy Purewell	H & HW
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	Flue 1	Open flued - Common header	Stainless steel	
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	Pump 1	Single head	Grundfos UPS 40-60	Boiler shunt pump
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	Pump 2	Single head	Grundfos UPS 40-60	Boiler shunt pump
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	Pump 3	Single head	Grundfos UPS 40-60	Boiler shunt pump
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	Pump 4	Twin head fixed shaft	Grundfos UPED 65-120	Heating and hot water supply
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	Valve 1	2 port	Blacks Teknigas solinoid valve	Gas SSOV
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	SysCont	Wall mounted panel	Sussex controls	
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	ExpVess	Floor standing bladder type	Reflex 280 litre	
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	PressUnit	Wall mounted	Mikrofill EFD 280	
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	Comp/Opti	Panel mounted	Drayton DC1100	
613320000000	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH	TN29 0PP	PRVent	Louvre doors	Wooden door	
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	BLR 1	125 KW	Ideal Concord C330	H & HW
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	BLR 2	105 KW	Ideal Concord C330	H & HW
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	BLR 3	105 KW	Ideal Concord C330	H & HW

Appendix C - Commercial Boiler Attributes

UPRN	Address	PostCode	Attr_Ref	Attr_Type	Attr_Make	Attr_Function
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	Flue 1	Open flued - Common header	Stainless steel	
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	Pump 1	Single head fixed shaft	Pullen SKK 50b	Hot water primary
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	Pump 2	Twin head fixed shaft	Grundfos UPSD 65-120	H
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	Valve 1	2 port	Honeywell 28mm 4043h	Hot water control
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	CAL 1	Indirect open vented cylinder	Gledhill 182 litres	
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	SysCont	Time clock only	Sangarmo	
512090000000	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH	TN29 9BJ	PRVent	Louvre grills		

CONTRACTOR'S TENDER DOCUMENT

Heating Systems Servicing, Maintenance and Inspections with Installation Works



Invitation to Tender Response Document

Dated 1st April 2019

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Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion¹. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

Supplier Selection Questions: Part 3

The procurement document will provide instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to amend the contract award decision and award to the next compliant bidder.

Consequences of misrepresentation

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

¹ For the list of exclusion please see
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf

**Heating Systems Servicing, Maintenance and Inspections
with Installation Works**

PROCUREMENT PROCEDURE - OPEN

Notes for completion

1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential supplier completing this Standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

Part 1: Potential supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential supplier information	
Question number	Question	Response
1.1(a)	Full name of the potential supplier submitting the information	Gas Call Services Ltd
1.1(b) – (i)	Registered office address (if applicable)	2 Queenslie Court, Summerlee St, Glasgow G33 4DB
1.1(b) – (ii)	Registered website address (if applicable)	www.gascall.co.uk
1.1(c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	Limited Company
1.1(d)	Date of registration in country of origin	02 Feb 1996
1.1(e)	Company registration number (if applicable)	SC163066
1.1(f)	Charity registration number (if applicable)	
1.1(g)	Head office DUNS number (if applicable)	494914914
1.1(h)	Registered VAT number	993 8579 39
1.1(i) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes x No <input type="checkbox"/> N/A <input type="checkbox"/>
1.1(i) - (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	Gas Safe Register – 155808
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes x No <input type="checkbox"/>
1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	Gas Safe Register – 155808
1.1(k)	Trading name(s) that will be used if successful in this procurement	Gas Call Services
1.1(l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public service mutual	Not Applicable

1.1(m)	Are you a Small, Medium or Micro Enterprise (SME) ² ?	Yes x No <input type="checkbox"/>
1.1(n)	<p>Details of Persons of Significant Control (PSC), where appropriate: ³</p> <ul style="list-style-type: none"> - Name; - Date of birth; - Nationality; - Country, state or part of the UK where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. ⁴ <p>(Please enter N/A if not applicable)</p>	<p>Shaun Michael David Maclean July 1970 British England Unit 19 Hurricane Court, Hurricane Drive, Speke, Liverpool, L24 8RL 28th August 2018 Ownership of shares – More than 25% but not more than 50%</p> <p>Martin David Holmes September 1966 British England Unit 19 Hurricane Court, Hurricane Drive, Speke, Liverpool, L24 8RL 28th August 2018 Ownership of shares – More than 25% but not more than 50%</p>
1.1(o)	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	<p>MIMA Enterprises Ltd 2 Queenslie Court Summerlee St Glasgow G33 4DB</p> <p>Reg No: SC246709</p>
1.1(p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	<p>Duality Group Ltd Unit 19, Hurricane Court Hurricane Drive Speke Liverpool L24 8RL</p> <p>Reg No: 10236858</p>

² See EU definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

³ UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. [See PSC guidance.](#)

⁴ Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award.

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

Please provide the following information about your approach to this procurement:

Section 1		Bidding model				
Question number	Question	Response				
1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.				
1.2(a) - (ii)	Name of group of economic operators (if applicable)	Not applicable as Gas Call Services will not be a supporting bidder for this contract.				
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	n/a				
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
1.2(b) - (ii)	If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.					
	Name					
	Registered address					
	Trading status					
	Company registration number					
	Head Office DUNS number (if applicable)					
	Registered VAT number					
	Type of organisation					
	SME (Yes/No)					
	The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables					
	The approximate % of contractual obligations assigned to each sub-contractor					

Contact details and declaration


I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
Question number	Question	Response
1.3(a)	Contact name	[REDACTED]
1.3(b)	Name of organisation	Gas Call Services Ltd
1.3(c)	Role in organisation	Business Development Manager
1.3(d)	Phone number	[REDACTED]
1.3(e)	E-mail address	[REDACTED]
1.3(f)	Postal address	Unit 19 Hurricane Court, Hurricane Drive, Speke, Liverpool, L24 8RL
1.3(g)	Signature (electronic is acceptable)	
1.3(h)	Date	8 th May 2019

Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2	Grounds for mandatory exclusion	
Question number	Question	Response
2.1(a)	<p>Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this webpage, which should be referred to before completing these questions.</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p>	
	Participation in a criminal organisation.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 2.1(b)
	Corruption.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 2.1(b)
	Fraud.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 2.1(b)
2.1(b)	<p>If you have answered yes to question 2.1(a), please provide further details.</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p> <p>Identity of who has been convicted</p> <p>If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	Yes <input type="checkbox"/> No <input type="checkbox"/>

2.3(a)	Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3	Grounds for discretionary exclusion	
	Question	Response
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	
3.1(a)	Breach of environmental obligations?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1 (c)	Breach of labour law obligations?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2

3.1(e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes please provide details at 3.2
3.1(j)	Please answer the following statements	
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 3.2
3.1(j) - (ii)	The organisation has withheld such information.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 3.2
3.1(j) -(iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 3.2
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes please provide details at 3.2

3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	
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Part 3: Selection Questions⁵

Section 4	Economic and Financial Standing	
	Question	Response
4.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	Yes x No <input type="checkbox"/>
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.2	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out. The minimum annual turnover required is £8M	Yes x No <input type="checkbox"/>

Section 5	If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:	
Name of organisation	MIMA Enterprises Ltd	
Relationship to the Supplier completing these questions	Parent Company	

5.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes x No <input type="checkbox"/>
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes x No <input type="checkbox"/>
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

⁵ See Action Note 8/16 Updated Standard Selection Questionnaire

Section 6	Technical and Professional Ability
6.1	<p data-bbox="376 292 981 323">Relevant experience and contract examples</p> <p data-bbox="376 355 2060 459">Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p data-bbox="376 491 2060 523">The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p data-bbox="376 555 2060 691">Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p data-bbox="376 722 2060 826">Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p data-bbox="376 858 1003 890">If you cannot provide examples see question 6.3</p>

	Contract 1	Contract 2	Contract 3
Name of customer organisation			
Point of contact in the organisation			
Position in the organisation	Gas Contract Manager	Gas Manager	Technical Services Manager
E-mail address			
Description of contract	<p>Gas Maintenance & Servicing Contract – Social Housing</p> <p>Properties: 17,000+</p> <p>Scope of works; includes for:</p> <ul style="list-style-type: none"> the advanced monthly programming and planning of servicing of gas appliances and ensuring that the appliances/systems are serviced correctly and in compliance with current Gas Industry regulations and manufacturer's instructions reactive repairs/breakdowns to systems under contract 24/7 every day of the year (this includes for Emergency, Urgent & Routine breakdown calls) 	<p>Domestic Repair and Maintenance Framework Agreement – Gas Repair and Maintenance Works</p> <p>Properties: 7,000 +</p> <p>Scope of works: includes for:</p> <ul style="list-style-type: none"> The provision of servicing gas appliances, ensuring that the appliances/systems (including Smoke/carbon monoxide detectors) are serviced correctly and in compliance with current Gas Industry regulations (Gas Safety (Installation and Use) Act 1998) and manufacturer's instructions, within twelve months of the previous service. Production of Landlord Gas Safety certificate to the client and resident 	<p>Gas Servicing and Maintenance Term Contract 2017 – 2021</p> <p>Properties: 1,800+</p> <p>Scope of works; includes for:</p> <ul style="list-style-type: none"> the advanced monthly programming and planning of servicing of gas appliances and ensuring that the appliances/systems are serviced correctly and in compliance with current Gas Industry regulations and manufacturer's instructions reactive repairs/breakdowns to systems under contract 24/7 every day of the year (this includes for Emergency, Urgent & Routine breakdown calls)

	<ul style="list-style-type: none"> • renewable heating & hot water systems (ASHP & Solar HW) • void property checks/inspections • upgrade works to heating systems as per instructions from ACC – replacement boilers, fitting of radiators etc • Fitting/testing/maintaining of carbon monoxide and safety detectors • Delivering works safely in compliance with Health and Safety Act and with exceptional customer service. • Provide access to Live information on the contract. <p>Our delivery of the scope: This contract is managed and operated from our local office in Aberdeen with full support from our Head Office in Glasgow 24/7.</p> <p>The local directly employed workforce dedicated to this contract consists of 45 ACS qualified engineers. All directly employed by Gas Call. However we support the local economy in which we work with 7 local firms for works out of our experts in the delivery of this contract such as carpenters, asbestos removal, scaffolding, etc.</p>	<p>in line with GS(I&U) Regulations, Regulation 36 and 26(9).</p> <ul style="list-style-type: none"> • Working in line with Edinburgh's No access procedure. • Reactive repairs/breakdowns to heating & hot water systems in Domestic properties 24/7 every day of the year (this includes for Emergency, Urgent & Routine breakdown calls) • Annual servicing and safety checks to Commercial properties in line with current legislation and manufacturers instructions • Heating & hot water systems in Commercial properties 24/7 every day of the year (this includes for Emergency, Urgent & Routine breakdown calls) • Void property checks/inspections • Upgrade works to heating systems as per instructions from Edinburgh – replacement boilers/heating systems, fitting of radiators etc • Fitting/testing/maintaining of carbon monoxide and safety detectors • Carry out a minimum of 10% inspections by a qualified inspector. • Delivering works safely in compliance with Health and Safety 	<ul style="list-style-type: none"> • heating & hot water systems in Commercial properties 24/7 every day of the year (this includes for Emergency, Urgent & Routine breakdown calls) • renewable heating & hot water systems in Domestic and Commercial properties • void property checks/inspections • upgrade works to heating systems as per instructions from [REDACTED] – replacement boilers, fitting of radiators etc • Fitting/testing/maintaining of carbon monoxide and safety detectors • Delivering works safely in compliance with Health and Safety Act and with exceptional customer service. • Provide access to Live information on the contract. <p>Our delivery of the scope: This contract is managed and operated from our local office in Fife with full support from our Head Office in Glasgow 24/7.</p> <p>The delivery team of directly employed and locally based, containing 11 ACS qualified engineers.</p>
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	<p>All our operatives vehicles are equipped with stock that is relevant to the contracts boiler portfolio to ensure a high level of first time fixes is achieved.</p> <p>On this contract we use our real time Asset Management system – Job Logic which has the capability manage our delivery, deploy jobs to our operatives, to provide real time information on planning and reactive works and interface with client systems. We have a secure client log-in portal available via our website that allows clients direct real-time information on their properties from which reports can be generated to suit their needs.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>Act and with exceptional customer service.</p> <ul style="list-style-type: none">• Provide access to Live information on the contract. <p>Our delivery of the scope: The contract is managed and operated from our local office in Edinburgh, supported by our head office in Glasgow.</p> <p>Our offices operate on a 24/7 basis every day of the year. This includes for our directly employed and experienced 24/7 call centre that handle all calls and work instructions from Edinburgh and their residents.</p> <p>Currently we have 21 staff successfully delivering this contract locally within Edinburgh and all operational management and workforce, whom are directly employed, are Gas Safe registered, holding relevant ACS qualifications and are trained in the contractual and Health and Safety requirements of the contract.</p> <p>All our engineers’ vehicles are equipped with stock that is relevant to the contracts boiler portfolio to ensure a</p>	<p>All our operatives’ vehicles are equipped with stock that is relevant to the contracts boiler portfolio to ensure a high level of first time fixes is achieved.</p> <p>On this contract we use our real time Asset Management system – Job Logic which has the capability manage our delivery, deploy jobs to our operatives, to provide real time information on planning and reactive works and interface with client systems.</p> <p>[REDACTED] have secure access to our web portal function, providing sight of real-time information on their properties from which reports can be generated to suit their needs.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <table><tr><td>[REDACTED] [REDACTED] [REDACTED]</td><td>[REDACTED] [REDACTED]</td></tr></table>	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
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	<div>[REDACTED]</div> <div>[REDACTED]</div>	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	<div>Currently we have 21 directly employed ACS qualified engineers on this contract.</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	<div>[REDACTED]</div>
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	<div>We introduced a robust access programme to eliminate repeat no access.</div>		<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	<div>[REDACTED]</div> <div>[REDACTED]</div>	

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Contract date	Start	January 2013	July 2017	June 2017
Contract completion date		March 2020	June 2021	June 2021
Estimated contract value		£2.5m pa	£1m pa	£250,000 pa

6.2	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p>
	<p>Gas Call prides itself on fully utilising our in house capabilities, and this proposal remains no different. All core tasks are carried out with directly employed local staff, this includes all administrative staff, managers, operatives and necessary support staff.</p> <p>However on some occasional specialist works such as scaffolding and licensed asbestos removals may need to be carried out by sub-contractors. Gas Call carry out a complete vetting programme for all proposed sub-contractors including health and safety, risk assessments and method statements, waste and ISO procedures, customer care, sustainability and local commitment as well as CRB checks.</p> <p>All subcontractors are given a full company and contract specific induction and all KPI's and targets are shared and measured jointly. All supply chain partners are regularly reviewed and feedback sessions are held, importantly this process is carried out not only with the local management teams but also the operatives working in the field, promoting trust and a true sense of partnership and being involved with the contract. Gas Call would encourage Fareham to be part of this process and offer feedback to management and operatives on a regular and on-going basis.</p> <p>All sub-contractors will have a full induction and training for our management system. We would set an agreed suite of measures, this would allow the sub-contractor to access and input details directly on to our system to ensure all measures are recorded accurately and fairly. As with all measures any areas that highlight areas we can improve on will be jointly discussed and any improvements to the systems are discussed and agreed together. We operate a structure of on-going improvement and this forms a vital part of that function. Again we would actively encourage Fareham to be part of this process.</p> <p>Training sessions are prepared jointly and use of our training facility is offered to all partners. This is done as any improvements create a shared benefit not only for our reputation but also the performance on the contract for both the customer and our clients. It is also a vital part of Gas Call's philosophy of continuous improvement and partner skills development.</p>

	<p>Gas call also understand the importance the importance of regular payments to the supply chain and before the commencement of each project we ensure that:</p> <ul style="list-style-type: none"> • Clear guidance is given to suppliers <p>Proving clear easily assessable guidance on payment procedures and ensuring an agreed system in in place for any disputes that may arise</p> <ul style="list-style-type: none"> • Pay suppliers on time <p>Payment terms are agreed at start of a contract, no attempt will be made to change payment terms and we treat all suppliers large and small with the same payment terms.</p> <ul style="list-style-type: none"> • Encourage Good Practice <p>We request that our commitments to pay on time is adopted within our subcontractors own supply chain. This is something we actively monitor and step in if need be.</p> <p>All payment terms and measures will become part of the measures reported on throughout the contract and be shared with all supply chain partners, subcontractors and the clients themselves</p>
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6.3	If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.

Section 7		Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015
7.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes <input type="checkbox"/> N/A <input checked="" type="checkbox"/>
7.2	If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes <input type="checkbox"/> Please provide the relevant url ... No <input type="checkbox"/> Please provide an explanation

8. Additional Questions

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

Section 8	Additional Questions
8.1	Insurance
a.	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Y</p> <p>Council's (Compulsory) Liability Insurance = £10M minimum</p> <p>Public Liability Insurance = £10M minimum</p> <p>Professional Indemnity Insurance = £2M minimum</p>

8.2	Skills and Apprentices⁶ – (please refer to supplier selection guidance)	
a.	<p>Public procurement of contracts with a full life value of £10 million and above and duration of 12 months and above should be used to support skills development and delivery of the apprenticeship commitment. This policy is set out in detail in Procurement Policy Note 14/15.</p> <p>Please confirm if you will be supporting apprenticeships and skills development through this contract.</p>	<p>Yes x</p> <p>No <input type="checkbox"/></p>
b.	<p>If yes, can you provide at a later stage documentary evidence to support your commitment to developing and investing in skills, development and apprenticeships to build a more skilled and productive workforce and reducing the risks of supply constraints and increasing labour cost inflation?</p>	<p>Yes x</p> <p>No <input type="checkbox"/></p>
c.	<p>Do you have a process in place to ensure that your supply chain supports skills, development and apprenticeships in line with PPN 14/15 (see guidance) and can provide evidence if requested?</p>	<p>Yes x</p> <p>No <input type="checkbox"/></p>

8.3	General Data Protection Regulation (GDPR)	
a.	<p>Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the GDPR and to ensure the protection of the rights of data subjects.</p>	<p>Delete as appropriate</p> <p>Yes</p>

⁶ [Procurement Policy Note 14/15– Supporting Apprenticeships and Skills Through Public Procurement](#)

b.	<p>Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:</p> <ul style="list-style-type: none"> ○ to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services; ○ to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data; ○ to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable; ○ to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place); ○ to maintain records of personal data processing activities; and ○ to regularly test, assess and evaluate the effectiveness of the above measures.
<p>Gas Call Services GDPR policy (Please see APPENDIX 1 for a copy) covers our technical facilities and measures to comply with the General Data Protection Regulation/ Data Protection Act 2018, which all our staff abide to.</p> <p>It is accompanied by our Data sharing agreement (Please see APPENDIX 2 for a copy) which we complete with all of our clients. This Agreement is to ensure we have in place proper arrangements relating to personal data compliant with Article 28 of the General Data Protection Regulation. We would ask all of our clients to complete such an agreement upon commencement of a new contract and yearly thereafter.</p> <p>Below details our technical facilities and measures;</p> <p>PERSON RESPONSIBLE for the protection of data is our Data Protection Officer, [REDACTED] (attended ACAS GDPR course), who assesses/evaluates/tests the effectiveness of our measures bi-annually working with impartial 3rd party companies in doing so. Plus delivers training to staff.</p> <p>STORING OF DATA is on internal servers and SQL databases. The business servers are in-house enabling us to upgrade, maintain and resolve any issues that may arise. Backups are carried out on daily basis, and stored both on and off site. Off-site backups are stored in data centres.</p> <p>Our third party systems, e.g. JobLogic, are a cloud based system hosted by Microsoft Azure and is monitored for any threats.</p> <p>Recording of staff/customers/clients explicit consent received by signature to storing certain information (known as 'personal data' or 'special categories of personal data') on file.</p> <p>SECURITY OF DATA is paramount therefore firewalls and virus protection are employed at all times to reduce the possibility of hackers accessing our system.</p> <p>Electronic documents are only stored on the server or cloud-based systems, not on individual computers.</p>	

Users subject to security vetting. Password access to our computers and data management system, JobLogic, are only granted to authorise key personnel.

Physical access to buildings are secure with key code locks. All passwords/key codes changed bi-monthly.

ACCESSING DATA THROUGH JOB LOGIC via the web portal for our admin staff and client staff and via the mobile app for our engineers. Each staff log in is given a unique identity with access assigned relevant to the job role.

DISASTER RECOVERY PLAN bespoke to each client, detail the relevant actions to data if we should experience; software/hard ware issues and/or network outages. The plan is reviewed every 6 months.

RETENTION OF RECORDS- Paper records retained for set periods and shredded accordingly i.e. Timesheets– 7 years.

Computerised records anonymised 6 years post contract. (Anonymising will remove personal and special categories of personal data but not statistical data.)

UPDATING DATA to and from our clients is carried out at several stages throughout the job lifecycle, where necessary, i.e. whilst the engineer is on-site prior to job sign off. Plus any additional information is reviewed and uploaded against the relevant addresses.

DATA IN THE FIELD all tablets are password protected using 2-factor authentication and access to Job Logic mobile app is gained via unique log in's assigned to the engineer. The devices are tracked using mobile security software and can be tracked via GPS, remotely controlled and wiped if necessary

General Data Protection Regulation (GDPR) Policy

Introduction

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the European Council and the European Commission intend to strengthen and unify data protection for individuals within the European Union (EU). It also addresses the export of personal data outside the EU. The primary objectives of the GDPR are to give citizens back control of their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU. When the GDPR takes effect it will replace the data protection directive (officially Directive 95/46/EC) from 1995. The regulation was adopted on 27 April 2016 and applied from 25 May 2018 after a two-year transition period.

The 1998 Data Protection Act, which came into force on 1 March 2000, continued to apply until the new General Data Protection Regulations came into force in May 2018.

The following guidance is not a definitive statement on the Regulations, but seeks to interpret relevant points where they affect Gas Call Services.

The Regulations cover both written and computerised information and the individual's right to see such records.

It is important to note that the Regulations also cover records relating to staff, sub-contractors, supply chain and our clients and customers.

All Gas Call Services staff are required to follow this GDPR Policy at all times.

The Managing Director has overall responsibility for data protection within Gas Call Services but each individual processing data is acting on the controller's behalf and therefore has a legal obligation to adhere to the Regulations.

Definitions

Processing of information – how information is held and managed.

Information Commissioner - formerly known as the Data Protection Commissioner.

Notification – formerly known as Registration.

Data Subject – used to denote an individual about whom data is held.

Data Controller – used to denote the entity with overall responsibility for data collection and management. Gas Call Services is the Data Controller for the purposes of the Act.

Data Processor – an individual handling or processing data

Personal data – any information which enables a person to be identified

Special categories of personal data – information under the Regulations which requires the individual's explicit consent for it to be held by Gas Call Services.

Data Protection Principles

As data controller, Gas Call Services is required to comply with the principles of good information handling.

These principles require the Data Controller to:

1. Process personal data **fairly, lawfully and in a transparent manner**.
2. Obtain personal data only for one or more **specified and lawful purposes** and to ensure that such data is not processed in a manner that is incompatible with the purpose or purposes for which it was obtained.
3. Ensure that personal data is **adequate, relevant and not excessive** for the purpose or purposes for which it is held.
4. Ensure that personal data is **accurate** and, where necessary, **kept up-to-date**.
5. Ensure that personal data is not kept for any longer than is necessary for the purpose for which it was obtained.
6. Ensure that personal data is kept secure.
7. Ensure that personal data is not transferred to a country outside the European Economic Area unless the country to which it is sent ensures an adequate level of protection for the rights (in relation to the information) of the individuals to whom the personal data relates.

Consent

Gas Call Services must record staff/customers/clients explicit consent to storing certain information (known as 'personal data' or 'special categories of personal data') on file.

For the purposes of the Regulations, personal and special categories of personal data covers information relating to:

1. The racial or ethnic origin of the Data Subject.
2. His/her political opinions.
3. His/her religious beliefs or other beliefs of a similar nature.
4. Whether he/she is a member of a trade union.
5. His/her physical or mental health or condition.
6. His/her sexual life.
7. The commission or alleged commission by him/her of any offence
8. Online identifiers such as an IP address
9. Name and contact details
10. Genetic and/or biometric data which can be used to identify an individual

Special categories of personal information collected by Gas Call Services will, in the main, relate to staff's physical and mental health. Data is also collected on ethnicity and held confidentially for statistical purposes.

Consent is not required to store information that is not classed as special category of personal data as long as only accurate data that is necessary is recorded.

As a general rule Gas Call Services will always seek consent where personal or special categories of personal information is to be held.

It should also be noted that where it is not reasonable to obtain consent at the time data is first recorded and the case remains open, retrospective consent should be sought at the earliest appropriate opportunity.

If personal and/or special categories of personal data need to be recorded for the purpose of our business and the staff/customer refuses consent, the case should be referred to the Managing Director for advice.

Obtaining Consent

Consent may be obtained in a number of ways depending on the nature of the request and consent must be recorded on or maintained with our records:

- face-to-face
- written
- telephone
- email.

Consent obtained for one purpose cannot automatically be applied to all uses e.g. where consent has been obtained from staff/customer in relation to information needed for the provision of that service, separate consent would be required if, for example, direct marketing of products were to be undertaken.

Preliminary verbal consent should be sought at point of initial contact as personal and/or special categories of personal data will need to be recorded either in an email or on a computerised record. The verbal consent is to be recorded in the appropriate fields on the computer record or stated in the email for future reference. Although written consent is the optimum, verbal consent is the minimum requirement.

Specific consent for use of any photographs and/or videos taken should be obtained in writing. Such media could be used for, but not limited to, publicity material, press releases, social media, and website. Consent should also indicate whether agreement has been given to their name being published in any associated publicity. If the subject is less than 18 years of age then parental/guardian consent should be sought.

Individuals have a right to withdraw consent at any time. If this affects the provision of a service(s) by Gas Call Services then the Service Co-ordinator should discuss with the Services Manager at the earliest opportunity.

Ensuring the Security of Personal Information

Unlawful disclosure of personal information

1. It is an offence to disclose personal information 'knowingly and recklessly' to third parties.

2. It is a condition of receiving a service that all staff/customers for whom we hold personal details sign a consent form allowing us to hold such information.
3. Staff/customers may also consent for us to share personal or special categories of personal information with other agencies on a need to know basis.
4. A client's individual consent to share information should always be checked before disclosing personal information to another agency.
5. Where such consent does not exist information may only be disclosed if it is in connection with criminal proceedings or in order to prevent substantial risk to the individual concerned. In either case permission of the Managing Director should first be sought.
6. Personal information should only be communicated within Gas Call Services staff on a strict need to know basis. Care should be taken that conversations containing personal or special categories of personal information may not be overheard by people who should not have access to such information.

Ethnic Monitoring

In order for Gas Call Services to monitor how well our staff/customers reflect the diversity of the local community we request that they complete an Equality and Diversity Monitoring form. The completion of the form is voluntary, although strongly encouraged. Responses are securely stored and held on a password protected database for statistical purposes.

Use of Files, Books and Paper Records

In order to prevent unauthorised access or accidental loss or damage to personal information, it is important that care is taken to protect personal data. Paper records should be kept in locked cabinets/drawers overnight and care should be taken that personal and special categories of personal information is not left unattended and in clear view during the working the day. If your work involves you having personal / and/or special categories of personal data at home or in your car, the same care needs to be taken.

Disposal of Scrap Paper, Printing or Photocopying Overruns

Be aware that names/addresses/phone numbers and other information written on scrap paper are also considered to be confidential. Please do not keep or use any scrap paper that contains personal information but ensure that it is shredded.

If you are transferring papers from your home, or your customer/client's home/office, to the office for shredding this should be done as soon as possible and not left in a car for a period of time. When transporting documents they should be carried out of sight in the boot of your car.

Computers

Where computers are networked, access to personal and special categories of personal information is restricted by password to authorised personnel only.

Computer monitors in the reception area, or other public areas, should be positioned in such a way so that passers-by cannot see what is being displayed. If this is not possible then privacy screens should be used on the monitor to afford this level of protection. If working in a public area, eg reception, you should lock your computer when leaving it unattended.

Firewalls and virus protection to be employed at all times to reduce the possibility of hackers accessing our system and thereby obtaining access to confidential records.

Documents should only be stored on the server or cloud-based systems and not on individual computers.

Where computers or other mobile devices are taken for use off the premises the device must be password protected.

Cloud Computing

When commissioning cloud based systems, Gas Call Services will satisfy themselves as to the compliance of data protection principles and robustness of the cloud based providers.

Direct Marketing

Direct Marketing is a communication that seeks to elicit a measurable response. The communication may be in any of a variety of formats including mail, telemarketing and email. The responses should be recorded to inform the next communication. Gas Call Services will not share or sell its database(s) with outside organisations.

Gas Call Services holds information on our staff, clients and customers, to whom we will from time to time send copies of our newsletters and details of other activities that may be of interest to them. Specific consent to contact will be sought from our staff, clients and customers, including which formats they prefer (eg mail, email, phone etc) before making any communications.

We recognise that clients, staff, and customers for whom we hold records have the right to unsubscribe from our mailing lists. This wish will be recorded on their records and will be excluded from future contacts.

The following statement is to be included on any forms used to obtain personal data:

We promise never to share or sell your information to other organisations or businesses and you can opt out of our communications at any time by telephoning 0141 766 3333, writing to Gas Call Services or by sending an email to info@gascall.co.uk

Privacy Statements

Any documentation which gathers personal and/or special categories of personal data should contain the following Privacy Statement information:

- Explain who we are
- What we will do with their data
- Who we will share it with
- Consent for marketing notice
- How long we will keep it for
- That their data will be treated securely
- How to opt out
- Where they can find a copy of the full notice

A fuller Privacy Statement will also be published on our website.

Personnel Records

The Regulations apply equally to staff/customer records. Gas Call Services may at times record special categories of personal data with the individuals consent or as part of a staff member's contract of employment.

All our staff who are regularly involved with our clients/customer, vulnerable persons etc, it will be necessary for Gas Call Services to apply to the appropriate Service within the UK to request a disclosure of spent and unspent convictions, as well as cautions, reprimands and final warnings held on the police national computer. Any information obtained will be dealt with under the strict terms of the appropriate Code. Access to the disclosure reports is limited to the Senior Management Team. If there is a positive disclosure the Managing Director will discuss this, anonymously with our insurers to assess the risk of appointment.

Confidentiality

When working from home, or from some other off-site location, all data protection and confidentiality principles still apply. All computer data, e.g. documents and programmes related to work for Gas Call Services should not be stored on any external hard disk or on a personal computer. If documents need to be worked on at a non-networked computer they should be saved onto a USB drive which should be password protected.

Workstations in areas accessible to the public, e.g. reception or trading office, should operate a clear desk practice so that any paperwork, including paper diaries, containing personal and/or special categories of personal data is not left out on the desk where passers-by could see it.

Documents should not be kept in open view (eg on a desktop) but kept in a file in a drawer or filing cabinet as examples, the optimum being a locked cabinet but safely out of sight is a minimum requirement.

If you are carrying documents relating to a number of customers when on a series of home visits, you should keep the documents for other customers locked out of sight in the boot of the car (not on the front seat) and not take them into the customers home. When carrying paper files or documents they should be in a locked briefcase or in a folder or bag which can be securely closed or zipped up. The briefcase/folder/bag should contain Gas Call Services contact details. Never take more personal data with you than is necessary for the job in hand. Care should be taken to ensure that you leave a customer's home with the correct number of documents and that you haven't inadvertently left something behind.

Retention of Records

Paper records should be retained for the following periods at the end of which they should be shredded:

- Customer records – 6 years after ceasing to be a customer.
- Staff records – 6 years after ceasing to be a member of staff.
- Unsuccessful staff application forms – 6 months after vacancy closing date.
- Timesheets and other financial documents – 7 years.
- Employer's liability insurance – 40 years.
- Other documentation, should be destroyed as soon as it is no longer needed for the task in hand.

Archived records should clearly display the destruction date.

Computerised records to be anonymised 6 years after ceasing to have any services from us. (Anonymising will remove the personal and special categories of personal data but will not remove the statistical data.)

What to Do If There Is a Breach

If you discover, or suspect, a data protection breach you should report this to your line manager who will review our systems, in conjunction with the Senior Management Team and/or Quality Assurance & Systems Manager, to prevent a reoccurrence. The QA & Systems Manager should be informed of the breach, action taken and outcomes to determine whether it needs to be reported to the Information Commissioner and also for reporting to the Board of Directors. There is a time limit for reporting breaches to ICO so the QA & Systems Manager should be informed without delay.

Any deliberate or reckless breach of this Data Protection Policy by an employee may result in disciplinary action which may result in dismissal.

The Rights of an Individual

Under the Regulations an individual has the following rights with regard to those who are processing his/her data:

- Personal and special categories of personal data cannot be held without the individual's consent (however, the consequences of not holding it can be explained and a service withheld).
- Data cannot be used for the purposes of direct marketing of any goods or services if the Data Subject has declined their consent to do so.
- Individuals have a right to have their data erased and to prevent processing in specific circumstances:
 - Where data is no longer necessary in relation to the purpose for which it was originally collected
 - When an individual withdraws consent
 - When an individual objects to the processing and there is no overriding legitimate interest for continuing the processing
 - Personal data was unlawfully processed
- An individual has a right to restrict processing – where processing is restricted, Gas Call Services is permitted to store the personal data but not further process it. Gas Call Services can retain just enough information about the individual to ensure that the restriction is respected in the future.
- An individual has a 'right to be forgotten'.

Data Subjects can ask, in writing to the Managing Director, to see all personal data held on them, including e-mails and computer or paper files. The Data Processor (Gas Call Services) must comply with such requests within 30 days of receipt of the written request.

Powers of the Information Commissioner

The following are criminal offences, which could give rise to a fine and/or prison sentence

- The unlawful obtaining of personal data.
- The unlawful selling of personal data.
- The unlawful disclosure of personal data to unauthorised persons.

Further Information

Further information is available at www.informationcommissioner.gov.uk

Details of the Information Commissioner

The Information Commissioner's office is at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Switchboard: 01625 545 700

Email: mail@ico.gsi.gov.uk

Data Protection Help Line: 01625 545 745

Notification Line: 01625 545 740

DATA PROCESSING AGREEMENT

Gas Call Services Ltd

And

.....

Services Provided

.....

AGREEMENT DATED *[insert date]*

BETWEEN:

(1) Gas Call Services Ltd, 2 Queenslie Court, Summerlee St, Glasgow G33 4DB (the controller)

and

(2) (the "Processor").

BACKGROUND

- (A) This Agreement is to ensure there is in place proper arrangements relating to personal data passed from Gas Call Services Ltd to the Processor.
- (B) This Agreement is compliant with the requirements of Article 28 of the General Data Protection Regulation.
- (C) The parties wish to record their commitments under this Agreement.

IT IS AGREED AS FOLLOWS:

1. DEFINITIONS AND INTERPRETATION

In this Agreement:

"Data Protection Laws" means the Data Protection Act 1998, together with successor legislation incorporating GDPR;

"Data" means personal data passed under this Agreement, being in particular *[names, addresses, telephone numbers, email addresses being passed]*;

"GDPR" means the General Data Protection Regulation;

"Services" means *[the services provided by the Processor to Gas Call's]*.

2. DATA PROCESSING

Gas Call Services Ltd is the data controller for the Data and the Processor is the data processor for the Data. The Data Processor agrees to process the Data only in accordance with Data Protection Laws and in particular on the following conditions:

- a. the Processor shall only process the Data (i) on the written instructions from Gas Call Services Ltd (ii) only process the Data for completing the Services and (iii) only process the Data in the UK with no transfer of the Data outside of the UK (Article 28, para 3(a) GDPR);
- b. ensure that all employees and other representatives accessing the Data are (i) aware of the terms of this Agreement and (ii) have received comprehensive training on Data Protection Laws and related good practice, and (iii) are bound by a commitment of confidentiality (Article 28, para 3(b) GDPR);
- c. Gas Call Services Ltd and the Processor have agreed to implement appropriate technical and organisational measures to ensure a level of security appropriate to

the risk, complying with Article 32 of GDPR, details of those measures are set out under Part A of the Annex to this Agreement (Article 28, para 3(c) GDPR);

- d. the Processor shall not involve any third party in the processing of the Data without the consent of Gas Call Services Ltd. Such consent may be withheld without reason. If consent is given a further processing agreement will be required (Article 28, para 3(d) GDPR);
- e. taking into account the nature of the processing, assist Gas Call Services Ltd by appropriate technical and organisational measures, in so far as this is possible, for the fulfilment of Gas Call's obligation to respond to requests from individuals exercising their rights laid down in Chapter III of GDPR – rights to erasure, rectification, access, restriction, portability, object and right not to be subject to automated decision making etc (Article 28, para 3(e) GDPR);
- f. assist Gas Call's in ensuring compliance with the obligations pursuant to Articles 32 to 36 of GDPR – security, notification of data breaches, communication of data breaches to individuals, data protection impact assessments and when necessary consultation with the ICO etc, taking into account the nature of processing and the information available to the Processor (Article 28, para 3(f) GDPR);
- g. at Gas Call's choice safely delete or return the Data at any time. [It has been agreed that the Processor will in any event securely delete the Data at the end of the Services]. Where the Processor is to delete the Data, deletion shall include destruction of all existing copies unless otherwise a legal requirement to retain the Data. Where there is a legal requirement the Processor will prior to entering into this Agreement confirm such an obligation in writing to Gas Call's. Upon request by Gas Call's the Processor shall provide certification of destruction of all Data (Article 28, para 3(g) GDPR);
- h. make immediately available to Gas Call's all information necessary to demonstrate compliance with the obligations laid down under this Agreement and allow for and contribute to any audits, inspections or other verification exercises required by Gas Call's from time to time (Article 28, para 3(h) GDPR);
- i. arrangements relating to the secure transfer of the Data from Gas Call's to the Processor and the safe keeping of the Data by the Processor are detailed under Part A of the Annex.
- j. maintain the integrity of the Data, without alteration, ensuring that the Data can be separated from any other information created; and
- k. immediately contact Gas Call's if there is any personal data breach or incident where the Data may have been compromised.

3. Termination

Gas Call's may immediately terminate this Agreement on written notice to the Processor. The Processor may not terminate this Agreement without the written consent of Gas Call's.

4. General

- a. This Agreement may only be varied with the written consent of both parties.
- b. For the purposes of this Agreement the representatives of each party are detailed under Part B of the Annex.

- c. This Agreement represents the entire understanding of the parties relating to necessary legal protections arising out of their data controller/processor relationship under Data Protection Laws.
- d. This Agreement is subject to English law and the exclusive jurisdiction of the English Courts.

For and on behalf of Gas Call Services Ltd

.....

For and on behalf of []

.....

ANNEX

Part A

Compliance with Article 32, para 1 of GDPR

1. Consideration of anonymisation, pseudonymisation and encryption.
2. The ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and related services.
3. The ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident.
4. A process for regularly testing, assessing and evaluating the effectiveness of the technical and organisational measures for ensuring the security of the processing.

Compliance with Article 32, para 2 of GDPR

5. In assessing the appropriate level of security account shall be taken in particular of the risks that are presented by processing, in particular from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to data transmitted, stored or otherwise processed.

Compliance with Article 32, para 3 of GDPR

6. Adherence to an approved code of conduct referred to in Article 40 (GDPR) or an approved certification mechanism as referred to in Article 42 (GDPR) may be used as an element by which to demonstrate compliance with the requirements set out in para 1 of GDPR – see above.

Compliance with Article 32, para 4 of GDPR

7. The Processor to ensure that anyone acting on their behalf does not process any of the Data unless following instructions from Gas Call's unless they are required to do so under English law.

ANNEX

Part B

Gas Call's Representative shall be Lyndsey Robertson or such other person as shall be notified by Gas Call.

The Processor Representative shall be

or such other person as shall be notified by the Processor.

SECTION 2 – QUALITY/TECHNICAL QUESTIONS

2.1 HEADLINE QUESTIONS

2.1.1 Please note that these questions are pass/fail (a YES will be a pass, a NO will be a fail)

<p>You must ensure all staff members (whether employed directly or self-employed) hold all necessary and required certificates/registrations etc. (e.g. gas Safe) throughout the life of the contract and produce documentation to this effect on demand?</p>	YES x NO <input type="checkbox"/>
<p>You must confirm acceptance of all contract terms and conditions attached as part of the invitation to tender. You understand no amendments to these terms will be accepted by the Employer(s), and failure to accept these terms will result in your tender submission being disqualified.</p>	YES x NO <input type="checkbox"/>
<p>Tenderers shall confirm that they have:</p> <p>a) considered the TUPE information provided as part of the procurement process; and</p> <p>TUPE</p> <p>Once the TUPE Confidentiality Letter has been received by the Employer, the Employer will release the provisional list of the Third-Party Employees TUPE information received from the incumbent supplier.</p> <p>The Employer envisages that the staff working on the current service shall transfer to the successful tenderer or its sub-contractors under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) along with the Services. These employees are currently employed by the incumbent supplier (Third Party Employees).</p> <p>The Employer does not warrant the accuracy of any information received from the incumbent supplier.</p>	YES x NO <input type="checkbox"/>

2.2 WEIGHTED QUESTIONS

2.2.1 Responses to the weighted questions below should be submitted as separate attachments and the file name must correspond to the question title. Bidders should note the maximum word count for each question as any content beyond the maximum stated will not be evaluated.

2.2.2 Any images, graphs, charts (where applicable) will not form part of the word count.

QUESTION

Q1. PLANNING & RESOURCING: Weighting 15%

Please outline how you propose to plan and manage the gas servicing of individual domestic dwellings and the commercial sites across the four Councils given the geographic and volume data provided including your resourcing proposed.

Please detail the skilled workforce resource envisaged for:

- Domestic Gas Service and Repair
- Commercial Gas Service and Repair
- Domestic Electric Heating and Hot Water Breakdown
- Alternative Energy Solutions Heating and Hot Water Breakdown

(Maximum 1500 Words)

2. CALL OUT & REPAIR PROCESS: Weighting 5%

Please provide a process map to illustrate what will happen from the point of call, to the placing of the order with an engineer.

Please provide an explanation of each stage in the process, including how you will deal with initial repair diagnosis to ensure the correct type of engineer receives the repairs order.

Your explanation should also include detail of how the call centre can support the tenant in providing meaningful information during the telephone diagnosis procedure.

(Maximum 1500 Words)

3. IT SYSTEMS & INTERFACING: Weighting 5%

Please outline the IT System you will be using for this contract and explain how the front-end system will be available for use by the client.

Please also outline how orders will be put onto the system; how you will distinguish between the different works and how do you assign priorities.

How is the repairs order communicated to the operative?

(Maximum 1000 Words)

4. LGSR COMPLIANCE : Weighting 8%

100% LGSR compliance is a legal requirement for the Employers and EKH. Whilst acknowledged as challenging please describe how will you achieve and maintain this compliancy level within the limitations of the client's access arrangements.

(Maximum 1000 Words)

5. MOBILISATION: Weighting 12%

Please outline specifically how you intend to mobilise for all areas of this contract and the lead in times envisaged.

Please also include how you would manage data migration from the Employer/EKH to yourselves if awarded the contract.

(Maximum 1500 Words)

6. COMPLAINT RESOLUTION: Weighting 5%

Please provide details, with supporting documentation, of your procedures for dealing with complaints and how they will be implemented on the Contract.

(Maximum 500 Words)

Q1. PLANNING & RESOURCING: Weighting 15%

Please outline how you propose to plan and manage the gas servicing of individual domestic dwellings and the commercial sites across the four Councils given the geographic and volume data provided including your resourcing proposed.

Please detail the skilled workforce resource envisaged for:

- Domestic Gas Service and Repair
- Commercial Gas Service and Repair
- Domestic Electric Heating and Hot Water Breakdown
- Alternative Energy Solutions Heating and Hot Water Breakdown

(Maximum 1500 Words)



**GAS
CALL**

For over 25 years Gas Call Services have been involved in numerous similar nature contracts.

PLAN

We would look to work with EKH/employers to implement The MOT style Expiry Dates scheduling method, bringing additional efficiencies and cost savings to EKH/employers.

Comparable to EKH, we create a smooth and standard servicing cycle equaling the number of services that are carried out per month. Allowing the no access procedure to be managed smoothly, whilst preventing any sudden peak demands in work.

Such smoothing of a service programme may take a number of years to achieve the plan however to mitigate any adverse impact to our service delivery of such we will work collaboratively with EKH/employers highlighting our programme and the long term outcome goals.

Therefore we propose the following process for **domestic dwellings**;

STEP	ACTION																
1	<p>We would look at all 4 areas of EKH contract together, reviewing the following;</p> <ul style="list-style-type: none">• Expiry dates• Geography of all properties• Current resource available• Demand on the resource (including repairs, installations and annual servicing),• A true assessment of the actual time to carry out each servicing visit based on appliance type.• Travelling time around the EKH area's.• Current amount of "waste" created on each property for example no access calls, excess travel and revisits.																
2	<p>Understanding the resource requirement needed to complete the annual service requirements is key. Therefore initially the service schedule will be the ideal scenario based around the following key factors;</p> <ul style="list-style-type: none">• Smoothing of the service programme• Time required to complete the servicing schedule (based on EKH appliance data not per property)• Time Required to facilitate revisit to no access calls• Travelling time between properties <p>EXAMPLE: As an example for a similar contract, we recently created a service programme based on the following;</p> <table><tr><td>• Number of Working Days Available</td><td>146</td></tr><tr><td>• Time Required to complete servicing cycle</td><td>3125 working Hours</td></tr><tr><td>• Time Required for No access calls</td><td>875 Working Hours</td></tr><tr><td>• Travelling and Lost Time</td><td>180 Working Hours</td></tr><tr><td>• Total of Working Hours Required</td><td>4180 Working Hours</td></tr></table> <p>By understanding the resource demand we then were able to work out the resource requirements;</p> <table><tr><td>• Number of Working Days Available</td><td>125</td></tr><tr><td>• Number of Working Hours Available</td><td>1000 Hours</td></tr><tr><td>• Lost time in Six months per operative</td><td>128 Hours</td></tr></table>	• Number of Working Days Available	146	• Time Required to complete servicing cycle	3125 working Hours	• Time Required for No access calls	875 Working Hours	• Travelling and Lost Time	180 Working Hours	• Total of Working Hours Required	4180 Working Hours	• Number of Working Days Available	125	• Number of Working Hours Available	1000 Hours	• Lost time in Six months per operative	128 Hours
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• Number of Working Hours Available	1000 Hours																
• Lost time in Six months per operative	128 Hours																

	<p>(Training / Holidays / Sickness)</p> <p>By understanding the demand and the resource requirements, four operatives were then assigned to create the servicing schedule, whilst allowing us to have a buffer as required.</p> <p>Deploying the same model to this EKH contract we have identified 20 service engineers required for this contract across all 4 areas.</p> <p>To reduce waste on servicing Gas Call will utilise Mobile service planners, part of the RLO role, whose responsibilities will be to make direct contact with each resident. Where possible agreeing a service appointment to meet the residents demands, whilst maintaining legal compliance. By not forcing an appointment we have managed to achieve an increase of 20% of first time access.</p>
3	With the resource carefully planned, an ideal servicing schedule will then be created to allow services to be booked and planned around the EKH/employer postcode areas and appliance types. This approach will ensure the correct EKH operative is available to carry out the service and again reduce travel time for each operative, which has an additional benefit to our carbon footprint.
4	Each postcode area would be completed 8 weeks in advance of current expiry dates, our service team will be guided by a fully qualified gas engineer with a full understanding of each appliance that is being serviced and importantly the amount of time an adequate service will take on each appliance, removing the problems of overbooking services. For example when a household has multiple appliances or back boilers both will take considerably longer than some of the newer boilers within properties.
5	<p>We will comply with EKH Access procedures (Section 6.13), however propose to increase to 70 days to allow resident with the autonomy to select a convenient service appointment first hand.</p> <p>Additionally were we receive a repair, for a previous known hard to access property we would undertake a service concurrently with the repair works. Furthermore implementing a bespoke access protocol, to allow more time in the procedure.</p>
6	Our Mobile service planners/RLO will be tasked to obtain appointments to meet the EKH residents true demand, this will be by hand delivering service letters, communicating with residents during this process.

Commercial sites will be planned separately under the control of our commercial team;

STEP	ACTION
1	<p>The same principals as above will apply however will be planned taking in to consideration the requirements of each individual site;</p> <ul style="list-style-type: none"> • Opening Hours • Access Requirements • Appliance types / operatives qualifications • Customer disruption i.e. turning heating off, noise, parking, etc. • Monthly visit EKH requirement • Geographic location

2	Dates would then be discussed and agreed with caretakers, Wardens etc. before any specific dates are planned.
3.	It would be our intention where possible to move the full annual service to the summer, where there is less demand of our resource and on the heating appliances.
4	Our commercial team will also ensure we provide the correctly skilled engineers and the correct timescales to service the appliances in line with EKH requirements stated in Volume 3.

We fully understand the varied needs and operational hours of these commercial sites and have implemented a number of innovations that include out of hours services, weekend and even the provision of key safes allowing us to gain access to plant rooms without the need of the client on site.

MANAGE

Each service plan will be ran from our local EKH branches, in which our works coordinator for each area will monitor servicing compliance, controlling resource accordingly.

We will provide a suite of reports, allowing each individual EKH employer for each 4 skill sets, showing;

- Properties due in;
 - 60 days (appointment dates, included)
 - 30 days (appointment dates, included)
- High risk properties within 14 days of expiry
- Properties where no access procedure is active/completed i.e. 1 to 3 no access.
- Services completed

Additionally EKH/employers will have access to their individual properties service compliance by web portal access, in which upon entering they will be greeted with a dashboard showcasing their current service compliance at that time. As the dashboard uses real time data.

Importantly each year, over the course of this contract, all servicing plans will be reviewed and if required the schedule re-organised to keep the operatives carrying out value work on the contract.

RESOURCE PROPOSED

Please see below our proposed resource for each EK/employer, all areas will be overseen by our EKH Contract Manager's (1 for Domestic and 1 for Commercial) and Regional Director.

CANTERBURY

DOVER

FOLKESTONE
AND HYTHE

THANET

Such resource will be based and operate in the local areas, providing local delivery teams, with operatives allocated a patch within their area.

Furthermore for the first 4 weeks of this contract we will over resource providing qualified labour from our current workforce.

Resource levels will be continually monitored over the duration of the contract term by our works coordinators, increasing resource when required.

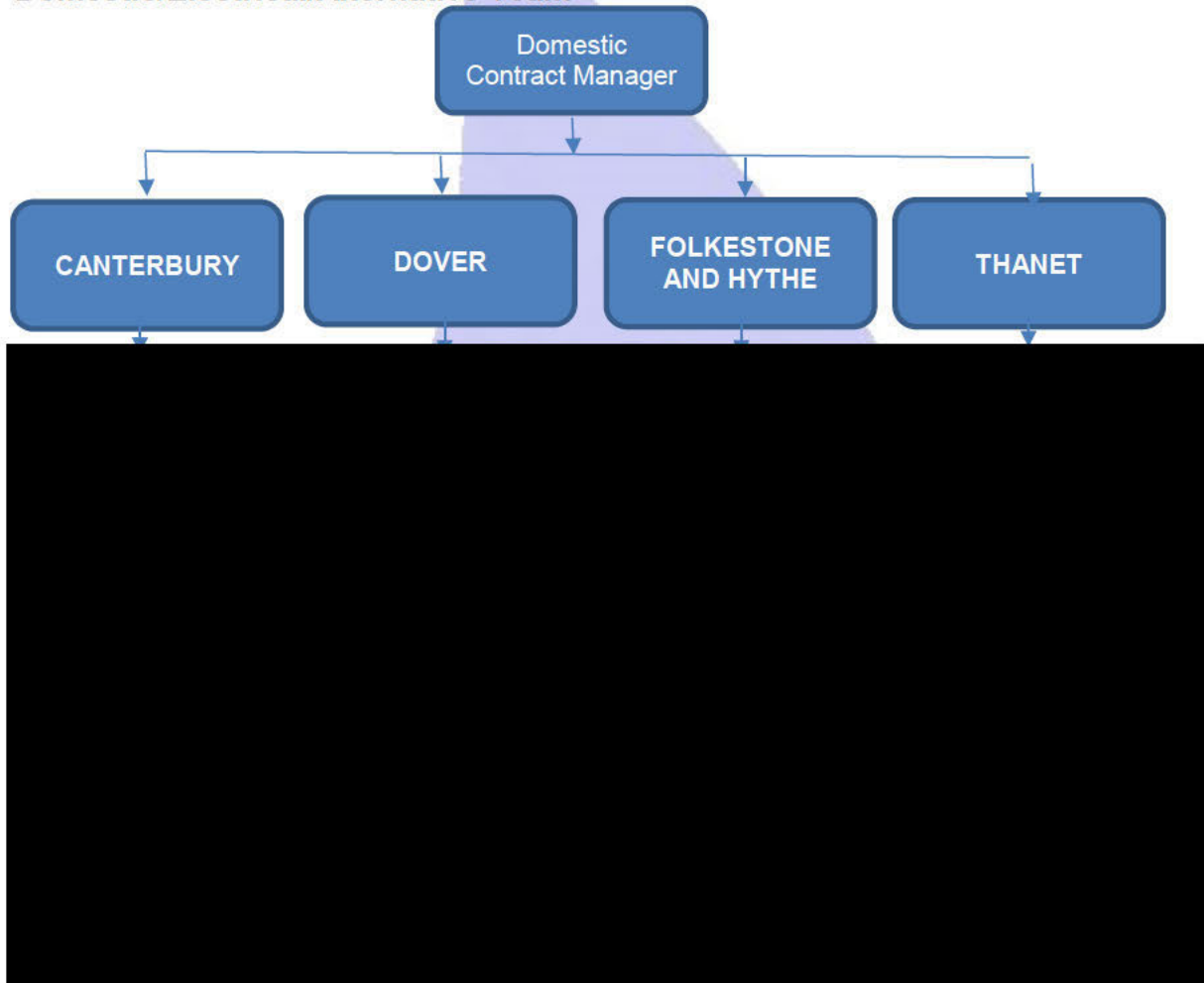
SKILLED WORKFORCE

All skill sets will be assessed upon employment to ensure all staff hold the relevant qualifications and meet EKH/our required standards. All those appointed, including

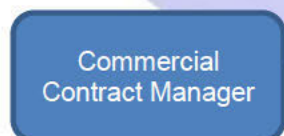
management/supervision, will hold qualifications relevant to their industry including Part L, monitored at all times, complying to **Section 4.3**.

Honoring TUPE and by review of the requirements we envisage deploying;

Domestic/Electrical/Alternative Team



Commercial Team





All skill-sets aforementioned will be covered out of hours, including our out of hours contact centre, supported by comprehensive escalation procedure.

1497 words

A large, light blue, teardrop-shaped logo is centered on the page. Inside the logo, the words "GAS" and "CALL" are written in a bold, white, sans-serif font. "GAS" is positioned above "CALL".

**GAS
CALL**

2. CALL OUT & REPAIR PROCESS: Weighting 5%

Please provide a process map to illustrate what will happen from the point of call, to the placing of the order with an operatives.

Please provide an explanation of each stage in the process, including how you will deal with initial repair diagnosis to ensure the correct type of operatives receives the repairs order.

Your explanation should also include detail of how the call centre can support the resident in providing meaningful information during the telephone diagnosis procedure.

(Maximum 1500 Words)



**GAS
CALL**

The process deployed for this area of works will be the same for both for in and out of hours, providing consistency to the EKH residents.

Please see **APPENDIX A** illustrating our proposed process from point of call to placing an order with an operatives.

CONTACT CENTER

Calls in hours will be directed to our EKH works coordinators based in their respective EKH employer offices, whereby we will supply a VOIP in each branch. Supported by our in house contact centre, (based in Liverpool) for periods of high demand and out of hours, manned by our directly employed personnel.

STAFF TRAINING

Our EKH work coordinators and contact center staff, will be supplied with EKH appliance fault code diagnosis and inducted on the contractual terms, specification and processes required by EKH, receiving regular contract updates and training in gas safety legislation, contract specification, service standard requirements, communication/listening, customer care, call diagnosis and equality.

We would welcome EKH staff to partake in such training.

Additionally all will hold as a minimum NVQ Level 1 in Customer Service. If staff are recruited and do not hold such qualification, Gas Call Services will fund and support individuals in attaining such.

Monthly meetings will be held with all of our EKH administrative staff in attendance to discuss performance and improvements.

MAKING THE CALL

Service standards for this process will be finalised with EKH at mobilisation stage, however we propose the following;

EKH residents and EKH will be able to raise a repair via the following communication platforms, 24/7/365;

- Direct free phone/low rate number (the same number for in and out of hours)
- Direct email i.e. doverdc@gas-call.co.uk
- Self-serving appointment logging via GasCall Website
- Social media platforms
- Live chat function

Said platform's will accommodate functionalities such as; Language line, NPT relay, and differing languages.

Upon calling Gas Call Services EKH or EKH resident will never be greeted by an automated message or answer machine.

EKH residents upon calling Gas Call services will be automatically forwarded to our dedicated EKH works coordinators, within 30 seconds. For times of high demand EKH resident calls, to minimise long waiting times, will be able to select either;

- a call back function in which our system will automatically call the resident back in line with their allocation in the queue.
- advised of our on-line portal to report a routine repair
- re-directed to our overflow main contact centre who will administer the call, taking full details, for our EKH works coordinator to call the resident back within 10 minutes.

However for emergency jobs they will have the authority/access to raise the job accordingly preventing delay.

Calls will be answered by our standard greeting 'Good morning/afternoon you are speaking to [name] from Gas Call Services, how can I help you? approved by EKH. A security check process will take place for each call (for example a one-word password chosen by the resident), authenticating the caller.

Communication via other methods than phone will be automatically directed to our EKH work coordinator's and site supervisor's to mitigate action delays in hours and to an appointed contact centre staff member granted authority to receive and acknowledge calls accordingly out of hours.

All contact will be logged on our IT system JobLogic, for auditing purposes, with calls saved for 30 days.

DIAGNOSING THE CALL (*both in and out of hours*)

Key is listening to the EKH resident;

Initially we will establish any **vulnerability** either via the caller or pre-known noted on our system which will flag when raising a job. Tailoring the works accordingly to such, noting them on the job details for the operatives, initiating any required additions such as female operative only to attend, joint appointments.

Diagnosis of all heating repairs requests will be derived using our triage diagnostic method, which includes our soft fix provision, checking whether a problem can be fixed over the phone, i.e. re-setting boiler/re-setting of clock or whether our RLO can attend to rectify.

Additionally we will as part of our service delivery fit within the first year of this contract de-tag's to boilers, whereby EKH residents by placing their mobile phones over the tag's will access how to video links covering boilers/clocks/thermostats/radiator thermostats. Helping to minimise avoidable calls whilst supporting correct diagnosis of calls.

The fault code shown on the boiler will be asked for, advising the resident where this can be found, to identify prognosis, noting such on the job information page, automatically fed through to operatives.

If not known full details will be requested, to diagnose the job accordingly, asking questions such as, do you have gas, do you have hot water coming out of hot taps, is it one radiator or more not working?.

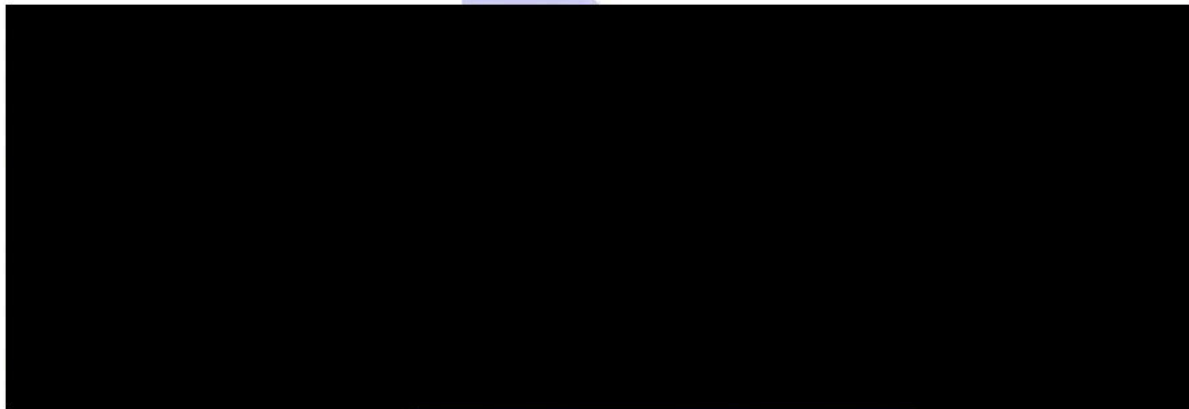
For when the occasion arises in which our admin staff are struggling in diagnosing a call, they will confer with EKH staff or our Site Supervisor. Site supervisors available 24/7 part of escalation.

Following the above, we will provide the resident with a convenient 2hr window (1hr for vulnerable) appointment at the first point of contact, categorised incognisance with EKH contractual response times stated in **Section 3.2 of the Specification**. Whilst meeting the residents individual requirements i.e. avoid school run, early evening. JobLogic will alert our staff if a service appointment is due, enabling this work to be programmed to be completed concurrently with the repair.

Our work coordinators and out of hours contact centre staff will have full access to EKH details via secure log in to JobLogic (our data management system), to log all valid requests accordingly, detailing as much information as possible.

ALLOCATING WORKS TO CORRECT OPERATIVE

Jobs will be allocated to our EKH operatives who are in the closest proximity to the property to meet the response time and JobLogic will only allow allocation of works to operatives holding the relevant in date qualifications. Our operatives will operate via staggered working pattern, supported by operatives on a call out rota providing 24/7/365 service.



Works will be issued to our EKH operatives tablet, via JobLogic Mobile App, automatically for emergency works and for other works on the day of the appointment. Operatives will be supplied with full job details, including access to history works on the appliance, warranty details and resident details.

Operatives will be equipped with a stock of spare parts to deal with most eventualities on the first visit. However if they do not have the required part, please see **APPENDIX B** detailing how a part will be sort, selected and delivered to the operative on site to reduce waste time and achieve first time fix.

CUSTOMER CONTACT –

We will keep EKH residents informed at all times, minimising the occasions EKH make contact, which we class as a failure.

At time of call: We will inform the resident of;

- prognosis of job
- their appointment date/time
- what will happen next
- safety information (our contract centre staff trained on Carbon monoxide, gas escapes)
- for an emergency job the operative's details to attend, including van registration details.

Plus we will confirm their preferred choice of contact i.e. phone/text message and validate details, inputting on the contact tab.

Following the call: We will keep the EKH resident informed by their stipulated preferred method, in which;

A phone call is mandatory in our service delivery. We will make a reminder call to the EKH resident at a time preferred by then i.e. day before, etc. Noted at the time of call.

We can send confirmation/reminder text messages including all the job details and a live link to the job status, informing the resident of the operative to attend/photograph plus when the operative has accepted the job, travelling to their property and on site.

Confirmation E-mail's can also be sent if required.

Procedures will be in place to tackle delays such as for operation stack, adverse weather, etc. However if we do experience a delay then we will notify the EKH resident as soon as possible, expressing our sincere apologies, informing them of actions taken i.e. job placed on another operative and their ETA.

REVIEW

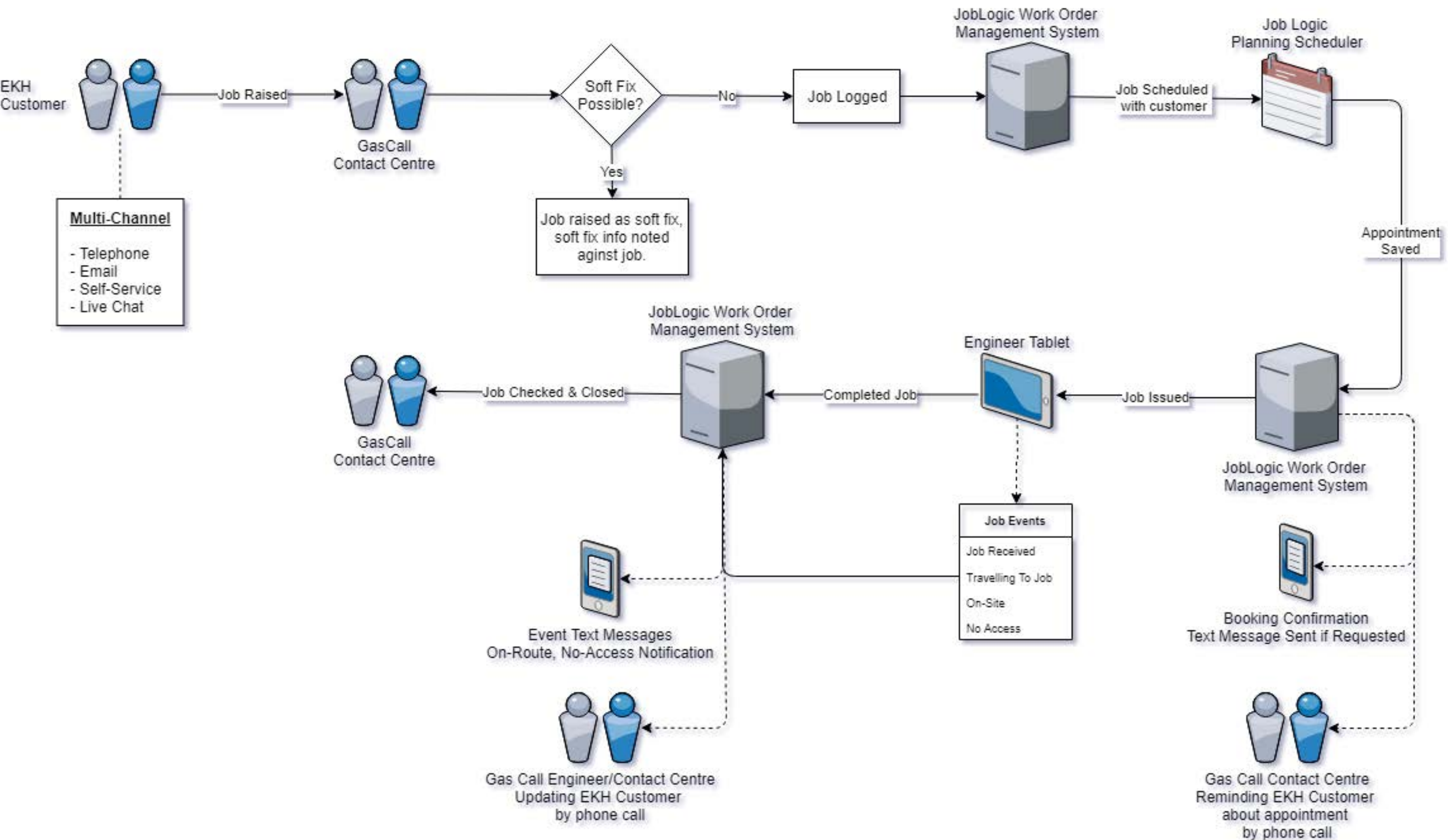
Our Customer Service Manager will oversee this function, in which they will monitor calls, provide call stat's, audit call's and jobs raised. Ensuring they are being logged and processed accordingly, identifying open jobs and any issues rectifying such, plus answer calls in periods of demand.

1495 words.

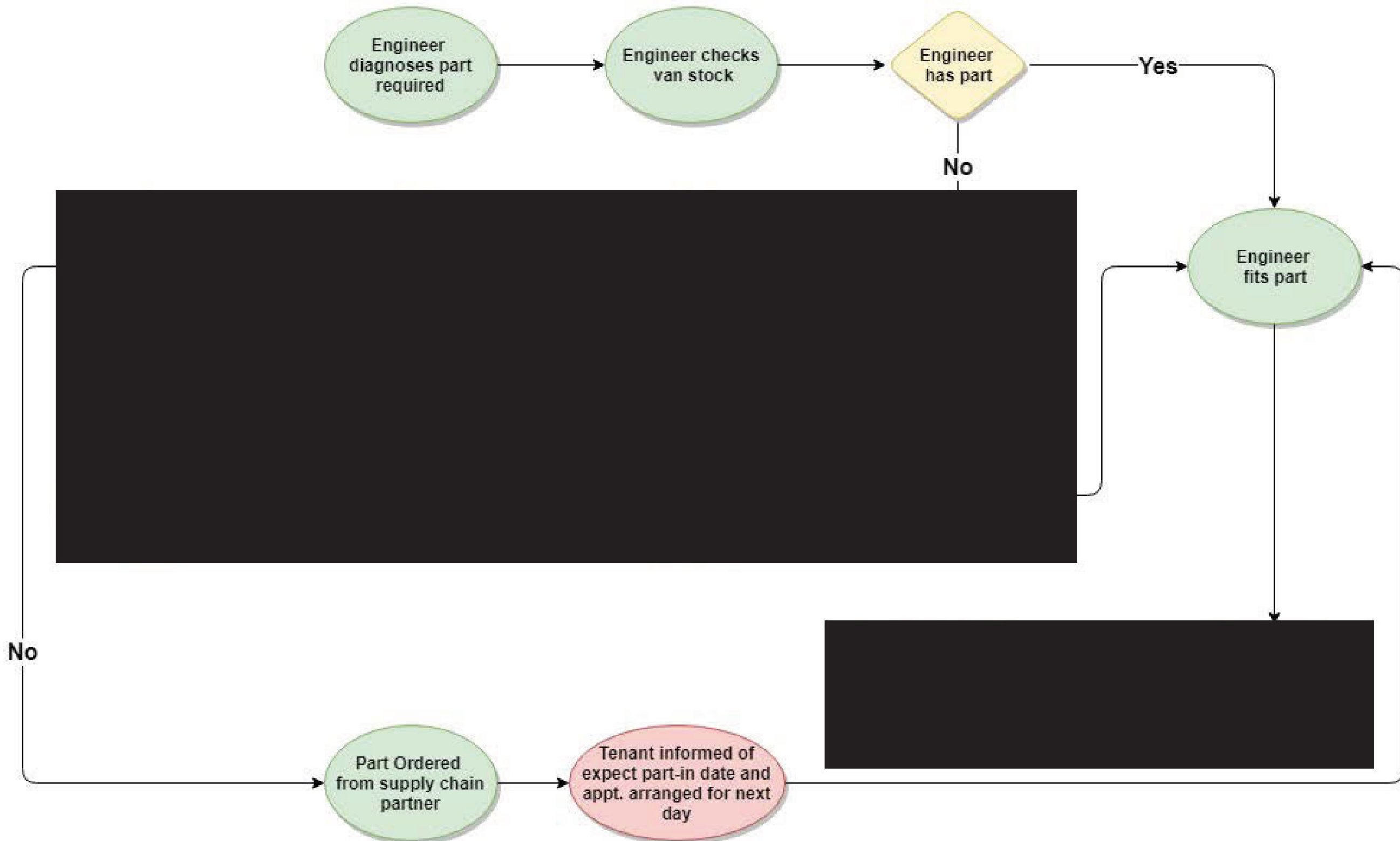


**GAS
CALL**

East Kent Housing & GasCall Responsive Repair Process



GasCall Engineer Parts Process



Key.

CLO = Customer Liason Officer

3. IT SYSTEMS & INTERFACING: Weighting 5%

Please outline the IT System you will be using for this contract and explain how the front-end system will be available for use by the client.

Please also outline how orders will be put onto the system; how you will distinguish between the different works and how do you assign priorities.

How is the repairs order communicated to the operative?

(Maximum 1000 Words)



**GAS
CALL**

JOBLOGIC our IT SYSTEM

to be deployed on this EKH contract, is a real time asset management system that records and manages the Job process from receipt of job from client/customer scheduling through to completion and invoicing. Storing all job information (access, appointment, notes, documentation) against the relevant job, providing a full comprehensive history of works.

JobLogic has been designed specifically for the gas servicing industry enabling this bespoke system to automatically plan gas servicing, send jobs to hand held devices and proactively schedule workloads to ensure efficiency, as well as provide web access for our clients.

JobLogic has the adaptability to share data with our clients in the way they wish, complying with GDPR. Therefore we will be able to share data, such as information reporting on a daily basis, with EKH securely, which will be agreed at mobilisation.

FRONT END SYSTEM

The web portal facility of JobLogic will permit EKH with full transparency to view real time status of works pertaining to this contract. They will be granted 24/7/365 direct access to;

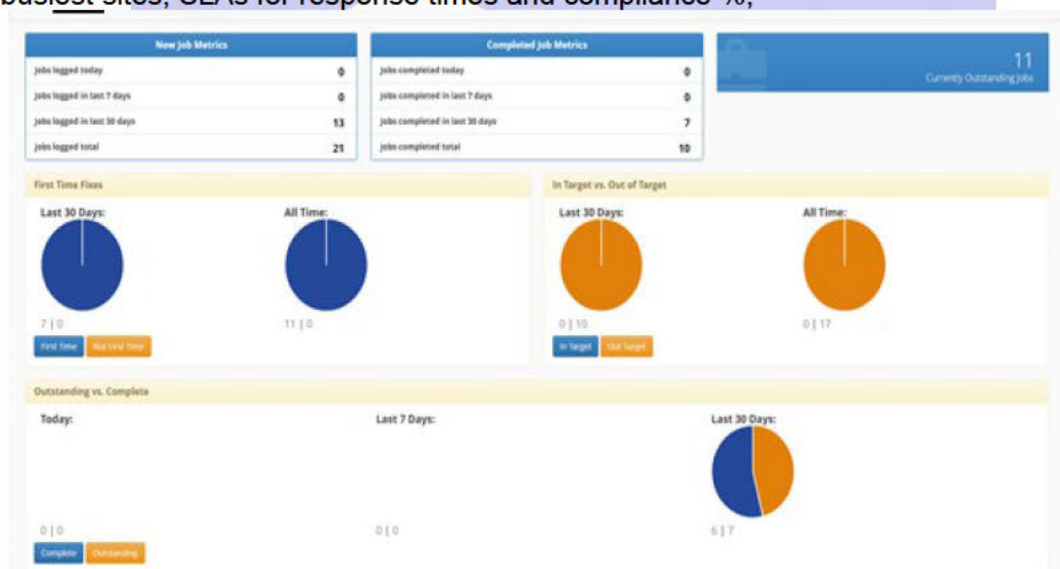
- All Service and Breakdown information/records (Live and historic)
- Documentation such as LGSR's - able to download/print.
- KPI data

Web portal access to Job Logic is secure in which all EKH authorised users will be subject to security vetting. Each given a unique identity, with access assigned relevant to the job role and provided with a password changed bi-monthly.

Training on Job Logic will be provided to EKH relevant staff, along with a manual.

Example screenshots below (areas have been shaded, complying with GDPR), illustrate information which EKH will be able to view from their web portal access to JobLogic;

DASHBOARD: using real time information provides key metrics, such as outstanding jobs, busiest sites, SLAs for response times and compliance %;



JOB SEARCH: EKH will be able to access/view job information for every job affiliated to this contract, categorised as EKH require i.e. service, repair.

Gas Call Services Limited WebLogic

Jobs Sites Customer [redacted] kingdomhousing.org.uk

Client log in details

Job Search


Search [] Status Any Job Area Any Job Type Any Task Type All Task Start Date [] End Date [] Search

Filter Date by: ☒ Date Logged ☐ Est. App. Date ☐ Date Complete

R0000102

Site: [redacted]
Customer: [redacted]
Site Area: North

Job: Description: This is attend
Status: Attended
Job Type: Repair
Task Type: Gas Servicing
Order Number: [redacted]
Date Logged: 20/11/2018 12:28
Appointment Date: 20/11/2018 12:29
Estimated Completion: [redacted]
Completion Date: [redacted]
Contact: [redacted]
Telephone: [redacted] Site Area: North

Visits: [redacted] 

U0000001

Site: [redacted]
Customer: [redacted]
Site Area: North

Job: Description: Survey
Status: New job
Job Type: Survey
Task Type: [redacted]
Order Number: [redacted]
Date Logged: 20/11/2018 12:25
Appointment Date: [redacted]

Visits: This job currently has no visits

JOB HISTORY: A full job history for each property shown;

Gas Call Services Limited WebLogic

Jobs Sites Customer [redacted] kingdomhousing.org.uk


Job History

Status: Any Search

Job Number: R0000102

Job: Description: This is attend
Status: Attended
Job Type: Repair
Task Type: Gas Servicing
Order Number: [redacted]
Date Logged: 20/11/2018 12:28

Appointment Date: 20/11/2018 12:29
Estimated Completion: [redacted]
Completion Date: [redacted]
Contact: [redacted]
Telephone: [redacted]

Visits: [redacted] 

Job Number: U0000001

Job: Description: Survey
Status: New job
Job Type: Survey
Task Type: [redacted]
Order Number: [redacted]
Date Logged: 20/11/2018 12:25


Appointment Date: [redacted]
Estimated Completion: [redacted]
Completion Date: [redacted]
Contact: [redacted]
Telephone: [redacted]

Visits: This job currently has no visits

Job Number: M0000024

Job: Description: it
Status: Completed
Job Type: Maintenance
Task Type: [redacted]
Order Number: [redacted]
Date Logged: 20/11/2018 09:54


Appointment Date: 20/11/2018 09:54
Estimated Completion: [redacted]
Completion Date: 20/11/2018 10:02
Contact: [redacted]
Telephone: [redacted]

Visits: [redacted] 

Job Number: M0000023

Job: Description: it
Status: Completed
Job Type: Maintenance
Task Type: [redacted]
Order Number: [redacted]
Date Logged: 20/11/2018 09:54

Appointment Date: 20/11/2018 09:54
Estimated Completion: [redacted]
Completion Date: 20/11/2018 10:02
Contact: [redacted]
Telephone: [redacted]

Visits: [redacted] 

JOB DETAILS: Will provide comprehensive information of the job, including any comments and notes made, in which all can be printed direct from the portal;

Servicing job;

Job Details

[Go To Job List](#) [Log Site Job](#) [Print](#)

Details

Job Number: S0199113/001
Parent Job: S0199113
Job Status: Completed
Job Type: Service
Job Area: Not Applicable
Task Type: ANNUAL SERVICE 2ND VISIT
Order Number:
Contact:
Telephone:
Priority: ROUTINE
Date Logged: 01/11/2018 17:51

Appointment Date: 09/11/2018 17:51
Est Completion Date:
Job Description: ANNUAL SERVICE 2ND VISIT

Customer Details

ID: M235
Name: KINGDOM HOUSING
Address 1:
Address 2:
Address 3:
Address 4:
Postcode:
Type:
Contact:
Telephone:
Fax:
Email:

Site Details

Site Number: HUAS000001
Name:
Address 1:
Address 2:
Address 3:
Address 4:
Postcode:
Contact:
Telephone:
Fax:
Email:

Notes **Assets** **Attachments** **Other Jobs For Site**

Public Job Notes

12/11/2018 12:24:29
SERVICE COMPLETED FILLING LOOP CONNECTED
NO CAPS GAS PIPE SLEEVED BUT NOT SEALED 1
CMD 1 HEAT ALARM 2 X SMOKE ALARMS

Engineer Visits

Engineer: SCOTT CLARKE Status: ●

Notes **Signatures**

Public Notes

Administrator SQL
Serviced combi

Signature from customer and operative captured;

Engineer Visits

Engineer: TONY HENDRY Status: ●

Notes **Signatures**

Customer Name	Customer Signature	Engineer Signature
		



Maintenance job;

Gas Call Services Limited WebLogic

Jobs Sites Customer [redacted]@kingdomhousing.org.uk

Job Details

[To Job List](#) [Log Out Job](#) [Print](#)

Details

Job Number: M0270063

Job Status: Completed

Job Type: Maintenance Job

Job Area: Not Applicable

Task Type: NO HEAT - HOT WATER

Order Number:

Contact: [redacted]

Telephone: [redacted]

Priority: URGENT

Date Logged: 20/11/2016 22:32

Appointment Date: 21/11/2016

Est Completion Date:

Job Description: 1ST CALL PLEASE AM - NO HEAT - HWF service

Customer Details

ID: M335

Name: KINGDOM HOUSING ASSOCIATION LTD

Address 1: [redacted]

Address 2: [redacted]

Address 3: [redacted]

Address 4: [redacted]

Postcode: [redacted]

Type: Housing Association

Contact: [redacted]

Telephone: [redacted]

Fax: [redacted]

Email: [redacted]

[Notes](#) [Assets](#) [Attachments](#) [Other Jobs For Site](#)

Public Job Notes

There are no public notes.

Site Details

Site Number: KHMA00401

Name: [redacted]

Address 1: [redacted]

Address 2: [redacted]

Address 3: [redacted]

Address 4: [redacted]

Postcode: [redacted]

Contact: [redacted]

Telephone: [redacted]

Fax: [redacted]

Email: [redacted]

Engineer Visits

Engineer: TONY HENDRY Status: 2

[Notes](#) [Signatures](#)

Public Notes

Administrator SQL
Possible sticky diverter valve but ok and working on arrival also changed TRV head on living room rad had to drain repressurized and bled system boiler no drain off and feed from header tank

Engineer's notes made whilst at the property

Installation job;

Gas Call Services Limited WebLogic

Jobs Sites Customer [redacted]@kingdomhousing.org.uk

Jobs / 10000069 [+ Log Related Work](#) [Add memo](#) [Add Purchase Order](#) [Print](#) [Download](#) [Email](#) [Complete job](#)

Job Summary

Customer: [redacted] Site: [redacted] Priority: 0.00

Detail [Edit](#)

Tags: Select Tag...

Inspector: [redacted] Job: [redacted]

Job Information

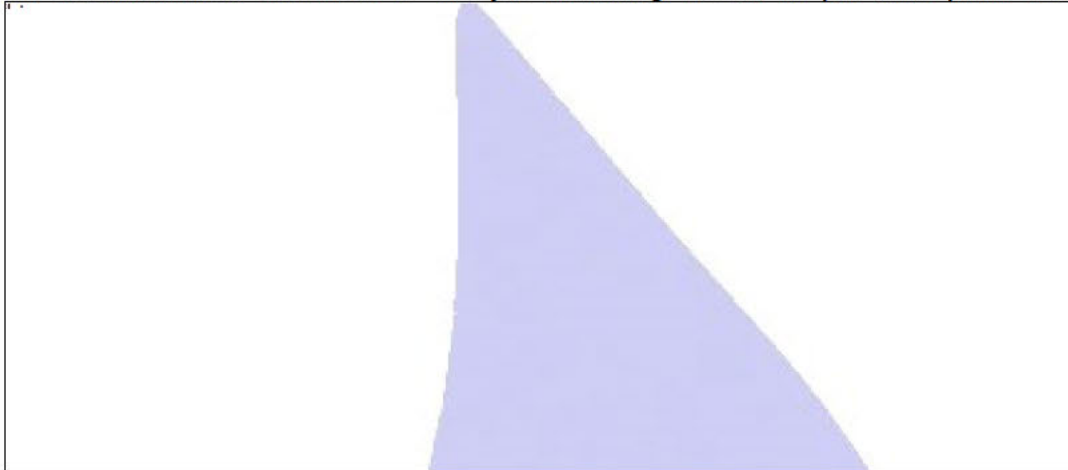
Job Number: 10000069	Job Type: Installation	Job Category: Boiler Install	Status: Allocated
Logged by: Chris Baker	Order Number: W16725527	Reference Number:	
Contact: Leonard Warner	Telephone:	Email:	

Job Details

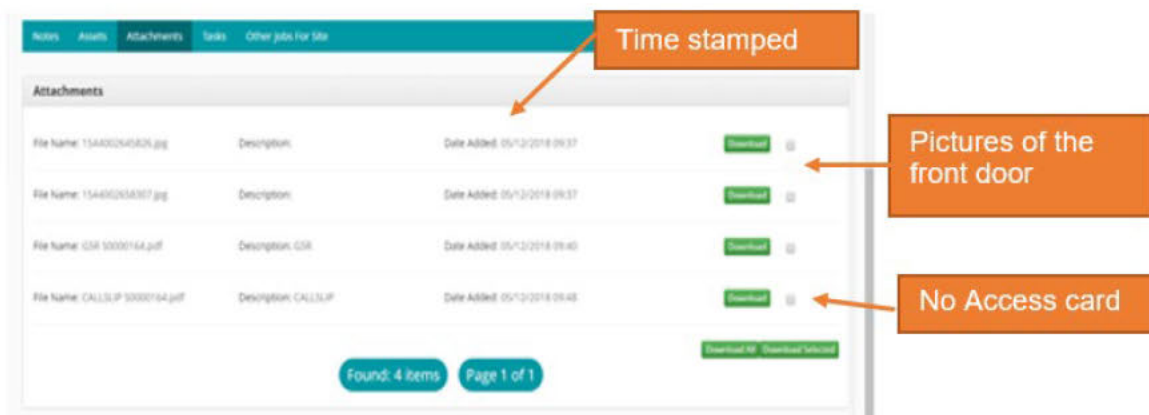
Priority: Appointment	Response Time: 00:00:00	Remaining Time: -11d -1h -57m
Date Logged: 20/11/2016 22:32	Appointment Date: 21/11/2016 08:00	Target Completion Date:
		Date Complete:

Comprehensive job information

DOWNLOADS/PRINTS: Upon selecting the Attachments field EKH will be able to download all documentation attached to the job including LGSR in pdf and print accordingly;



Along with additional items such as photographs and no access cards;



REPORTS: Below illustrates some examples of the KPI reports which can be ran from the customer portal;
No Access report:

Reports / JLWeb - Rejected/Aborted Reasons Export

Search: Filters are applied Reset Filter Search

JobID	Description	Engineer	Visit Start	Abort/Reject Reason
1000041	AM APT - New Gas Boiler is Required - 07999223079 horizontal flue 6x15mm trs only, or magnidean wont fit.	Jon dunn	20/11/2018 10:00	ABORTED: No access 1st visit - Jon dunn
1000184	07920237227 Comb Swap vertical flue 1 man job attend after 9.30am	Jon dunn	14/03/2019 10:55	ABORTED: No access 1st visit - Jon dunn
1000184	07920237227 Comb Swap vertical flue 1 man job attend after 9.30am	Jon dunn	08/01/2019 11:22	ABORTED: No access 1st visit - Jon dunn
1000269	AM - FIT CLOCK	Dean Cringle	03/04/2019 08:00	ABORTED: No access 1st visit - Dean Cringle
1000276	PM - FIT CLOCK	Dean Cringle	01/04/2019 18:14	ABORTED: No access 1st visit - Dean Cringle
1000362	PM AS LATE AS POSSIBLE - AVOID SCHOOL RUN FIT CLOCK	Karl Parker	08/04/2019 16:40	ABORTED: No access 1st visit - Karl Parker
1000367	AM - FIT CLOCK	Dean Cringle	04/04/2019 11:23	ABORTED: No access 1st visit - Dean Cringle
1000311	AM - FIT CLOCK	Karl Parker	09/04/2019 11:44	ABORTED: No access 1st visit - Karl Parker
1000323	AM BEFORE 12PM - FIT CLOCK	Karl Parker	10/04/2019 09:46	ABORTED: No access 1st visit - Karl Parker
1000238	AM - FIT CLOCK call on way 07973419127	Karl Parker	10/04/2019 15:07	ABORTED: No access 1st visit - Karl Parker

Showing 1 to 10 of 440 entries (filtered from 600 total entries) 1 2 3 4 5 6 7 8 9 10 ... 10 Results per page

EKH Operative performance Statistics:

All Reports		Favourite Reports	
Category	Report Name	Preview	Add to Favourite
JLWeb	Completed Visits per day by engineer		
JLWeb	Engineer 2018 weekly totals		
JLWeb	Engineer 2019 weekly totals		
JLWeb	Engineer Hours (Previous Week)		
JLWeb	Engineer Hours previous month		
JLWeb	Engineer Hours with Non Productive Time (Previous Month)		
JLWeb	Engineer Hours with Non Productive Time (Previous Week)		
JLWeb	Engineer Job Cost Report Previous week		
JLWeb	Engineer Leave Site Reasons		
JLWeb	Engineer Time Input Vs Actual Time		
JLWeb	Engineer visits Past 14 days + Future Visits		
JLWeb	Job Report With Engineers		
JLWeb	Mileage report by job & engineer		
JLWeb	Outstanding Jobs by Engineer		
JLWeb	PPM Visits including engineers		
JLWeb	Upcoming Engineer visits 1 month		

KPI Statistics – Job response times met;

Reports / JLWeb - KPI VS priority

Export

Search

Enter search term / ref. No., etc...

Search

ID	Site	Status	Job Type	Job Category	Datelogged	Priority	Expected Attendance	First Visit	Response speed	Target Met?
C0000000		Completed	Call out		09/10/2018 09:51	24-hour Response	10/10/2018 09:51	09/10/2018 09:51	0:00	Yes
C0000000000		Completed	Maintenance		09/10/2018 10:06	24-hour Response	10/10/2018 10:06	09/10/2018 12:51	2:45	Yes
I0000002		Attended	Installation		18/10/2018 14:15	24-hour Response	19/10/2018 14:15	18/10/2018 15:05	0:50	Yes
I0000008		Invoiced	Installation		21/11/2019 08:09	Appointment	21/11/2019 08:09	21/11/2019 08:09	0:00	Yes
I0000009		Invoiced	Installation		22/11/2019 08:12	Appointment	23/11/2019 08:12	22/11/2019 08:10	0:02	Yes
I00000075		Invoiced	Installation		10/12/2018 11:06	Appointment	10/12/2018 11:06	10/12/2018 11:06	0:00	Yes
I00000094		Invoiced	Installation		02/01/2019 12:06	24-hour Response	03/01/2019 12:06	03/01/2019 15:15	22:09	Yes
I00000098		Completed	Installation		03/01/2019 13:41	Appointment	03/01/2019 13:41	03/01/2019 11:30	-01:11	Yes
I0000110		Invoiced	Installation		07/01/2019 16:34	Appointment	07/01/2019 16:34	27/12/2018 09:00	-271:34	Yes
I0000112		Mrgs, Invoice	Installation		09/01/2019 09:45	24-hour Response	10/01/2019 09:45	09/01/2019 09:30	0:15	Yes

Showing 1 to 10 of 2120 entries

1

2

3

4

5

6

7

8

9

10

...

10 Results per page

All reports are exportable to excel format conforming to GDPR requirements.

ORDERS ON THE SYSTEM

STEP	ACTION	By
1	All details relevant to the job and resident gathered.	EKH Works co-ordinator Out of hours contact centre staff
2	Access Log job page to raise job; Relevant information is populated; <ul style="list-style-type: none"> Customer details 	As above

	<ul style="list-style-type: none"> • Full job description • Job Type/priority • Order details • Appointment • Additional notes – vulnerable requirements <p>Contacts- Preferred method of communication and details confirmed in this section.</p>	
4.	<p>Job allocation – Job assigned to operative immediately for emergency works.</p> <p>All others held in scheduler and job allocation to operative made within appropriate timeframe to job type/priority.</p> <p>JOB SAVED</p>	JobLogic

Screenshot below illustrates Job Log page;

DISTINGUISH BETWEEN DIFFERENT WORKS

At mobilisation our IT development team working with EKH will set tailored work streams including different fuel types for the works to be covered under this contract. All will be uploaded onto JobLogic enabling our EKH Works coordinator to log works accordingly by selecting the relevant work stream/fuel type option on JobLogic.

Specific SOR's linked to the work stream/fuel type will also be uploaded on to JobLogic, automatically issued with the job to our operative who has the skill set to complete the job, making it clear to them what works are to be carried out and plus aiding in billing.

ASSIGNING PRIORITIES

Employers/EKH bespoke response times as stipulated in *Section 3.2* will be uploaded on to JobLogic at mobilisation, in which all our staff affiliated to this contract including out of hours contact centre staff will be briefed on.

The relevant priority will be selected from a drop down menu, followed by an appointment window to select a convenient appointment in the time relevant to the job.

Any failing of hot water/heating in a communal bloke will always be given immediate priority as to will vulnerable residents residing in all types of properties.

JobLogic alerts our works coordinators of progression of job response times i.e. for a 24 hour job response, if the job is not complete at 6hrs/12hrs amber alert is issued and at 18/24hrs a red alert.

REPAIR ORDERS COMMUNICATED TO OPERATIVES

JobLogic Mobile is an offline app, downloaded on our operative's tablets, not reliant on a signal. Jobs including full job details/job history/resident information are transposed from JobLogic main database to the app and vice versa.

JobLogic "live" tracks our operative's devices so that we/you can see where they are at all times, enabling us to check to see who's closest to site when a new job is received.

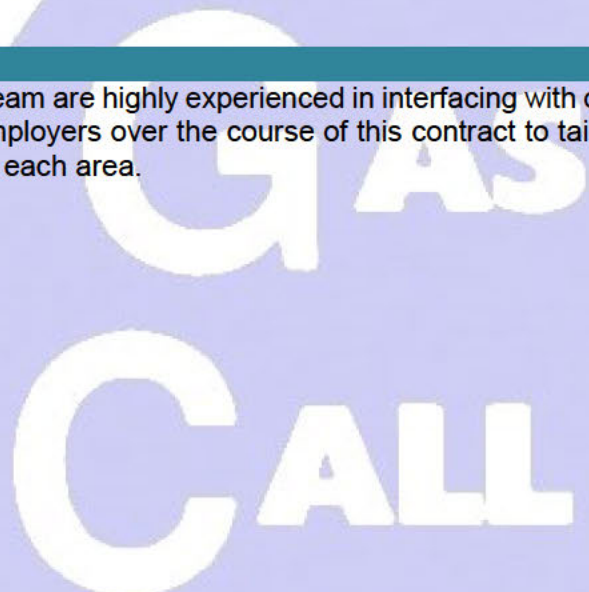
Emergency works will be allocated automatically, in which a drop down of EKH operative's able to meet the response time and hold the relevant skill set will be provided. Upon selection the job will be allocated to their scheduler and issued automatically to their tablet, in which the device will send out a sound alert to the operative to indicate receipt of an emergency job. Accompanied with a confirmation call.

Other works will be allocated to EKH operative's on the same principal as above however will only be issued to their tablet on the day of the job, to ensure we attend at time confirmed with the resident.

INTERFACE

Our IT development team are highly experienced in interfacing with our clients systems. We will work with EKH/employers over the course of this contract to tailor an interface to all of their requirements for each area.

996 words



4. LGSR COMPLIANCE : Weighting 8%

100% LGSR compliance is a legal requirement for the Employers and EKH. Whilst acknowledged as challenging please describe how will you achieve and maintain this compliancy level within the limitations of the client's access arrangements.

(Maximum 1000 Words)



**GAS
CALL**

We are well versed in the challenging task of achieving and maintaining 100% LGSR compliance, however here at Gas Call we are proud to declare that for all our current clients we are operating at 100% LGSR compliant, with our Aberdeen City Council contract, maintaining compliance for 4 consecutive years.

TESTIMONIAL:

Gas Call Services have been our contractor on this project since 2013, providing a high standard service 24 hours a day, 7 days a week, 365 days of the year. Contractual performance levels have always been achieved, with their biggest accomplishment to date being their 100% compliance for the past consecutive 4 years in making sure that all our properties have a gas safety check carried within 12 months of the previous one. This is testament to their efficient working ethic, in which they continually strive to deliver a first-class service working closely with the Gas and Cyclical Maintenance Team within the Council, during periods of change within both organisations, budget constraints within the Council and erratic weather patterns.

Over the past 6 years we have built up a strong working relationship with the staff affiliated to the contract, in which they have been pro-active and we have experienced no major issues, apart from the usual day to day demands on this type of contract.

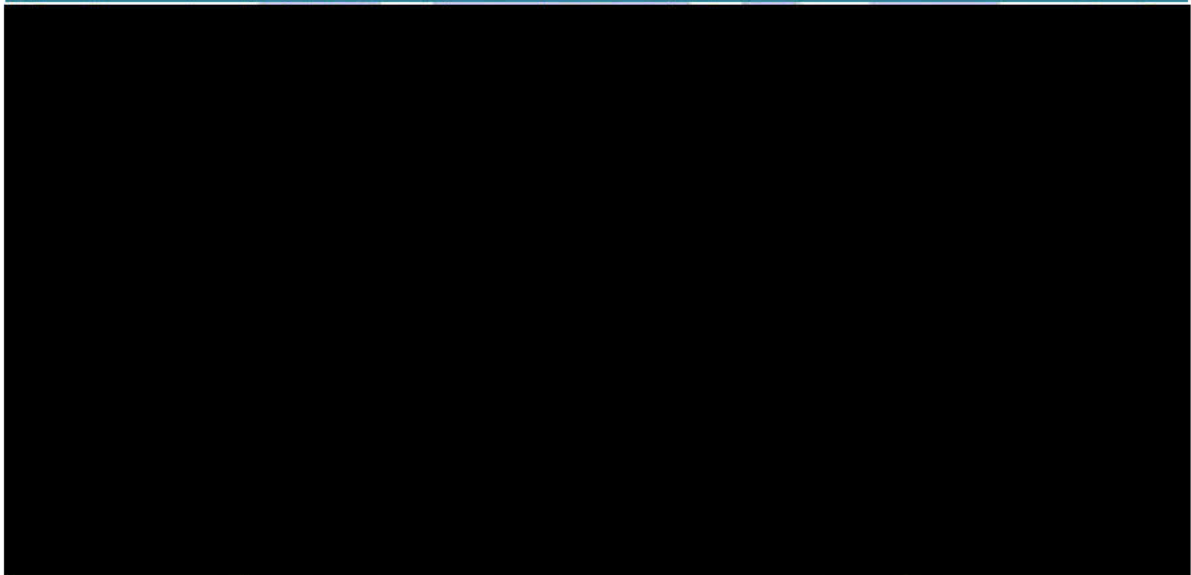
We look forward to working with Gas Call Services for the remainder of this contract term and would be happy to work with them again for any future projects.



Gas and Cyclical Maintenance Manager
Aberdeen City Council | Gas and Cyclical Maintenance Team | Resources | Corporate
Landlord
Kittybrewster Depot | 38 Powis Terrace | Aberdeen | AB25 3RF
www.aberdeencity.gov.uk | Twitter: @AberdeenCC | Facebook.com/AberdeenCC

To achieve this for EKH and all the councils we will deploy the following;

ACCESS PROCEDURE



COMMUNICATION

We will be adaptable to each EKH resident's requirements, at the earliest opportunity we will establish residents preferred methods of communication, noting on JobLogic for future reference. We will offer many communication platforms, in which all residents will receive confirmation letters of their service appointments, accompanied with a phone call or text message one day prior.

Our engineer will call the resident when on-route to the property, providing ETA. If required we will also communicate via diemail and adapt our methods using; braille, large print, voice text messages and differing languages.

RESOURCE

Our highly competent Service engineers on this contract, whose skill-set will be continually monitored/assessed and will attend Worcester manufacturer training, will be deployed operating via a staggered working pattern. Attending flexible service appointments between 8am to 8pm Mon to Fri and we will offer service inspection appointments between 8am to 1pm on Saturday's.

CONTINUATION OF SERVICE

To ensure we maintain service appointments when experiencing;

- Severe weather –we will have in place a bespoke winter plan for each area.
- Operation stack - will continually monitor traffic, our engineers alerted to such and via their live GPS tracking will be detoured accordingly.

LGSR VALIDATION

The electronic LGSR's deployed on these works will be approved by EKH, comply to 9 saillant points and incorporate an algorithm ensuring all fields are completed with valid data. Plus importantly JobLogic forces photo of boiler and meter serial number's for auditing purposes, before returning a job.

For additional validation LGSR's will be subject to our 3 phase check process;

1. Our system has the capability to identify anomalies in the data inputted on LGSR's automatically following completion. Any LGSR identified not fit for purpose will be flagged to our relevant EKH Site Supervisor by e-mail, with our engineer returning that same day to rectify.
2. 10% desktop quality inspections carried out on completed LGSR's, validating LGSR by checking all required information and data is accurate.
3. Bi-monthly trend analysis carried out on LGSR's for identification of any issues. Issues will be investigated and rectified, with increased quality control deployed as required.

LGSR's hand delivered, within 1 week, to EKH residents via our MSP's, confirming receipt by signature, whilst asking for feedback on our service to identify improvements. LGSR's available to EKH the day of completion via web portal.

NO ACCESS

From feedback received from residents on similar contracts we now implement the following to be carried out by our engineers before declaring a N/A, which will form part of our service delivery on this contract;

- Call the tenant whilst at the property before leaving
- Knock on neighbouring properties
- Engineer to call back to the property within 30 mins to re-attempt access, issuing an automatic text message to the tenant stating we have attempted access and to contact us ASAP.
- Provide evidence of the above being carried out.

Please see **APPENDIX C** for our proposed access procedure.

MONITORING WASTE

Our continuous improvement procedures measure waste calls, including no access. We will analyse on an individual basis the root cause, identifying whether ad-hoc or trend. Following identification we will then work collaboratively with EKA/employers to amend our procedures to prevent re-occurrence.

CASE STUDY - Aberdeen Council Gas Service and Maintenance contract

Problem: Received a high volume of no access on certain estates. Our TLO accompanied with an engineer visited out of hours identifying root cause, which were;

- Non convenient appointments due to being out at work
- Restricted time window to amend appointments

Solution: Working with Aberdeen, we;

- Offered appointments between 5pm and 9pm Monday – Friday and weekend appointments.
- Changed our service letter so instead of forcing an appointment each resident is given the autonomy to select a convenient appointment meeting their individual requirements.
- Opened the window to 24 hours providing a more flexible process for appointment changing in which we now offer a variety of methods providing more convenience to the resident.

Outcome: First time access increased by 28% up to 92% following the implementation of these amendments.

Our first time access performance target will be 100% on this contract, preventing potential issues being overlooked.

999 words

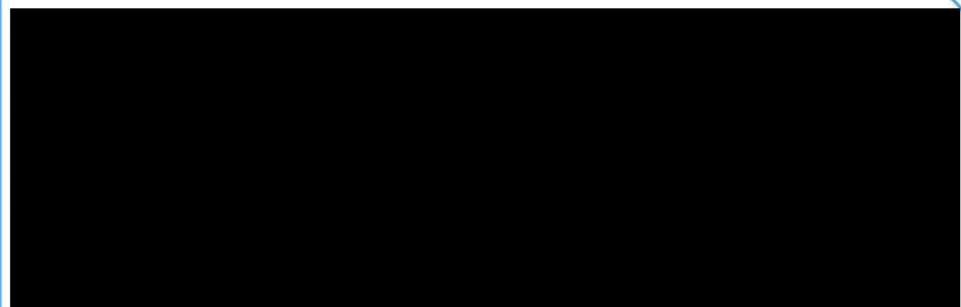
Stage 1

- If access is not gained, our operative will leave a no access card (wording confirmed with EKH/employers) with either; instructions and a pre-paid phone line number to allow residents to contact and make an alternative, convenient, appointment or with a new appointment date in **7 days'** time (different time to the 1st to minimise re-occurrence of no access) to carry out the service, with a pre-paid phone line for residents to change if required.
- Photo evidence will be obtained and time/date stamped.
- Property will be added to our No access tracker.
- EKH will be kept informed and via our client portal will have access to live information.

Stage 2



Stage 3



- We will fully support EKH in gaining access.

REVIEW

- A full review will be carried out on the reason why the no access occurred with EKH/employer, to prevent/minimise re-occurrence.

5. MOBILISATION: Weighting 12%

Please outline specifically how you intend to mobilise for all areas of this contract and the lead in times envisaged.

Please also include how you would manage data migration from the Employer/EKH to yourselves if awarded the contract.

(Maximum 1500 Words)



**GAS
CALL**

Gas Call and our senior management have vast experience and knowledge of mobilising contracts of this nature and size, in a short timeframe. We propose to go live with this contract on the 1st July 2019, taking calls at our cost.

MOBILISATION TEAM

To achieve a smooth transition/minimise operational issues a full time mobilisation team will be appointed and led by our Operations Director [REDACTED]. With over 20 years' experience in the gas industry, [REDACTED] has led on many mobilisations, in a similar nature, and importantly will be based from our EKH regional office throughout this period.

[REDACTED] will develop a number of working parties, experts in their field, working with EKH counterparts and residents, based from our local EKH offices. Please see below proposed parties and their responsibilities;



[REDACTED] will remain Regional Director and [REDACTED] as Contract Manager for the contract term, providing consistency and continuity.

Additionally at mobilisation we will appoint further key/competent staff from our existing staff pool for the following roles; Supervisors and Resident Liaison officers. We will appoint such roles to each EKH/employer to oversee the mobilisation on an individual level ensuring individual requirements are met, supporting the contract through to Go Live and beyond for the first 4 weeks.

MOBILISATION PLAN:

Please see **APPENDIX D** for our proposed mobilisation plan, illustrating key tasks, those responsible and envisaged timelines. Plan will be agreed and finalised with EKH immediately following standstill period. Whereby we will identify critical path and major milestones.

Below details the areas we view as fundamental to the mobilisation;

AREA	LED BY	WORKS TO COMPLETE
Management of pre-arranged appointments	<div>██████████</div> Supported by; Supervisor brought into support for each area	<p>We will honour existing appointments by;</p> <ul style="list-style-type: none">• Uploading information provided on to our system,• Issuing notification to the EKH residents to inform them that it will be a Gas Call operative attending, reconfirming the appointment, sharing our contact details.• Assigning our operatives to this job.• Work with the outgoing contractor to complete all outstanding parts jobs <p>If possible we will place a member of our team within EKH offices and another staff member working with the outgoing contractor.</p> <p>██████████ will utilise pre-existing staff ensuring we have the capability to meet demand from day one, in which for the first 4 weeks of this contract we will over re-source in the following divisions; Operatives, Management, Quality teams and Administration.</p>

People
Transition

TUPE: 80% of our workforce is made up of staff who have been part of the TUPE process, demonstrating our experience in this area.

We fully understand the possible implications of TUPE and will have our HR team based locally to meet any potential staff eligible for TUPE, answering any questions directly and quickly. Annette will report daily to Jason, updating on progress and any potential problems.

Proposed TUPE process;



This involves a detailed analysis of the current situation allowing us to:

- Assess the current organisation in terms of structure, competencies and needs
- Analysis of HR data and transferring terms and conditions
- Design the future structure including existing Gas Call teams
- Engage early with incumbent HR, to work out a common approach and communication
- Prepare an overview of the transferring terms and conditions highlighting what will remain unchanged as well as what will be different going forward with respect of the transition to Gas Call
- Engage early with unions, personnel representatives as well as individual employees through the preparation of pre-transfer information packs.



A key factor for success will be the use of our local communication and tools:

- Welcome Meetings – build enthusiasm around Gas Call as an employer
- One to one meetings, newsletters, employee phone line and FAQ packs.
- A transparent process regarding Terms and Conditions, including Q&A sheets detailing all aspects of the transfer (e.g. How will the transfer process affect me?)



A successful and positive transition process does not end at the point of transition for employees. Gas Call continue the engagement throughout the integration process and beyond through tools such as:

- Huddles (team briefs) introduction to management team and next steps
- Induction programme – new starter training and induction programme
- Health & Safety programme – safety culture programme

Recruitment drive; A local recruitment drive will be carried out for additional resource we require on this contract, which are not acquired via TUPE i.e. Resident Liaison for each area. This will be done immediately, whereby we will work with EKH to recruit locally, advertising required roles initially on East Kent Housing web recruitment page.

Training/skills
assessment

Our qualified trainer's (GasSafe Registered Engineers) from our LOGIC approved in-house training centre will carry out assessments on all technical staff, measuring all individuals' skills set and knowledge by both written (LGSR completion) and practical assessments on the appliances relevant on this contract i.e. Worcester boilers.

Those not meeting our required level will be placed on a 2 week training programme in the mobilisation period, to improve their skill set to our required level. Followed by a further assessment re-assessing their ability. Staff will be given 3 attempts to pass.

Training gap analysis will be carried out on all resource proposed on this contract, subsequently individual training

		plans will be formulated, accompanied with 2 day comprehensive induction.
Data Migration		<p>A team led by [REDACTED] will be on site in Kent throughout mobilisation. Crucial will be the obtainment of all EKH/employer asset details, so our system can be loaded and the service programme established and approved ready for day 1 of the contract for each employer. Allowing us to plan manpower based on the current service programme and with permission attempt to smooth it over the year to remove any peak and troughs were possible.</p> <p>Data transferring encryption will be agreed with employer/EKH to ensure data is effectively protected upon transfer. However we propose SFTP as this is one of the safer and secure methods.</p> <p>Following this our team will allow for our operation system, JobLogic, to be in place, allowing us to record electronically all data immediately, providing EKH access JobLogic via our secure web portal, along with training.</p> <p>VOIP (voice over internet protocol) installed at each EKH local office, our local office and contact centre for out of hours – providing one local phone number for each area.</p> <p>We will also work towards creating an interface with Northgate via Baris, if required.</p>
Customer Engagement	supported by our Resident Liaison Officer's & Site Supervisor's brought in to support	<p>We will communicate via letter and social media, and also travel around housing offices, commercial properties and large estates.</p> <p>Meeting with EKH resident groups where possible and all key staff from EKH will be invited to meet the team at open days, improving accessibility of ourselves.</p> <p>Personalised magnets holding all required/key information issued to the EKH residents to be placed on their boilers.</p>
Local Base		<p>Canterbury main base, with a supporting satellite base TBC, with computers, management system and VOIP installed.</p> <p>Our 4 x EKH works co-coordinator(administration) set-up to be based from EKH offices (phone/computer installed)</p>

		<p>Out of hours contact centre in Liverpool set-up to take calls and accommodate calls for this contract out of hours, supporting our EKH works co-ordinators in hours also. With our direct EKH local phone number set to be re-directed to such office.</p>
Service Plan		<p>In collaboration with EKH/employers, we will develop a service programme for Year 1 for each EKH/employer, with service letters issued (within the mobilisation period) to those properties due to be serviced immediately upon contract commencement. LGSR, service letter templates and service procedures will be agreed with each Employer/EKH.</p>
Supply Chain		<p>STOCK: Agreed arrangements with CPS and Wolseley. Each area's asset list will be analysed to determine the types of equipment installed, based on experience and information provided the van stocks will be set. This information will be shared with our supply partner Key Accounts manager's, in which collectively we will be able to distinguish the top 100 parts and hard to source parts to ensure these parts are readily available.</p> <p>Van stock will be allocated by 28th June 2019.</p> <p>Commercial; We will assess during mobilisation each boiler house to ascertain condition of boiler and any parts in which a failure could result in a total no hot water situation. These parts will then be sourced prior to commencement of contract and be stored securely in boiler rooms, where possible. Key safes will also be fitted to all commercial boiler rooms.</p> <p>Vehicles: To purchase and maintain vehicles from minimum 2 local firms. Van's will be racked and livered with both Gas Call Services and EKH by 28th June 2019.</p> <p>Electric car, i.e. Fiat Leaf, sourced for TLO.</p> <p>Sub-contractors: For specialists works (licensed asbestos removal and scaffolding erection/dismantle) will be sourced and vetted from local area. Minimum of 2 per work stream.</p>
Health and Safety /Quality Control		<p>Health and Safety Assurance system</p> <ul style="list-style-type: none"> • Controls - Site visits to develop bespoke risk assessments and method statements, Training programme, incident/accident reporting, etc • Monitoring techniques – Monthly H&S audits. <p>Quality Assurance system;</p> <ul style="list-style-type: none"> • Establish and implement quality control's into service delivery – (technical assessments, code of conduct, etc) • Set monitoring strategy, implementing monitoring methods (i.e. monthly quality audits)

UPDATES

The mobilisation will be monitored continuously by [REDACTED] who will hold and update a live status progression report for the mobilisation. This report will be the main focus of mobilisation review meetings, which we would hold with EKH providing full transparency. Any areas which are identified in red or yellow will be top priority in order to resolve any problems causing an issue to an area of the mobilisation.

RISK REGISTER

A finalised risk register will follow final approval of mobilisation plan, with key personnel appointed to oversee and the register discussed and reviewed with EKH at the mobilisation weekly review meetings, to minimise such risks, covering areas such as;

What and Where risk is?	Risk level before	Mitigation measures	Risk level after
Staff do not TUPE over therefore we have insufficient resources/labour for commencement	4	<ul style="list-style-type: none">• We have a support function of directly employed staff who will be assigned to the mobilisation to carry out works in the transition period, if required.• We have existing relationships with local recruitment agencies to directly employ staff.• Pool of existing staff working on third party works who can be moved on to this contract.	2

1,500 words

Gas Call

Mon, 6/3/2019

1

[illegible]

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Gas Call

10/10/2014

Mon, 6/3/2019

1

				Display Week:		1																																																					
				Jun 3, 2019					Jun 10, 2019					Jun 17, 2019					Jun 24, 2019					Jul 1, 2019				Jul 8, 2019				Jul 15, 2019				Jul 22, 2019																							
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TASK				ASSIGNED TO					PROGRESS					START					END																																								
Contract And Information																																																											
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Contracts Agreed and Signed				Client And ████████					0%					6/24/19					6/24/19																																								
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TUPE and Employment																																																											
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Training and Inductions Carried Out				HR And Contract Manager					0%					7/1/19					7/25/19																																								
Operative Planning																																																											
Vehicles Ordered and Prepared				Contract Manager					0%					6/14/19					6/14/19																																								
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PDA, Tracker and PPE Ordered				Contract Manager					0%					6/14/19					6/14/19																																								
PDA, Tracked and PPE Delivered				Contract Manager					0%					6/24/19					6/24/19																																								
Gas Safe Registration				Contract Manager					0%					6/17/19					6/17/19																																								
Supply Chain to Provide Stock Levels based on Historical Data and Property type				Contract Manger					0%					6/10/19					6/14/19																																								
Stock And Van Stocks Delivered				Contract Manger					0%					6/24/19					6/26/19																																								
Office And Planning																																																											
Freephone, Website, E-mail Contacts Agreed and Shared				IT Manager					0%					6/13/19					6/13/19																																								
Data, Including Service Dates, Demand Anabasis, Property and Resident Details Supplied				Client					0%					6/17/19					6/18/19																																								
Properties and Details logged on Job Logic				IT Manager					0%					6/20/19					6/21/19																																								
Recruitment Plan				Manager					0%					6/17/19					7/2/19																																								
Agree With Clients Letter Format				Contract Manager					0%					6/14/19					6/14/19																																								

1

Page 2 of 3

6. COMPLAINT RESOLUTION: Weighting 5%

Please provide details, with supporting documentation, of your procedures for dealing with complaints and how they will be implemented on the Contract.

(Maximum 500 Words)



**GAS
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Our drive for minimal complaints will be cascaded down from our senior management team to our EKH delivery team, supported by the flexible and tailored procedures deployed on this contract. A monthly target of 0 official complaints will be assigned, which will be monitored by our EKH contract manager, Dave Lear.

Complaints will be responded to via a clear and simple process, supporting EKH achievement of '*Effective resolution of complaints*', one of the core themes from the 'Green Paper'. **EXAMPLE:** 91% of complaints received are dealt with within 5 working days.

PROCESS

A complaint team will be designated to this contract comprising of our EKH;

- Site Supervisor
- Resident Liaison Officer (RLO)
- Quality Auditor (Technical complaints/independent view)
- Contract manager
- Regional Director
- A representative from EKH

They will be allocated individual responsibilities in regards to the prompt resolution of complaints received. Our RLO will be responsible for the receipt of all complaints.

Our comprehensive complaints procedure will be compatible with that of EKH providing cohesion;

Stage 1 – responded to within 24 hours
Full response within 5 – 7 working days.

Stage 2- responded to within 24 hours
Full response within 10 working days.

Each complaint received will be dealt with on an individual basis, promptly and fairly, following 7 key steps (please see **APPENDIX E**) which we deem as vital for the efficient resolution of all complaints, each step holding an element of flexibility to suit each complaint.

Upon receiving a complaint imperative to us is the collation of information supporting our correct resolution of the complaint. Therefore we will target our RLO to within 24 hours to have responded to the complainant, confirming their contact details/preferred method to keep them informed at all times and acquire further details, to prevent complaints becoming official.

Negative feedback form's will be used to capture all relevant details, which will then be imported into our complaints database for progress tracking. EKH will have access to this tracker to via secure log in and/or at monthly progress meetings.

Insurance claims and claims for damages will be handled as **APPENDIX F**.

OUTCOME

The outcome of a complaint will be shared with the complainant, EKH and our relevant EKH delivery team at tool box talks.

Every complaint is treated as a learning opportunity to improve our service, therefore we will analyse the cause, identify reasons attributing to the cause and implement rectification measures to prevent recurrence.

EXAMPLE: COMPLAINT/S: High volume of complaints received in regards to receiving no access cards when they were actually in the property at the time. **IMPROVEMENT:** We introduced one job at a time allocation, enabling operatives to exhaust the following additional techniques to gain entry before issuing a no access card; calling the tenant whilst at the property/returning back to the property within 30 minutes reattempted access.

We will take a pro-active approach to minimise complaints by;

- shaping our delivery around EKH residents,
- EKH residents informed at all times
- Quality Auditor inspections – in-progress/complete works
- Monitoring failure demand i.e. repeat works/no contact, to prevent complaint.

498 words



**GAS
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GAS CALL SERVICES COMPLAINTS RESOLUTION PROCEDURE

Receive/Listen /Classify

- Can receive a complaint by phone, email, letter or in person from customer or client.
- Collate plentiful information to support correct resolution of the complaint.
- We will ask the complainant to confirm their contact details/preferred method to keep them informed at all times, setting dates and times to keep in touch.
- Complaint logged our complaints database for progress tracking, clients will have access to via secure log in and/or at monthly progress meetings.
- The classification of the complaint will be identified and selected aligned to our 2 stage procedure (Stage 1 - 7 working days Stage 2 - 10 working days) and the relevant member of our Complaints team in line with the complaint classification appointed to resolve the complaint (**Stage 1** - RLO/SUPERVISOR/QUALITY AUDITOR **Stage 2** - CONTRACT MANAGER/QUALITY AUDITOR/OPERATIONS DIRECTOR).

Acknowledge

- Initial acknowledgment will be made in step 1 however upon classification, the relevant complaints team member appointed to resolve the complaint will contact the complainant directly informing them of the stage the complaint will follow, timescales of such, gathering further information and arranging to attend the property, if required.
- The complainant will be provided with a direct phone number and/or e-mail address for the team member dealing with the complaint, should they have any further information or questions in regards to the complaint.

Investigate

- A full investigation will then be carried out to establish all the facts. The depth of such investigation will be equivalent to the severity of the complaint.
- As standard the investigation will consist of speaking to the complainant, attending the property and speaking to all those involved. If required we will refer to additional aids such as vehicle tracking system, witness statements.
- A full report will then be produced.

Action and Resolution

- Proposed action/s and resolution will be identified from above step, resolving the complaint in the best way, with the interests of the complainant at the heart of such to achieve satisfaction and mitigate escalation.

Respond

- Complainant will be presented with the recommended action and resolution to the complaint, preferable conducted face to face or if not feasible then over the phone.
- Agreement sort immediately however if not feasible and the complainant is not happy with the proposed action and resolution they will have 28 days to appeal such and will be provided with escalation details including appropriate communication channels.
- If the complainant is happy the complaint will be closed.
- Client informed of the status and resolution of all complaints.

GAS CALL SERVICES COMPLAINTS RESOLUTION PROCEDURE

Follow up works

- Dependant on the complaint if any follow-up work is required this will be completed to the convenience of the complainant and to their satisfaction.
- Where feasible our own directly employed staff will complete said work however if not possible we will appoint a local company from the area to complete.
- After all follow up work is complete we will liaise with the complainant to ensure they are happy with the works completed. If they are not satisfied we will work with them to resolve.

Improvement

- Every complaint is treated as a learning experience and an opportunity to improve our service for the future
- Complaints monitored for ad-hoc or trend
- Root analysis carried out identifying reasons attributing to the cause
- Rectification measures implemented to prevent recurrence

Receive/Listen /Classify

- Can receive a compensation request by phone, email, letter or in person from customer / client or a legal representative acting on their behalf.
- If contacted by the Customer / Client themselves, we will ask them to confirm their contact details/preferred method to keep them informed at all times, setting dates and times to keep in touch.
- We will establish exactly what compensation is being requested by the Claimant and the specific reasons for the compensation request
- At this point, we will also log the matter with our insurers
- We will take all details of the compensation request - including details of any receipts, etc. to support the claimants request.

Acknowledge

- Once received - we will acknowledge the compensation claim request formally
- If contacted by the Claimant directly, we will acknowledge receipt by sending a letter and email (with contact details of person to liaise with relating to the issue)
- If contacted directly by a legal representative acting on behalf of the Customer / Client, we will log the matter with our insurers and ask them to contact the legal representative (acknowledging receipt of letter and ongoing contact arrangements).

Investigate

- A full investigation will then be carried out to establish all the facts.
- As standard, the investigation will consist of speaking to the Claimant (in liaison with their legal representative if relevant), attending the property and speaking to all those involved - obtaining physical / photographic evidence wherever possible.
- We will carry out a fact find with the Operative(s) involved in the works and any witnesses and obtain statements.
- We will view all documentation relating to the works (held upon works management system) and we will refer to additional aids such as vehicle tracking system.
- A full report will then be produced.

Action and Resolution

- All evidences will be reviewed and considered - we always act as impartially as possible when considering claims and will involve independent 3rd party representatives where clear conclusions from evidence cannot be established.
- Proposed action/s and resolution will be identified from above steps, resolving the claim in the best way, with the interests of the claimant at the heart of such to achieve satisfaction and mitigate escalation or further costs.
- We will identify if liability is established and if so, the costs / actions needed to resolve

Respond

- Claimant (or their legal representative) will be presented with the recommended action and resolution to the claim - including our views on liability
- Based on liability conclusions - we will either offer to resolve the matter by taking remedial actions (or payable costs) or will explain that we do not believe that we are liable for the issue being claimed against.
- If the claimant is happy, the claim will be closed - if not, we will inform our insurers and advise the Claimant to seek legal advice (if not done so already)
- Client informed of the status and resolution of all claims.

Follow up

- Dependant on acceptance of the claim investigation conclusions and any offer made - we will arrange follow up remedial works or to make the payment required.
- Where feasible our own directly employed staff will complete said work however if not possible we will appoint a local company from the area to complete.
- After all follow up work is complete we will liaise with the complainant to ensure they are happy with the works completed. If they are not satisfied we will work with them to resolve.
- Where acceptance has not been reached, we will continue contact / negotiations.

Improvement

- We will always treat claimants with complete respect and professionalism
- Every claim is treated as a learning experience and an opportunity to improve our service for the future
- Claims monitored for ad-hoc or trend
- Root analysis carried out identifying reasons attributing to the cause
- Rectification measures implemented to prevent recurrence

SECTION 3 – PRICING SCHEDULE

PLEASE COMPLETE THE SEPARATE PRICING SCHEDULES PROVIDED FOR EACH OF THE EMPLOYERS
INSERT THE TOTAL TENDER SUM BELOW (FROM THE SUMMARY TAB) OF EACH SCHEDULE

	TOTAL TENDER PRICE
Canterbury City Council	£ 1,349,343.40
Dover District Council	£ 1,148,811.40
Folkestone & Hythe District Council	£ 1,142,764.40
Thanet District Council	£ 1,007,293.40
TOTAL TENDER SUM	£ 4,648,212.60

SECTION 4A – FORM OF TENDER

TO: Canterbury City Council

PROVISION OF: Heating Systems Servicing, Maintenance and Inspections with Installation Works

REFERENCE:

We Gas Call Services Limited the undersigned, having examined the Invitation to Tender (ITT) and all other relevant schedules ("the ITT Documents"), do hereby offer to provide the supplies, services and/or works to the Employer as specified in the ITT Documents and in accordance with the attached additional documentation, commencing and continuing for the period specified in the ITT Documents (including any option to extend).

If this offer is accepted, we will execute such documents as maybe appropriate in order to create a binding contract between the Employer and ourselves.

We agree that before executing the Contract (and associated schedules) substantially in the form set out in the ITT Documents, the formal acceptance of this Tender in writing by the Employer or such parts as may be specified, together with the contract documents shall be required as a condition precedent to the entering into of the Contract.

We further agree with the Employer in legally binding terms to comply with the provisions of confidentiality set out in paragraph 1.3.11 of the **INVITATION TO TENDER INSTRUCTION DOCUMENT**.


We understand the Employer is not bound to accept the lowest of any Tender received, nor assign a reason for the rejection of any Tender. We accept that any costs incurred in Tender preparation are for our own account.

We further undertake and it shall be a condition of any Contract, that:

The amount of our Tender has not been calculated by agreement or arrangement with any person other than the Employer and that the amount of our Tender has not been communicated to any person until after the closing date for the submission of Tender and in any event not without the written consent of the Employer.

We have not canvassed and will not before the evaluation process canvass or solicit any member or officer, employee or agent of the Employer or other contracting authority in connection with the award of the Contract and undertake that no person employed by us has done or will do any such act.

I warrant that I have all requisite authority to sign this Tender and confirm that I have complied with all the requirements of the ITT.

Signature:	
Name & status:	Mike Donnelly Managing Director
Dated:	08.05.2019
For and on behalf of:	Gas Call Service Limited

SECTION 4B – FORM OF TENDER

TO: Dover District Council

PROVISION OF: Heating Systems Servicing, Maintenance and Inspections with Installation Works

REFERENCE:

We Gas Call Services Limited the undersigned, having examined the Invitation to Tender (ITT) and all other relevant schedules ("the ITT Documents"), do hereby offer to provide the supplies, services and/or works to the Employer as specified in the ITT Documents and in accordance with the attached additional documentation, commencing and continuing for the period specified in the ITT Documents (including any option to extend).

If this offer is accepted, we will execute such documents as maybe appropriate in order to create a binding contract between the Employer and ourselves.

We agree that before executing the Contract (and associated schedules) substantially in the form set out in the ITT Documents, the formal acceptance of this Tender in writing by the Employer or such parts as may be specified, together with the contract documents shall be required as a condition precedent to the entering into of the Contract.

We further agree with the Employer in legally binding terms to comply with the provisions of confidentiality set out in paragraph 1.3.11 of the **INVITATION TO TENDER INSTRUCTION DOCUMENT**.


We understand the Employer is not bound to accept the lowest of any Tender received, nor assign a reason for the rejection of any Tender. We accept that any costs incurred in Tender preparation are for our own account.

We further undertake and it shall be a condition of any Contract, that:

The amount of our Tender has not been calculated by agreement or arrangement with any person other than the Employer and that the amount of our Tender has not been communicated to any person until after the closing date for the submission of Tender and in any event not without the written consent of the Employer.

We have not canvassed and will not before the evaluation process canvass or solicit any member or officer, employee or agent of the Employer or other contracting authority in connection with the award of the Contract and undertake that no person employed by us has done or will do any such act.

I warrant that I have all requisite authority to sign this Tender and confirm that I have complied with all the requirements of the ITT.

Signature:	
Name & status:	Mike Donnelly Managing Director
Dated:	08.05.2019
For and on behalf of:	Gas Call Service Limited

SECTION 4C – FORM OF TENDER

TO: Folkestone & Hythe District Council

PROVISION OF: Heating Systems Servicing, Maintenance and Inspections with Installation Works

REFERENCE:

We Gas Call Services Limited the undersigned, having examined the Invitation to Tender (ITT) and all other relevant schedules ("the ITT Documents"), do hereby offer to provide the supplies, services and/or works to the Employer as specified in the ITT Documents and in accordance with the attached additional documentation, commencing and continuing for the period specified in the ITT Documents (including any option to extend).

If this offer is accepted, we will execute such documents as maybe appropriate in order to create a binding contract between the Employer and ourselves.

We agree that before executing the Contract (and associated schedules) substantially in the form set out in the ITT Documents, the formal acceptance of this Tender in writing by the Employer or such parts as may be specified, together with the contract documents shall be required as a condition precedent to the entering into of the Contract.

We further agree with the Employer in legally binding terms to comply with the provisions of confidentiality set out in paragraph 1.3.11 of the **INVITATION TO TENDER INSTRUCTION DOCUMENT**.


We understand the Employer is not bound to accept the lowest of any Tender received, nor assign a reason for the rejection of any Tender. We accept that any costs incurred in Tender preparation are for our own account.

We further undertake and it shall be a condition of any Contract, that:

The amount of our Tender has not been calculated by agreement or arrangement with any person other than the Employer and that the amount of our Tender has not been communicated to any person until after the closing date for the submission of Tender and in any event not without the written consent of the Employer.

We have not canvassed and will not before the evaluation process canvass or solicit any member or officer, employee or agent of the Employer or other contracting authority in connection with the award of the Contract and undertake that no person employed by us has done or will do any such act.

I warrant that I have all requisite authority to sign this Tender and confirm that I have complied with all the requirements of the ITT.

Signature:	
Name & status:	Mike Donnelly Managing Director
Dated:	08.05.2019
For and on behalf of:	Gas Call Service Limited

SECTION 4D – FORM OF TENDER

TO: Thanet District Council

PROVISION OF: Heating Systems Servicing, Maintenance and Inspections with Installation Works

REFERENCE:

We Gas Call Services Limited the undersigned, having examined the Invitation to Tender (ITT) and all other relevant schedules ("the ITT Documents"), do hereby offer to provide the supplies, services and/or works to the Employer as specified in the ITT Documents and in accordance with the attached additional documentation, commencing and continuing for the period specified in the ITT Documents (including any option to extend).

If this offer is accepted, we will execute such documents as maybe appropriate in order to create a binding contract between the Employer and ourselves.

We agree that before executing the Contract (and associated schedules) substantially in the form set out in the ITT Documents, the formal acceptance of this Tender in writing by the Employer or such parts as may be specified, together with the contract documents shall be required as a condition precedent to the entering into of the Contract.

We further agree with the Employer in legally binding terms to comply with the provisions of confidentiality set out in paragraph 1.3.11 of the **INVITATION TO TENDER INSTRUCTION DOCUMENT**.


We understand the Employer is not bound to accept the lowest of any Tender received, nor assign a reason for the rejection of any Tender. We accept that any costs incurred in Tender preparation are for our own account.

We further undertake and it shall be a condition of any Contract, that:

The amount of our Tender has not been calculated by agreement or arrangement with any person other than the Employer and that the amount of our Tender has not been communicated to any person until after the closing date for the submission of Tender and in any event not without the written consent of the Employer.

We have not canvassed and will not before the evaluation process canvass or solicit any member or officer, employee or agent of the Employer or other contracting authority in connection with the award of the Contract and undertake that no person employed by us has done or will do any such act.

I warrant that I have all requisite authority to sign this Tender and confirm that I have complied with all the requirements of the ITT.

Signature:	
Name & status:	Mike Donnelly Managing Director
Dated:	08.05.2019
For and on behalf of:	Gas Call Service Limited

SECTION 5 – PARENT COMPANY GUARANTEE

EXAMPLE – WILL ONLY NEED TO BE COMPLETED BY THE SUCCESSFUL SUPPLIER PRIOR TO AWARD

FORM OF PARENT COMPANY GUARANTEE

THIS DEED is made the _____ day of _____ 20__

BETWEEN

(1) **[GUARANTOR]** (Company Registration No. []) whose registered office is at [-*Guarantor's address*-] ("the Guarantor")

AND

(2) **[COUNCIL]** of (-*address*-) ("the Employer")

WHEREAS

- A. This Deed is supplemental to a contract ("the Contract") dated [] made between the Employer of the one part and [name of Contractor] ("the Contractor") of the other part whereby the Contractor has agreed to provide [-*type of works*-] ("the Works") upon the terms and conditions more particularly described therein.
- B. The Guarantor has control over the Contractor, within the meaning of section 1124 of the Corporation Tax Act 2010.
- C. The Guarantor has agreed to guarantee the due performance of the Contract.

NOW THE GUARANTOR HEREBY COVENANTS with the Employer as follows:

- 1. The Guarantor unconditionally and irrevocably guarantees to the Employer that if any sums are due and owing to the Employer by the Contractor pursuant to the terms of the Contract and there is any default in any payment of such sums the Guarantor shall forthwith on first demand by the Employer unconditionally pay such sums to the Employer in full together with all costs and expenses which the Employer may incur in enforcing this Guarantee.
- 2. The Guarantor unconditionally and irrevocably undertakes fully and promptly to indemnify the Employer against all damages, costs, claims, losses, demands, liabilities and expenses that may be suffered or incurred by the Employer by reason of any default on the part of the Contractor in performing and observing the terms and conditions of the Contract and in particular such costs and expenses as may be incurred as a result of a third party providing all or any part of the Works (as defined in the Contract) by reason of a failure by the Contractor to provide the Works in accordance with the terms of the Contract.
- 3. Upon being required to do so by the Employer by notice in writing, the Guarantor shall at its own expense perform or take whatever steps may be necessary to procure the performance of the Contractor's obligations under the Contract and shall from the date of such notice assume jointly and severally with the Contractor all the rights and obligations of the Contract in every way as if the Guarantor were a party thereto, and the performance of the Contract shall continue as if the Guarantor and the Employer had been the original parties to the Contract;

4. The Guarantor shall not be discharged or released from this Guarantee nor shall its liability under this Guarantee be affected or impaired:
 - (i) by any agreement, conduct or forbearance between or afforded to the Contractor by the Employer;
 - (ii) by reason of any alteration in the obligations undertaken by the Contractor;
 - (iii) by any forbearance whether as to payment, time, performance or otherwise; or
 - (iv) as a result of any change in the constitution of the Guarantor, the Contractor or the Employer.
5. The Employer shall not be obliged to require payment from the Contractor before enforcing the terms of this Guarantee and the Guarantor shall be treated in all respects as being jointly and severally liable with the Contractor for all liabilities obligations and undertakings of the Contractor as provided in the Contract.
6. This Guarantee shall remain in full force and effect until the expiry of the Contract and until all the obligations of the Contractor under the Contract have been satisfied in full and this Guarantee is in addition to and not in substitution for any other guarantee, undertaking, indemnity, security or other obligation given or owing to the Employer in respect of sums due or liabilities arising pursuant to the terms of the Contract.
7. If any monies shall become payable under or in respect of this Guarantee then, so long as any monies due and owing by the Contractor to the Employer under the terms of the Contract remain unpaid, Guarantor shall not:
 - (i) in respect of the amounts paid by the Guarantor under this Guarantee seek to enforce repayment by subrogation or otherwise;
 - (ii) in the event of the insolvency, winding up, liquidation or dissolution of the Contractor prove in competition with the Employer in respect of any monies owing to the Guarantor by the Contractor on any account whatsoever but will give to the Employer the benefit of any such proof and all monies to be so received in respect thereof.
8. All demands made by the Employer under this Guarantee shall be made in writing and sent to the Guarantor at the address set out above or such other address as may be notified in writing by the Guarantor to the Employer. Such demands shall be deemed to have been received by the Guarantor on the next working day after the date of transmission, whether by post or facsimile transmission.
9. No failure to exercise or delay in exercising any right, power or privilege hereunder on the part of the Employer shall operate as a waiver thereof, nor shall any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof, or exercise of any other right, power or privilege. The rights and remedies provided herein are cumulative and exclusive of any rights or remedies provided by the law.
10. The Guarantor hereby warrants and represents to the Employer that it has full power and authority to enter into and perform its obligations under this Guarantee.

11. The Guarantor shall procure that, during the term of this guarantee, there shall be no change of control of the Contractor. "Control" shall bear the meaning given in section 1124 of the Corporation Tax Act 2010.
12. This Guarantee shall be governed by and construed in accordance with English Law and the parties hereby submit to the exclusive jurisdiction of the English Courts.

IN WITNESS whereof the Guarantor has executed this Guarantee as a deed the day and year first before-written

EXECUTED BY [GUARANTOR]

acting by two directors or by one director and the company secretary

Director	Signature:
	Name IN CAPITALS:

Director / Company Secretary	Signature:
	Name IN CAPITALS:

SECTION 6 – GUARANTEE BOND

EXAMPLE – WILL ONLY NEED TO BE COMPLETED BY THE SUCCESSFUL SUPPLIER PRIOR TO AWARD IF REQUESTED

FORM OF CONTRACT GUARANTEE BOND

THIS CONTRACT GUARANTEE BOND is made as a Deed on the day of 20.....

BETWEEN

(1) **[CONTRACTOR]** (company registration no. [] of

[-Contractor's address-] ("the Contractor") **AND**

(2) **[SURETY]** whose registered office is situated at [-address of Surety-] ("the Surety")

IN FAVOUR OF

[COUNCIL] of [-address-] (hereinafter called "the Employer")

WHEREAS

By a contract dated the day of 20... made between the Employer and the Contractor (hereinafter called "the Contract") the Contractor has contracted with the Employer to provide [-type of works-] works (described herein as "the Works") in accordance with the terms of the said Contract.

The Surety has agreed with the Contractor to guarantee in favour of the Employer performance of the obligations of the Contractor under the Contract upon the terms and conditions of this Contract Guarantee Bond subject to the limitation set out in Clause 5 below.

NOW IT IS HEREBY AGREED BETWEEN THE PARTIES as follows:

1. The Surety guarantees to the Employer that in the event of any breach of the Contract by the Contractor or on the termination of the Contract or the Contractor's employment thereunder by reason of any act, omission, breach or default of the Contractor, the insolvency of the Contractor or any fraud or corruption by the Contractor (hereinafter called an "Event of Default") the Surety shall, subject to the provisions of this Contract Guarantee Bond, satisfy and discharge all damages, claims, costs, losses, expenses, liabilities, losses of profit and losses of use (including consequential losses) ("the Damages") sustained by the Employer as established and ascertained in accordance with Clause 5 below.
2. The maximum aggregate liability of the Surety and the Contractor under this Contract Guarantee Bond shall be [ten per cent (10%)]* of the total [contract price/annual price]* and the parties hereto agree the liability of the Surety and the Contractor hereunder shall be joint and several and the liability of the Surety shall be co-extensive with the liability of the Contractor under the Contract.
3. The Contractor and the Surety shall not be released and/or discharged from the obligations contained in this Contract Guarantee Bond in the event of either or any of the following:

- (a) any change in the nature or extent of the Works being or being due to be performed under the Contract;
 - (b) any alteration to the terms, conditions and/or other provisions of the Contract;
 - (c) any allowance of time, forbearance, indulgence, relaxation or other concession granted by the Employer to the Contractor under the Contract in respect of its obligations thereunder;
 - (d) any compromise or settlement of any dispute between the Employer and the Contractor (but so that the Employer shall not pursue against the Surety a remedy contrary to the terms of any such compromise or settlement in so far as the Contractor shall have complied with such terms);
 - (e) any act or default of the Employer or its officers or by any breach or alleged breach of the Contract by the Employer; or
 - (f) any determination, termination or other cessation of the Contract for any reason whatsoever.
4. The Surety's obligations and liabilities under this Contract Guarantee Bond shall continue notwithstanding any disclaimer of the Contract by a liquidator, receiver or administrator appointed to the Contractor and the Contract shall for the purposes of this Contract Guarantee Bond be deemed to continue notwithstanding any such disclaimer.
5. The Damages sustained by the Employer by reason of an Event of Default (which shall where applicable include the fees of the expert appointed in accordance with Clause 5(c) below) shall be ascertained and established (at the discretion of the Employer) by either:
- (a) written confirmation signed on behalf of the Employer and countersigned by the Contractor as to the amount of the Damages payable to the Employer by reason of an Event of Default; or
 - (b) a copy of a judgement of a court having jurisdiction or a copy of any award issued in arbitration or like proceedings carried out in conformity with the terms of the Contract; or
 - (c) the written determination of a professional expert qualified and experienced in the relevant area who shall be agreed between the Employer and the Surety or in default of agreement shall be appointed by the President for the time being of the Law Society and who shall act as expert and not as arbitrator.
6. If an Event of Default shall occur, notwithstanding that the Damages sustained by the Employer shall not have been ascertained and established in accordance with the provisions of Clause 5 above, the Employer may and shall at any time before the Expiry Date (as defined in Clause 7) give notice in writing to the Contractor and the Surety specifying the nature of the Event of Default and making a claim under the terms of this Contract Guarantee Bond.
7. This Contract Guarantee Bond shall remain in full force and effect until not less than twenty four (24) months after the expiry of the Supply Contract Period or, in the event that the Contract is extended pursuant to the Conditions thereof, twenty four months (24) after the expiry of such extension period ("the Expiry Date") on which date the obligations of the Surety under this Contract Guarantee Bond shall be released and discharged absolutely save in respect of any Event of Default which has occurred and in respect of which a claim in writing containing particulars of such Event of Default has been made upon the Surety before such date.

8. The Contract Guarantee Bond shall be governed by and construed in accordance with English Law and the English Courts shall have jurisdiction over any dispute or difference which may arise between the parties hereto out of or in connection with this Contract Guarantee Bond.
9. The parties hereto intend this Contract Guarantee to take effect as a Deed.

IN WITNESS whereof the parties hereto have executed this Contract Guarantee Bond as a Deed on the day and year first before written

EXECUTED AS A DEED by

[CONTRACTOR] acting by:

Director	Signature
	Name IN CAPITALS
Director/ Company Secretary	Signature
	Name IN CAPITALS

EXECUTED AS A DEED by

[SURETY] acting by:

Director	Signature
	Name IN CAPITALS

Director/ Company Secretary	Signature
	Name IN CAPITALS

SECTION 7 – TUPE CONFIDENTIALITY LETTER

Date: April 2019

Tenderer Name:

Address:

Dear Sirs,

Heating Systems Servicing, Maintenance and Inspections with Installation Works

Letter regarding TUPE personal and commercially sensitive information – Confidential

In consideration of our disclosure to you of the TUPE information in relation to our incumbent contractor, you undertake to ensure that you comply with and assist the Employer with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of personal data. This includes without limitation, (i) the Data Protection Act 2018, until the effective date of its repeal (ii) the General Data Protection Regulation (EU 2016/679) (GDPR) and any national implementing laws, regulations and secondary legislation, for so long as the GDPR is effective in the UK, and (iii) any successor legislation to the Data Protection Act 2018 and the GDPR.

You will undertake to keep the information secure and confidential and will not communicate or otherwise make the TUPE Information available to any third party; or use it for any purpose other than preparing your tender for the Provision of Heating Systems Servicing, Maintenance and Inspections with Installation Works.

You must destroy said information, as confidential waste and/or permanently delete if held electronically, following notification of contract award and/or the conclusion of the procurement exercise.

This letter shall be governed by the law of England and Wales.

Please sign and date below and return a copy to me in acceptance of this letter and acceptance of personal information privacy obligations contained, then I will forward a copy of the TUPE Information to you.

Yours faithfully

Dean Coulls

Procurement Manager

Dover District Council

Signed

Authorised Signatory of the Contractor

Date.....

This letter must be signed and returned via the 'Discussions' function within the Kent Business Portal ASAP in order for the Employer to issue the TUPE information by return.

CONTRACTOR'S CLARIFICATIONS

Ref No	Subject	Date	Message
37.1	Gas Call Services Ltd - Tender Response Clarifications	15/05/2019 13:48	<p>Good afternoon,</p> <p>Please see the attached clarifications questions in relation to your tender proposal. We would be grateful if you could submit your response to these clarifications at your earliest convenience but no later than 12:00pm Friday 17th May.</p> <p>Kind regards</p>
37.1.2	RE: Gas Call Services Ltd - Tender Response Clarifications	16/05/2019 16:41	<p>Good Afternoon,</p> <p>Please find attached our response to your clarifications and supporting documents.</p> <p>We would also like to add;</p> <p>Gas Call Services ensures every penny of contract spend is focused on service delivery to ensure customer and client satisfaction. Dividends are not paid to shareholders, enabling us to effectively re-invest back into our business and thus providing next generation service levels.</p> <p>If you have any further questions, please do not hesitate to contact us.</p> <p>Kind Regards</p>
42.1	TUPE Costs	15/05/2019 14:35	<p>Good afternoon,</p> <p>In your summary sheet only £1.00 has been inserted against the TUPE costs for each Council - please clarify.</p> <p>Kind regards</p>
42.1.1	RE: TUPE Costs	15/05/2019 15:08	<p>Good Afternoon,</p> <p>To clarify; having undertaken the transfer of employees on many contracts over the last 20 years Gas Call Services have found TUPE to be positive. Therefore we would look to find roles for all those eligible and the costs associated with TUPE will be covered within our profit and overhead fee across the whole term of the contract.</p> <p>Kind Regards</p>
45.1.1	RE: Further Clarifications	22/05/2019 11:27	<p>Good Morning,</p> <p>Please see attached our response to the clarifications issued on 21.05.2019.</p> <p>Kind Regards</p>
50.1	Tender Update and Clarifications	28/06/2019 09:23	<p>Dear Tenderers</p> <p>Please note that the outcome of the tender process is likely to be delayed by around 4 months. The Councils aim to make an announcement of the award of the contract in September 2019 and will provide a further update closer to that time.</p> <p>I would be grateful if you would consider the following and confirm that your organisation is willing and able to hold the tendered prices for an additional period of 120 days starting from 1st July 2019.</p> <p>Please find attached an up to date (anonymised) TUPE list for your information and consideration. The Councils require a minor amendment to the Specification. Instead of the request for monthly reports in relation to the provision of any data, performance indicators and Landlord's Gas Safety Certificates (LGSRs) the Councils will require weekly reports relating to these. Therefore, it is the Councils intention for the Specification to be amended to refer to weekly rather than monthly reports. Please confirm that you will be able to deliver these in the shorter time frames and your agreement to this minor amendment. Please confirm the time you may need to mobilise if your organisation is successful and were to be awarded the contract. Please note that, due to the delay of the award of the contract the Councils will, in order to ensure continuity of services, put interim arrangements in place until this procurement process has been concluded. It is envisaged for these interim arrangements to be in place for at least four months with the possibility of extending the same if needed. As part of the interim arrangements the Councils envisage for up to 640 boilers to be installed by the interim provider. This is of course depending on whether procurement and mobilisation thereafter can be achieved within the four months or whether further time will be required before the final contract starting date. Please bear in mind that therefore the envisaged boiler installs will likely go down by the number installed by the interim provider.</p> <p>Please respond to this message by no later than 12:00 on Friday, 5th July 2019.</p> <p>Kind regards,</p>

Ref No	Subject	Date	Message
50.1.2	RE: Tender Update and Clarifications	28/06/2019 11:50	<p>Good Morning,</p> <p>Thank you for your update this morning, please find our response below;</p> <p>Gas Call Services are able and willing to hold the tendered prices for an additional period of 120 days from the 1st July 2019. We have considered the new TUPE list issued. We can confirm that we are able to deliver LGSR progress reports daily. Our management system can provide reports at any point bespoke to clients requirements and we currently provide daily LGSR reports for our current clients. Our system has a client login facility that allows our clients to see a dashboard with real-time data, providing transparency to our clients on the true progress of works and in particular LGSR compliance. Sitting behind our system is our Partner software(Gas Tag), which also has a landlord management facility, providing further monitoring on LGSR's which is also open and transparent to our clients. Mobilisation duration would ideally be 4 weeks, however, we would work with East Kent to deliver a quicker mobilisation if required, as we have the experience and infrastructure in place to do so.and 5. We take your notes on board.</p> <p>If you have any further questions then please do not hesitate to get in touch.</p> <p>Kind Regards</p>
53.1.2	RE: Further Clarification Question	10/07/2019 15:09	<p>Good Afternoon,</p> <p>Please accept this email as confirmation that Gas Call Services tender will remain as submitted.</p> <p>Many Thanks</p>
55.1.1	RE: Heating Systems Servicing, Maintenance and Inspections with Installation Works	08/08/2019 09:51	<p>Good Morning,</p> <p>We are delighted to have been awarded this contract and look forward to working with Dover District Council, Canterbury City Council, Folkestone & Hythe District Council and Thanet District Council.</p> <p>I can confirm that since submitting our expression of interest Gas Call Services position has not materially changed, that may render our inclusion on this contract ineligible as set out at Regulation 57 of the Public Contracts Regulations 2015. I can also confirm that we are happy to extend our offer for a further 30 days to conclude all the required stages of the process.</p> <p>Please, could you advise when you would like the parent company guarantee's back for?</p> <p>Regards</p> <p>Becky</p>

Gas Call Services Ltd

	Clarification Question	Clarification Response																																																							
1.	<p>Pricing Schedule, Communal Tab Servicing & Safety Inspection/Breakdown & Repairs</p> <p>Please confirm how the individual prices offered will achieve the full requirements of the Specification given there is a £500 risk pricing for all boiler room repairs.</p>	<p>From our experience of working on contracts with similar commercial sites this has enabled us to have the expertise to price this element, taking a combined view of the overall commercial site rather than just looking at the individual plant room.</p> <p>We understand that the contract is a fixed price for one year, therefore we would constantly review the breakdown levels, condition of appliances within the plant room. Discussing with EKH/employer any major works we deem as required in the following years.</p> <p>Our view is that the price cap is a positive, as on previous similar contracts with no cap, this has placed increased risk on us as the contractor.</p> <p>Also taken into consideration is a number of properties highlighted, which are under warranty or due for upgrade.</p>																																																							
2.	<p>Pricing Schedule, Domestic & Others Tab Servicing & Safety Inspection/Breakdown & Repairs</p> <p>Please provide additional information on your pricing for all inclusive servicing/breakdown and repairs.</p> <p>The rates tendered within your response appear to be lower than expected given our understanding of the market in this area.</p> <p>Please quantify how you can offer such rates and sustain these throughout the contract term.</p>	<p>The service and Maintenance is broken down as below;</p> <table><tr><td>GAS Properties</td><td>East Kent</td><td></td><td>East Kent</td></tr><tr><td>14835</td><td>14835</td><td></td><td>Repair Cost</td></tr><tr><td>Tender Price Combined S/M</td><td></td><td></td><td></td></tr><tr><td>Admin & TLO PP Average @£</td><td></td><td></td><td></td></tr><tr><td>10 Month Service Cycle 2472</td><td></td><td></td><td>Service Cost PP</td></tr><tr><td>Average PPP</td><td></td><td></td><td></td></tr><tr><td>Services Cost actual Per Year</td><td></td><td></td><td></td></tr><tr><td>Average Cost Repair</td><td></td><td></td><td></td></tr><tr><td>Total</td><td></td><td></td><td></td></tr><tr><td>Overhead (Contract Man)</td><td></td><td></td><td></td></tr><tr><td>Gross Margin</td><td></td><td></td><td></td></tr><tr><td>Gas contract value</td><td></td><td>Direct Cost</td><td></td></tr><tr><td>Margin</td><td></td><td></td><td></td></tr></table>				GAS Properties	East Kent		East Kent	14835	14835		Repair Cost	Tender Price Combined S/M				Admin & TLO PP Average @£				10 Month Service Cycle 2472			Service Cost PP	Average PPP				Services Cost actual Per Year				Average Cost Repair				Total				Overhead (Contract Man)				Gross Margin				Gas contract value		Direct Cost		Margin			
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		<div></div> <div></div> <div></div> <p>Furthermore we also understand the price is fixed for one year. Our intention is to work with EKH as a true partner, having an open and honest discussion about costs and any areas where we believe there are savings but also where there have been costs that were not anticipated.</p> <p>We expect to make between % EBITDA and as you will see with our accounts this is achievable.</p> <p>These costs are based on our many years of running these contracts and in particular contract’s which are of similar size. Please see link below which provides examples of contracts we have successfully managed;</p> <p>Clarification\Examples of previous pricing analysis.pdf</p> <p>All of which were 100% LGSR compliant for 4 years. Some incurred major issue with retaining labour, whereby we had to formulate plans to ensure a good continuity for resource.</p> <p>Overtime we have also seen a disparity between what’s paid for S/M and the service that is delivered. We work from day one to ensure the full contract efficiency are realised and work towards a smarter working system so engineers are just responsible for turning up and doing their job. The idea behind this is to ensure the mentality on this contract is to support the engineer in every area.</p>												
3.	<p>Pricing Schedule, Additional Works Tab</p> <p>There are a number of items where</p>	<p>Upon review we confirm we have made an oversight on the following items;</p> <table><tr><td>GW30</td><td>Install mains powered CO Detector</td><td>Item</td><td>50</td><td>£</td><td></td></tr><tr><td>GW31</td><td>Install mains powered Smoke Detector</td><td>Item</td><td>50</td><td>£</td><td></td></tr></table>	GW30	Install mains powered CO Detector	Item	50	£		GW31	Install mains powered Smoke Detector	Item	50	£	
GW30	Install mains powered CO Detector	Item	50	£										
GW31	Install mains powered Smoke Detector	Item	50	£										

	<p>the Councils believes the prices tendered are below the material cost for individual items.</p> <p>Please provide additional/supporting information as to the material costs and labour element.</p>	<p>We believe based on these quantities we have under-priced by approx. £[REDACTED]. However we are happy to hold these prices based on the volumes stipulated above.</p> <p>We have fully reviewed the additional work items again in fine detail and even though some of the GW codes whilst in isolation look low, we consider a number of these would be used in conjunction with other codes and part of bigger installation works, hence the price inputted.</p>
4.a	<p>Pricing Schedule, Installations Tab</p> <p>Boiler Pricing</p> <p>Please quantify your specific rates which make up the all inclusive price taken into account all items including but not limited to material cost, labour and costs associated with Building Control Regulations and Boiler+ etc.</p>	<p>4.a. Boiler Pricing</p> <p>We based our price as per your spec; Install replacement boiler up to 3mtrs of Pipe with a standard flue and Magnaclean.</p> <p>We get significant rebates (Please see link below which shows our Group rebate rates) Clarification\Worcester dcs-agreement117013928.pdf</p> <ul style="list-style-type: none"> • Worcester 30i List price £[REDACTED] Rebate £[REDACTED] Net Price Including Flue £[REDACTED] • Magnaclean £[REDACTED] • Sundries £[REDACTED] • Installation labour £[REDACTED] • Survey/Quality £[REDACTED] <p>TOTAL Cost; £[REDACTED] Gross @ [REDACTED]% £[REDACTED]</p> <p>TOTAL revenue £[REDACTED]</p> <p>Over and above; electric wire (as stated in paragraph A109 Section 4 Specification), Bonding (may require), Upgrade Gas Or Water, Scaffolding and vertical flue.</p>
4.b	<p>Radiator Pricing</p> <p>Please quantify your specific rates which make up the all inclusive price taken into account all items including but not limited to material costs and labour.</p>	<p>4.b. Radiator Pricing</p> <p>We based our price on;</p> <ul style="list-style-type: none"> • Average property of 40,000 BTU's and we pay £[REDACTED] per thousand BTU's. • Average radiator pack for 7 radiators would be £[REDACTED]

		<ul style="list-style-type: none"> Radiator valves £ [REDACTED] <p>TOTAL material cost for radiators- £ [REDACTED] (A106 Section 4 Specification in conjunction with radiators we have assumed A108 would be required as part of the installation).</p> <p>TOTAL material cost for pipework - £ [REDACTED].</p> <p>TOTAL Labour costs for installing pipework and radiators - £ [REDACTED].</p> <p>TOTAL COST for A106 and A108 = £ [REDACTED]</p> <p>TOTAL revenue would be £ [REDACTED].</p>
5a	<p>Mobilisation</p> <p>You have made reference to a Canterbury main base with a supporting satellite base TBC, please provide further information with regards to your proposal.</p> <p>Note that the only role that is co-located is the Administrator.</p>	<p>5a Our regional main office for this contract will be based in Canterbury, operating out of this office will be the following personnel;</p> <ul style="list-style-type: none"> EKH Contract Manager Regional Health and Safety officer Lead Admin Quality Auditor Additional admin staff Regional Director (present minimum 1 day a week)
5b	<p>You have said that for the first 4 weeks of this contract you will over resource providing qualified labour from your current workforce.</p> <p>What other contracts do you have in the South East where such workforce may be acquired from?</p>	<p>The additional functions which will operate out of the office will be;</p> <ul style="list-style-type: none"> Vehicle management site LOGIC accredited training facility <p>This base will act as a central hub for this contract supporting our works co-ordinators/admin EKH employer's local office and our satellite offices.</p> <p>Our satellite bases which we have referenced to be confirmed are to be situated in the 4 EKH area's utilising an existing supply chain partner offices;</p> <ul style="list-style-type: none"> Dover – PTS unit 1, white cliffs ind. est.dover, kent CT16 3PT Canterbury - 2b & 2c broad oak trading est, broad oak road, canterbury, kent, CT2 7PX

		<ul style="list-style-type: none"> • Folkestone & Hythe - Shearway business park, Folkestone, CT19 4RH • Thanet - unit 5 hornets close, Pysons road industrial estate, broadstairs, kent, CT10 2YD <p>Based out of these offices will be our; Site supervisor, Resident Liaison Officer/Mobile Service Planner and engineers affiliated to each area. Providing additional efficiency to our supply chain process and relationship.</p> <p>5b At present we have engineers working on similar work for the following clients in the South East area;</p> <ul style="list-style-type: none"> • Tower Hamlets Council • Riverside Housing • Mears direct • Agility Eco • EON • Family Mosaic HA • Islington and Shoreditch Council • Greenwich Council • Arun District council <p>Additionally we also presently carrying out works of a similar nature for insurance companies, in properties in the EKH areas, including for companies such as Domestic and General and DirectLine.</p>
6a	<p>Resourcing</p> <p>Please provide additional information regarding the staffing structure including how holidays/sickness/general absence by employees will be handled over all four areas and how a continuous service to the Councils can be ensured.</p> <p>Please identify how unexpected short</p>	<p>6a</p> <p>Our EKH staffing structure proposed will be based across 3 office divisions, which are;</p> <p>Central office (Canterbury); Central team covering all 4 areas;</p> <ul style="list-style-type: none"> • Regional Director • Contract Manager • Lead Admin/RLO • Quality Auditor • Regional Health and Safety Manager

		<ul style="list-style-type: none"> • Lead Admin at any time to cover Works co-ordinator roles. • RLO from our other regional office in South East relocated to cover RLO role. • Liverpool contact centre utilised however if absence is above half a day we will re-locate of member of staff to cover the post. <p>6b Our contingency plan formulated for this contract will cover all absence of our 4 Works Co-ordinator role, which will comprise of;</p> <ul style="list-style-type: none"> • Full handover provided when annual leave is granted and cover arranged 2 weeks in advance. • Position to be ran from our Canterbury office, utilising Lead Admin or other staff members, with calls re-directed to this office. • Lead Admin or Local Resident Liaison Officer, short term immediate cover, to stand in at local EKH/employer office, who will have pre-authorisation clearance to EKH office. • If required call's can also be re-directed to our Liverpool Contact centre, which is manned 24/7/365 by competent in-house personnel. • All personnel trained in the task of administering jobs accordingly. <p>6c As aforementioned a contingency plan will be put in place for our Works co-ordinators, which will also detail our measures to deploy in times of high demand, which will include;</p> <ul style="list-style-type: none"> • Extra support available at peak times from our central team (Lead Admin, Contract Manager, Resident Liaison Officer's) - All staff trained on the admin role and how to complete tasks accordingly and have pre-authorised clearance to EKH offices. • Envisage the calls back to residents when experiencing high demand to be carried out by staff in our supporting central and satellite offices. • Call's diverted to short term to our Canterbury Office and/or contact centre in Liverpool, acting as an overflow this will be in place at all times. • Resource will be continually monitored to ensure resource meets demand, increasing resource as required over the course of the contract. • Support from experienced admin operating on our 3rd party works, who can be called upon to at anyone time to assist on this contract. • Linked with contract Disaster recovery plan which will be developed for each area, covering loss of communications and IT failure, in which calls can be re-routed to any of our offices including satellite and
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		our job management system accessed remotely as web based.										
7.	<p>Out of Hours</p> <p>Please give further information how out of hours and emergency calls will be dealt with and appropriate action required to meet the emergency breakdown requirement within 4 hours.</p>	<p>Out of hours calls (aligned to EKH hours) will be re-directed to our fully functional in-house contact centre in Liverpool, which is manned by 5 competent staff in these hours. Said staff will have access to EKH/employer information on Job Logic (data management system) to raise jobs in particular emergency jobs and be briefed on EKH requirements and priority/response times. They will also be responsible for monitoring jobs raised via other platforms in this period, such as social media, e-mail, on-line direct reporting, live chat etc.</p> <p>Our EKH engineers for each area will operate on a call out rota to ensure we have enough coverage for each EKH area and appliance skill-set requirements. Our call out engineer will commence work with a clear schedule to be able to react to emergency jobs in the required times, in which jobs will be issued one at a time.</p> <p>EKH escalation procedure will be formed, comprising of 3 levels; LEVEL 1 – Site Supervisor LEVEL 2 – Contract Manager LEVEL 3 – Regional Director</p> <p>In periods of high demand we will call upon our engineers completing 3rd party/insurance works to assist.</p> <p>The following process will then apply;</p> <table><tr><th>STEP</th><th>ACTION</th></tr><tr><td>1</td><td>When calling us using the same number as in hours residents/clients call handling service will be greeted with' Good evening/morning you are speaking to [name] from Gas Call Services, how can I help you?' In which our staff will ask 1 or 2 questions to verify caller.</td></tr><tr><td>2</td><td>Our staff will diagnose the call and if not known identify any resident specific requirements including vulnerability.</td></tr><tr><td>3</td><td>If an emergency job is raised this will be logged accordingly on the job log page on Job Logic, with safety advice passed to the caller.</td></tr><tr><td>4</td><td>The job will then be allocated to an EKH engineer on call out in the closest proximity to attend within 4 hours, with the engineer details shared with the resident. The job will sync</td></tr></table>	STEP	ACTION	1	When calling us using the same number as in hours residents/clients call handling service will be greeted with' Good evening/morning you are speaking to [name] from Gas Call Services, how can I help you?' In which our staff will ask 1 or 2 questions to verify caller.	2	Our staff will diagnose the call and if not known identify any resident specific requirements including vulnerability.	3	If an emergency job is raised this will be logged accordingly on the job log page on Job Logic, with safety advice passed to the caller.	4	The job will then be allocated to an EKH engineer on call out in the closest proximity to attend within 4 hours, with the engineer details shared with the resident. The job will sync
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			automatically to their scheduler, simultaneously issuing the job to their IPAD/PDA.
		5	An emergency job transmits an audio alert to the engineer on his IPAD/PDA, however our contact centre staff member will also call the engineer to confirm receipt. Our Job Logic mobile app is non-reliant on a signal therefore works can be issued and administered at all times.
		6	The engineer will call the resident directly confirming their anticipated time of arrival, gathering more information from the works and will be encouraged to first time fix on responding, provided with imprest van stock and 24 hour access to stores facilities for parts and heaters etc.
		7	Engineer will attend and carry out the works accordingly, inputting full information on the IPAD/PDA of works carried out. If follow on works are required a convenient appointment will be made with the resident before leaving the property and temporary heating will be gifted, with full information submitted via IPAD/PDA for approval.
		8	Completed works will be auto-transposed back to the main database for closing by the work coordinator the following morning, whose first daily task will be to close all jobs completed in out of hours.
		9	Our Site supervisor will run a report by 10am of all follow on works required, will appoint them accordingly, whilst also identifying any improvement areas.
8.	Finances Please provide management	<p>Please access link below for a copy of Gas Call Services last 3 year accounts (2018/2017, 2017/2016, 2016/2015).</p> <p>Gas Call Services last 3 year audited accounts.zip</p>	

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9.	<p>Accreditations & Standards</p> <p>Please confirm membership or accreditation of the relevant Schemes/Bodies as set out in Section 3 of the Specification.</p>	<table><thead><tr><th>ACCREDITATION</th><th>START DATE</th><th>END DATE</th><th>NUMBER</th></tr></thead><tbody><tr><td>CHAS</td><td></td><td>11.10.2019</td><td></td></tr><tr><td>Gas Safe</td><td></td><td>15.07.2019</td><td>155808</td></tr><tr><td>HETAS</td><td></td><td>09.08.2019</td><td>2505</td></tr><tr><td>OFTEC</td><td></td><td>25.07.2019</td><td>C10512</td></tr><tr><td>NICEIC - Approved Contractor</td><td>29.09.2009</td><td></td><td>500295/000 Registration no:D</td></tr><tr><td>NICEIC - MCS</td><td>5.10.2014</td><td></td><td>NIC5228</td></tr></tbody></table> <p>We are also in the final stages of acquiring our SMAS and Safe Contractor accreditation’s (both SSIP accredited) and will share these with you as soon as received.</p> <p>Please access link below for the certificates of the above;</p> <p>Gas Call Services Certificates.zip</p>				ACCREDITATION	START DATE	END DATE	NUMBER	CHAS		11.10.2019		Gas Safe		15.07.2019	155808	HETAS		09.08.2019	2505	OFTEC		25.07.2019	C10512	NICEIC - Approved Contractor	29.09.2009		500295/000 Registration no:D	NICEIC - MCS	5.10.2014		NIC5228
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10.	<p>TUPE</p> <p>In your summary sheet only £1.00 has been inserted against the TUPE costs for each Council - please clarify.</p>	<p>Having undertaken the transfer of employees on many contracts over the last 20 years Gas Call Services have found TUPE to be positive. Therefore we would look to find roles for all those eligible and the costs associated with TUPE will be covered within our profit and overhead fee across the whole term of the contract.</p>																															

Gas Call Services Ltd

	Clarification Question	Clarification Response
1.a)	<p>Pricing Schedule, Communal Tab Servicing & Safety Inspection/Breakdown & Repairs</p> <p>Further to your previous clarification response which stated that the contract is a 'fixed price for one year' and that your intention is to '<i>work as a partner</i>' to discuss any areas of both savings and where there have been costs that were '<i>not anticipated</i>'.</p> <p>Whilst you are correct that the contract is a fixed price for the first year, the contract has a life beyond the first year and the only price revisions allowed for any subsequent years are within the provision of Clause 5.6.1 Basis and Dates of Revision which states that the rates tendered shall be:</p> <p><i>Subject to Consumer Price Index ('CPI') with a base date of 1st January each year and annually thereafter for the duration of the Contract Period.</i></p> <p><i>The first applicable adjustment for rates will be effective from 1st April 2020 by indices.</i></p> <p>There will be no opportunity to re-negotiate the tender rates submitted.</p> <p>Please clarify and confirm, your understanding of the duration of the contract, the annual adjustment mechanism contained within Clause 5.6.1, the nature of the services and pricing mechanisms described within the contract and clarify the</p>	<p>1 a) We can confirm Gas Call duly understand and agree to the pricing schedule outlined within the documentation.</p> <p>The price tendered will be for the first year only, with increases annually using the CPI method. We believe this protects ourselves with price increases of materials and confirm this is acceptable to ourselves.</p>

<p>1.b)</p>	<p>content of the first paragraph above.</p> <p>Further to your previous clarification response:</p> <p><i>'We understand that the contract is a fixed price for one year, therefore we would constantly review the breakdown levels, condition of appliances within the plant room. Discussing with EKH/employer any major works we deem as required in the following years.'</i></p> <p>We would wish to re-iterate the following:</p> <p>The contract has a life in excess of one year, and</p> <p>Specification Volume 3 1.7 PLANT ROOM DILAPIDATION SURVEY</p> <p>The Specification sets out that <i>'the Contractor shall undertake a Dilapidation Survey within 3 months of Contract commencement. It is envisaged that the Contractor will identify areas of non-conformance, highlight concerns and provide associated costings for repairs in need of attention.</i></p> <p><i>The expectation of the Client Representative is that once this survey has been undertaken any associated repairs or system failures will not be pursued as addition to Contract Works'.</i></p> <p>Whilst the Contractor will be expected to identify any areas for non-conformance, concerns and provide costings for repairs – such works are not guaranteed to be undertaken by the Contractor and may be subject to a separate tender process.</p> <p>Please clarify and confirm your understanding of this.</p>	<p>1 b) We can confirm our understanding of this as; Dilapidation Survey - It is in our interest to complete this survey within the specified timeframe. The survey will identify the larger risk to the commercial plant and enable us to form a plan, collaboratively, to deal with any issues arising from it.</p> <p>We understand that only associated works identified by the dilapidation survey may not necessarily be awarded to Gas Call Services Limited.</p>
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1.c)	<p>Further to your previous clarification response</p> <p>Your priced tender for servicing the communal boilers appears to be very low. We do not believe this would cover the costs to complete the work given that as a minimum the following inspections are required and as detailed in the tender documents:</p> <p>Annual Service (estimated 4hrs including replacing gaskets and seals) Summer inspection (estimated 2hrs) Monthly inspections (including clock changes and autumn recommissioning, estimated 0.5 hr per visit) Cleaning of system filters and redosing with inhibitor (estimated 2hrs) Replacement of Pressure Relief Valves (estimated 0.5hr) Internal inspection of calorifiers including descaling (estimated 4hrs) Removal of calorifier tube bundle to descale (estimated 4hrs)</p> <p>Please clarify how you have established your tender rate for these requirements.</p>	<p>1 c) [REDACTED]</p> <p>Gas Call has looked across a number of similar contracts and plant to ascertain our current costs to allow us to tender at these rates. These figures have been across 5 years work and have been agreed with our commercial manager.</p> <p>Gas Call has created a number of specialised commercial teams allowing us to improve efficiencies on each visit, reducing annual repair costs. Throughout the contract term Gas Call will look to maximise the efficiency of each site visit, with monthly checks taking place in conjunction with repair jobs.</p> <p>We also believe the £500 parts repair limit offers ourselves some protection and again this has been taken into consideration in our pricing model.</p>
2.a)	<p>Pricing Schedule, Domestic & Others Tab Servicing & Safety Inspection/Breakdown & Repairs</p> <p>Further to your previous clarification response which stated that the contract is a 'fixed price for one year' and that your intention is to 'work as a partner' to discuss any areas of both savings and where there have been costs that were 'not anticipated'.</p>	<p>2 a) Our statement around a fix price for one year is a confirmation that we understand the impact of the CPI calculation. We fully understand that the contract continues past the first year and beyond.</p> <p>We view the CPI calculation as a potential increase, however if the index is negative then it is our expectations that in that year no reduction in price would be applied. For the avoidance of doubt we believe the impact of CPI to be compound on an annual basis.</p>

Whilst you are correct that the contract is a fixed price for the first year, the contract has a life beyond the first year and the **only price revisions allowed** for any subsequent years are within the provision of **Clause 5.6.1 Basis and Dates of Revision** which states that the rates tendered shall be:

Subject to Consumer Price Index ('CPI') with a base date of 1st January each year and annually thereafter for the duration of the Contract Period.

The first applicable adjustment for rates will be effective from 1st April 2020 by indices.

There will be no opportunity to re-negotiate the rates submitted.

The expectation of the Client Representative/Employer is that where parts are available within the marketplace (manufacturer, appointed and independent suppliers) that repairs and not renewal/replacement will be effected.

Please clarify and confirm, your understanding of the duration of the contract, the annual adjustment mechanism contained within Clause 5.6.1, the nature of the services and pricing mechanisms described within the contract and clarify how you propose to deliver the service expectations within the tendered costs.

Below, as already provided, highlights how our costs are broken down;

GAS Properties	East Kent		East Kent
14835	14835		Repair Cost
Tender Price Combined S/M Admin & TLO PP Average @£168,000			
10 Month Service Cycle 2472			Service Cost PP
Average PPP			
Services Cost actual Per Year			
Average Cost Repair			
Total			
Overhead (Contract Man)			
Gross Margin			
Gas contract value		Direct Cost	
Margin			

2b) Covered in our response to 2c) below.

2.b)

The tender rate for domestic servicing and maintenance appears very low.

<p>2.c)</p> <p>2.d)</p>	<p>Please clarify how this is to be achieved for the entire duration of the contract (not just year 1).</p> <p>It is the intention to receive an all inclusive cost as per 1.2 and 9.4 of the specification and the servicing costs will be paid on a monthly basis of 1/12th of the annual sum. Therefore there should be no claim of 2472 x £[REDACTED] and any such claim would be rejected.</p> <p>The cost base for the 4 RLOs and 4 Administrators appears incorrect and does not reflect market rates in Kent If the 4 RLOs and 4 co-located Administrators cost £[REDACTED] x 8 = £[REDACTED] plus vehicle hire for 4 RLOs + £[REDACTED] Total = £[REDACTED] The TUPE cost of an RLO is £[REDACTED] plus vehicle etc and using this as a base is likely to result in an overall cost of 270k</p> <p>Please clarify the cost build up resulting for these employees and the means through which they will be available to support the contract from the start date</p>	<p>2c) Apologies if our clarification was not clear as the calculation is not £[REDACTED] x 2472. There was a clarification raised (portal ref. 33.1), asking how servicing would be paid, in which the response confirmed it would be per completed LGSR. Therefore we assumed rightly, that we would be paid for all services completed in a calendar year based on a 10 month cycle. We would complete approximately 2472 extra services @ £[REDACTED]. If you multiply the approximate amount of extra services (2472) by service price (£[REDACTED]) this equals £[REDACTED]. Divide that figure by 14,839 (total approx. number of properties) equates to £[REDACTED].</p> <p>N.B. This is an approximate figure, as the £[REDACTED] will fluctuate dependent on extra resource volume.</p> <p>Given your concerns that our service and maintenance price was lower than you expected and now understanding the clarification (portal ref 33.1) that all bidders received, I hope this makes it clear how our price is built up.</p> <p>We have operated these type of contracts for many years and the only element that ever changes on a regional basis is the cost of labour, with labour in the south generally being 20% more expensive than the north.</p> <p>We have pre-agreed our parts, materials prices and vehicle costs on a national basis, with fuel encountering slight regional variations. As explained in our submission, it is our intention to have electric vehicles on this contract.</p> <p>2d) To clarify, we have not provided a full cost for the 4 admin and 4 RLO roles, within the separate price items. The reasoning behind this was to protect our margin within the contract going forward. Therefore we included some of the cost's for these role's within our contract overheads.</p>
<p>3.a)</p>	<p>Pricing Schedule, Installations Tab</p> <p>Boiler Pricing</p>	<p>3 a) Water test certificates are currently provided free of charge from the boiler manufacturer, if this was to change the cost of testing would be £[REDACTED] per certificate, this is covered in our price matrix.</p>

3.b)	<p>Your previous clarification response confirmed a breakdown of how you have established your tendered rate but did not include all elements required under the Specification including:</p> <ul style="list-style-type: none"> • Water Test Certificate (required from the manufacturer) • EICR (for ALL installations/ replacements) • Energy Performance Certificate <p>Please clarify and confirm how these and all other contract and specification requirements have been included within your tender.</p> <p>Your previous clarification response also stated that scaffolding was 'over and above' the tendered rate however scaffolding costs up to 5m should be included.</p> <p>Please clarify that you have allowed for this requirement within your tender.</p>	<p>As per 'paragraph A109 Volume 4 Specification' electrical works are charged separately per boiler install. Therefore our electricians would provide an EICR as part of that installation cost.</p> <p>Within the table provided in our previous clarification response, you will see a line 'Survey/quality', the EPC cost would be included in this price.</p> <p>3b) Your specification states in '<i>paragraph 1.4, Volume 5</i>', 'use ladders, trestles and the like up to 5m'. Our understanding is that scaffolding would only be required, where ladders/trestles are deemed un-safe to work off at this height and we have priced on that basis.</p> <p>Our installation teams complete "tetra" access training, allowing us to achieve access to most flue positions.</p> <p>Where scaffolding is required it would be with the prior agreement of EKH/employers.</p>
4.a)	<p>Customer Contact Centre and Customer Call Handling</p> <p>Your previous clarification response indicates that call handling will be addressed by your contact centre in Liverpool. Your website indicates that the contact centre is in Glasgow and provides various metrics, 250,000 calls, operating hours, 15 incoming lines, 32 agents, 15 second average call answering etc.</p> <p>Please clarify and confirm that the service requirements of this tender have been taken in to account and what additional resource provision has been included within your tender to deliver the required service levels to c15,000 households.</p>	<p>4.a) We can confirm that the service requirements of this contract have been thoroughly taken into account.</p> <p>Our 24/7/365 contact centre in Liverpool, opened in January 2019, as part of our expansion of Gas Call Services into England, is 10,000 sq. foot, located at International Industrial Park, 19 Hurricane Court, Speke, Liverpool, L24 8RL. This site, also functions as our head office in England.</p> <p>This fully functional centre, manned by 10 directly employed personnel, will provide 24/7/365 contact centre support for you and your customers.</p> <p>Our linked phone system provides instant redirection in the event of call handlers being busy. All phone stats will be recorded and shared with you.</p>

		Please accept our apologies for this oversight on our website, we are currently updating our website, so that the information is aligned to that referenced in our bids.
5.a)	<p>Contract Mobilisation</p> <p>Your previous clarification response provided an indication of the operational arrangements.</p> <p>Please clarify and confirm that your tender includes for the complete establishment and set-up of a new and distant service and maintenance operation in Kent, including the provision of adequate managerial, administrative and engineer resource, office accommodation, vehicles, vendor and supplier arrangements to address the service demands and service expectations of the contract from the start date.</p>	<p>5.a) We can confirm we have included the requirements outlined within the documentation;</p> <p>Gas Call already has a number of key staff located in the area including managers, administrative staff and engineer resources in place. All of which are already part of our cost base already. If further resources (after the TUPE exercise) are required, we have key contacts with a number of recruitment agencies locally and discussed roles with a number of individuals. This will be further supported with the extra resourcing outlined in our plan for the initial four weeks of this contract.</p> <p>All other items within mobilisation are planned accordingly within contract budgets. All senior managers and local staff are experienced in mobilisation of contracts, including the opening of new local offices to support newly awarded contracts.</p> <p>Managed office sites have already been visited and contingent agreements are in place, allowing for instant IT/phone connections; our in house IT team will be available to complete all relevant connections, e-mail addresses etc.</p> <p>Our supply chain partners including Travis Perkins and Wolsely are already in place, along with adequate credit levels, ordering systems and stock levels. All of which was discussed and agreed pre-tender.</p> <p>Again we have made provision for the supply of vehicles, plant and associated materials to be in place prior to the contract commencement date.</p> <p>All plant, i.e. combustion analysers, vacuums, PDA's, and mobile phones etc. are already held within the business and will be issued as required.</p> <p>We have in place a number of vehicle suppliers; to provide either long or short term</p>

		<p>lease, depending on the availability of vehicle sizes, outlined from TUPE meetings with operatives.</p> <p>As mentioned within our initial submission all aspects will be ran by our highly experienced regional director, who has overseen numerous contract mobilisations over the last 20 years.</p>
6.a)	<p>Business Operation</p> <p>Please outline the impact of 40- 50% growth by value upon the existing business operation.</p>	<p>Gas Call Services is part of Duality Group.</p> <p>Duality has a Group turnover of 30m.</p> <p>We have a £5,000,000.00 funding line in place with IGF (Independence Growth Finance) Group with less than third utilised and we don't anticipate this increasing, along with substantial cash reserves. We are happy to provide a letter of credit, if required.</p> <p>With the knowledge and the relationships gained within the business over the last 30 years, key contacts and suitable credit and trading agreements are in place. For example;</p> <ul style="list-style-type: none"> • Wolseley group - £6000,000.00 credit limit - current utilisation 50% • PTS new facility - £750,000.00 credit limit - current utilisation 10%. • Plumb store - £1,000,000.00 credit limit - current utilisation 50%. <p>We have numerous other facilities, covering vehicles and fuel, helping to support the company going forward.</p> <p>With all existing suppliers paid within terms.</p> <p>Gas call already has employed a number of key staff in anticipation of growth, as well as the aforementioned new operating centre in Liverpool, a Regional Director and local operation teams, including recruitment of managers and admin staff. Gas Call and the Directors see this as an investment into the future.</p>

CONTRACTOR'S SCHEDULE OF RATES

Summary

Complete Blue cells only

Name:

Gas Call Services Ltd

Summary	Tender
Communal: Servicing, Safety Inspection, Breakdown and Repair	£ [REDACTED]
Domestic & Others: Servicing, Safety Inspection, Breakdown and Repair	£ [REDACTED]
Additional Works	£ [REDACTED]
Installation	£ [REDACTED]
Co-located Administrator	£ [REDACTED]
Resident Liaison Officer (RLO)	£ [REDACTED]
Mark-up to Prime Cost Items (Materials and Sub-contractors): Enter Percentage	£ [REDACTED] x £25,000
TUPE Costs	£ 1.00
Tender Sum	£ 1,142,764.40

Note:

Prices submitted are to be for Year 1 only

All quantities in this document (including the PC value above) are for Tender evaluation purposes only and do not indicate the actual volume of work that might arise during the Contract Period

Tenderers should complete ALL cells: failure to do so may result in the Tender's being rejected

The Councils do not warrant any information received and passed onto the Tenderers in respect of the TUPE information provided by/received from the incumbent provider

Domestic & Others

I/We tender the following **all inclusive** rate per property for **Service & Safety Inspection** and
Breakdown & Repairs in accordance with the Contract

£ [REDACTED]

Ref	Description	Quantity		Servicing & Safety Inspection	Breakdown & Repair	Annual Sum
SIBR01	Gas Fuel Appliances	2827	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR02	Oil Fuel Appliance	104	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR03	Solid Fuel Appliance	13	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR04	LPG Fuel Appliances	15	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR05	Electric Heating: Dry	177	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR06	Electric Heating: Wet	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR07	Unvented Hot Water Cylinders	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR08	Solar Thermal Panels	2	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR09	CHP Units	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR10	Heat Interface Units	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR11	Ground Source Heat Pumps	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR12	Air Source Heat Pumps	7	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR13	NIBE Type Exhaust-Air Heat Pumps	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR14	Mechanical Ventilation with Heat Recovery (MVHR)	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]
SIBR15	Biomass Boilers	1	£	[REDACTED]	£ [REDACTED]	£ [REDACTED]

Communal

I/We tender the following **all inclusive** rate per property for **Service & Safety Inspection** and **Breakdown & Repairs** in accordance with the

£

Contract											
Ref	Description	Dwellings	Boiler Room	Safety Inspection	Domestic Repair	Annual Sum					
COMM01	Nailbourne Court, Palm Tree Way, Lyminge, FOLKESTONE, CT18 8LX	31	£	£	£	£					
COMM02	Stockham Court, Eleventon Close, FOLKESTONE, CT19 4QP (Communal Kitchen)	0	£	£	£	£					
COMM03	Green Court, Green Lane, FOLKESTONE, CT19 6QS (Communal Kitchen)	0	£	£	£	£					
COMM04	Bradfoord Court, Foord Road, FOLKESTONE, CT20 1HL	49	£	£	£	£					
COMM05	Glenlea, 33 Cheriton Gardens, FOLKESTONE, CT20 2AP	10	£	£	£	£					
COMM06	Mackeson Court, Military Road, HYTHE, CT21 5BJ	37	£	£	£	£					
COMM07	Halliday Court, Sir John Moore Avenue, HYTHE, CT21 5DQ	34	£	£	£	£					
COMM08	Win Pine House, Lyell Close, HYTHE, CT21 5JD	44	£	£	£	£					
COMM09	Churchill Court, Cinque Ports Avenue, HYTHE, CT21 6HR (Communal Kitchen)	0	£	£	£	£					
COMM10	Prescott House, Rolfe Lane, NEW ROMNEY, TN28 8JR (Communal)	0	£	£	£	£					
COMM11	Romney Marsh House, Orgaswick Avenue, Dymchurch, ROMNEY MARSH, TN29 0PP	33	£	£	£	£					
COMM12	Mittell Court, Vine Lands, Lydd, ROMNEY MARSH, TN29 9BJ	29	£	£	£	£					

Additional Works

I/We tender the following **all inclusive** rate for **Additional Works** in accordance with the Contract

Ref	Description	Unit	Quantity	Rate	Annual Sum
GW01	Carry out void/mutual exchange inspection and commissioning	Item	250	£	£
GW02	Carry out commissioning visit	Item	25	£	£
GW03	Replace gas fire with radiator	Item	10	£	£
GW04	Increase size of radiator in room where gas fire removed	Item	10	£	£
GW05	Install new indirect/coil type HW Cylinder	Item	20	£	£
GW06	Install new un-vented indirect/coil type double feed HW cylinder	Item	20	£	£
GW07	Run up to 3 metres 15mm copper tubing	Item	20	£	£
GW08	Run up to 3 metres 22mm copper tubing	Item	20	£	£
GW09	Run up to 3 metres 28mm copper tubing	Item	20	£	£
GW10	Run up to 10 meters 15mm Hep ² O plastic tubing	Item	20	£	£
GW11	Run up to 10 meters 22mm Hep ² O plastic tubing	Item	20	£	£
GW12	Trace and repair gas escape not covered by specification	Item	15	£	£
GW13	Supply and fit immersion heater complete with overheat thermostat	Item	200	£	£
GW14	Supply and fix correctly sized cable from meter to immersion heater point	Item	40	£	£
GW15	Supply and install high and low-level compartment ventilation	Item	20	£	£
GW16	Disconnect appliance and cap point.	Item	200	£	£
GW17	Install cooker and bayonet using new 1 metre Buttyl rubber tube with plug in adapter	Item	100	£	£
GW18	Install emergency control valve	Item	100	£	£
GW19	Replace or install both TRV and lockshield valve	Item	200	£	£
GW20	Replace or install TRV	Item	200	£	£
GW21	Replace or install lockshield valve	Item	200	£	£
GW22	Carry out domestic system power flush and install inhibitor to correct level, provide test certificate	Item	25	£	£
GW23	Install lagging per meter	Item	500	£	£
GW24	Install external condense pump	Item	50	£	£
GW25	Supply Scaffold priced on a per lift basis, up to 3m wide	Item	10	£	£
GW26	Out of Normal Hours Service and Inspection Visits	Item	50	£	£
GW27	Install Service Interval Programmers	Item	50	£	£
GW28	Hourly rate charge for call within hours	Item	20	£	£
GW29	Hourly rate charge for call out of hours	Item	20	£	£
GW30	Install mains powered CO Detector	Item	50	£	£
GW31	Install mains powered Smoke Detector	Item	50	£	£
GW32	Install battery powered CO Detector	Item	50	£	£
GW33	Install battery powered Smoke Detector	Item	50	£	£
GW34	Replace mains powered CO Detector	Item	50	£	£
GW35	Replace mains powered Smoke Detector	Item	50	£	£
GW36	Replace battery powered CO Detector	Item	50	£	£
GW37	Replace battery powered Smoke Detector	Item	50	£	£
GW38	Carry out concealed flue inspection	Item	50	£	£

Additional Works

Ref	Description	Unit	Quantity		Rate	Annual Sum
GW39	Supply and fit inspection cover to concealed flue	Item	50	£		
GW40	Record additional information	Item	500	£		
GW41	Increase insulation by 50mm	m²	500	£		
GW42	Increase insulation by 100mm	m²	500	£		
GW43	Increase insulation by 150mm	m²	500	£		
GW44	Increase insulation by 200mm	m²	500	£		
GW45	Supply and fit lid and jacket to cold water tank	m²	500	£		
GW46	Supply and fit lid and jacket to feed and expansion tank	m²	500	£		
GW47	Insulate pipework in unheated area per meter	m²	500	£		

Installation

I/We tender the following all inclusive rate for Installation Works in accordance with the Contract						£	
Ref	Description	Unit	Quantity	Rate		Annual Sum	
BC01	Worcester Bosch Greenstar 25i	Item	10	£		£	
BC02	Worcester Bosch Greenstar 30i	Item	100	£		£	
BC03	Worcester Bosch Greenstar 36CDi Compact	Item	50	£		£	
BR01	Worcester Bosch Greenstar 15Ri	Item	10	£		£	
BR02	Worcester Bosch Greenstar 18Ri	Item	5	£		£	
BR03	Worcester Bosch Greenstar 24Ri	Item	5	£		£	
BS01	Worcester Bosch Greenstar 12i System	Item	5	£		£	
BS02	Worcester Bosch Greenstar 15i System	Item	5	£		£	
BS03	Worcester Bosch Greenstar 18i System	Item	10	£		£	
BS04	Worcester Bosch Greenstar 24i System	Item	10	£		£	
AI01	Gas Supply - Meter to Boiler	Item	20	£		£	
AI02	Gas Supply - Cooker	Item	20	£		£	
AI03	Gas Supply - Flex Connector	Item	20	£		£	
AI04	Gas Supply - Gas Fire	Item	1	£		£	
AI05	Gas Supply - Connection from adjacent point	Item	20	£		£	
AI06	Radiators	Item	150	£		£	
AI07	Radiator Addition/Omission	Item	20	£		£	
AI08	Pipework	Item	100	£		£	
AI09	Electrical Supply	Item	100	£		£	
AI10	Cross Bonding	Item	200	£		£	
AI11	Provision of loft hatch	Item	20	£		£	
AI12	Washing machine connection	Item	10	£		£	
AI13	Solid floor ducting	m	50	£		£	
AI14	Ducting / Boxing in	m	50	£		£	
AI15	Insulation - 100mm	m²	30	£		£	
AI16	Insulation - 200mm	m²	30	£		£	
AI17	CO detector	Item	200	£		£	
AI18	Cold Water Supply	Item	25	£		£	
AI19	Single channel 7 day programmer with service interval	Item	100	£		£	
AI20	Dual channel 7 day programmer with service interval	Item	100	£		£	
AI21	Room thermostat	Item	100	£		£	
AI22	Hercal Cylinder with immersion heater - 120 Litre	Item	80	£		£	
AI23	Hercal Cylinder with immersion heater - 150 Litre	Item	80	£		£	
AI24	Feed & Expansion Tank - Hot Water	Item	50	£		£	
AI25	Cold Water Storage	Item	25	£		£	
AI26	Storage Platform	Item	25	£		£	
AI27	Install or replace TRV to existing radiator	Item	200	£		£	
AI28	Install or replace Lockshield valve to existing radiator	Item	300	£		£	
AI29	Install pipe lagging to existing pipe work (any size)	m	100	£		£	
AI30	Install 15mm copper tubing either under floor or surface mounted	m	1000	£		£	
AI31	Install 22mm copper tubing either under floor or surface mounted	m	600	£		£	
AI32	Install 28mm copper tubing either under floor or surface mounted	m	200	£		£	
AI33	Labour only	Hour	1	£		£	
AI34	Supply scaffolding	Per Lift	50	£		£	
AI35	Standard telescopic flue kit (350-570mm): 100mm diameter - Horizontal RS Flue	Item	250	£		£	
AI36	Long telescopic flue kit (570-790mm): 100mm diameter - Horizontal RS Flue	Item	20	£		£	
AI37	Extension flue kit (960mm): 100mm diameter - Horizontal RS Flue	Item	20	£		£	
AI38	2m flue extension: 100mm diameter - Horizontal RS Flue	Item	20	£		£	
AI39	Short flue extension (220mm): 100mm diameter - Horizontal RS Flue	Item	20	£		£	
AI40	90 degree bend: 100mm diameter - Horizontal RS Flue	Item	20	£		£	
AI41	45 degree bend: 100mm diameter - Horizontal RS Flue	Item	20	£		£	
AI42	High level horizontal flue adaptor: 100mm diameter - Horizontal RS Flue	Item	20	£		£	
AI43	Support bracket kit: 100mm diameter - Horizontal RS Flue	Item	50	£		£	
AI44	Support bracket kit (6 pack): 100mm diameter - Horizontal RS Flue	Item	50	£		£	
AI45	Support bracket kit (CDi Compact): 100mm diameter - Horizontal RS Flue	Item	50	£		£	
AI46	Support bracket kit (CDi Compact 6 pack): 100mm diameter - Horizontal RS Flue	Item	50	£		£	
AI47	Standard telescopic flue kit: 125mm diameter - Horizontal RS Flue	Item	50	£		£	
AI48	Extension flue kit (960mm): 125mm diameter - Horizontal RS Flue	Item	50	£		£	
AI49	90 degree bend: 125mm diameter - Horizontal RS Flue	Item	50	£		£	
AI50	45 degree bend: 125mm diameter - Horizontal RS Flue	Item	50	£		£	
AI51	High level horizontal flue adaptor: 125mm diameter - Horizontal RS Flue	Item	50	£		£	
AI52	Support bracket kit: 125mm diameter - Horizontal RS Flue	Item	50	£		£	
AI53	Support bracket kit (CDi Compact): 125mm diameter - Horizontal RS Flue	Item	50	£		£	
AI54	Vertical 1,090mm balanced flue kit (inc adaptor): 100mm diameter - Vertical RSF Flue	Item	50	£		£	
AI55	Extension flue kit (960mm): 100mm diameter - Vertical RSF Flue	Item	50	£		£	
AI56	2m flue extension: 100mm diameter - Vertical RSF Flue	Item	50	£		£	
AI57	Short flue extension: 100mm diameter - Vertical RSF Flue	Item	50	£		£	
AI58	90 degree bend: 100mm diameter - Vertical RSF Flue	Item	50	£		£	
AI59	45 degree bend: 100mm diameter - Vertical RSF Flue	Item	50	£		£	
AI60	Flashing - flat roof: 100mm diameter - Vertical RSF Flue	Item	50	£		£	
AI61	Flashing -pitched roof: 100mm diameter - Vertical RSF Flue	Item	20	£		£	
AI62	Vertical 1,365mm balanced flue kit (inc adaptor): 125mm diameter - Vertical RSF Flue	Item	10	£		£	
AI63	Extension flue kit (960mm): 125mm diameter - Vertical RSF Flue	Item	10	£		£	
AI64	90 degree bend: 125mm diameter - Vertical RSF Flue	Item	10	£		£	
AI65	45 degree bend: 125mm diameter - Vertical RSF Flue	Item	10	£		£	

Installation

Ref	Description	Unit	Quantity		Rate	Annual Sum
AI66	Flashing - flat roof: 125mm diameter - Vertical RSF Flue	Item	10	£		£
AI67	Flashing -pitched roof: 125mm diameter - Vertical RSF Flue	Item	10	£		£
AI68	Plume management kit: Plume management system	Item	60	£		£
AI69	Extension (1,000mm): Plume management system	Item	20	£		£
AI70	90 degree bend: Plume management system	Item	20	£		£
AI71	45 degree bend (pair): Plume management system	Item	20	£		£
AI72	Plume management terminal guard round: Plume management system	Item	10	£		£