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**Appendix 2 – Specifications and Service Levels**

Roehampton FM Services

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**Authority reference** – DN386871

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# APPLICABLE TO ALL SERVICES

## Facilities provided by the Bank

### Gas, Water, and Electricity

The Bank shall allow the Contractor and his Sub Contractors reasonable use of any gas, water and electricity necessary for the performance of any service or other work under this Agreement.

### Toilets and welfare facilities

For the purpose of the Contract, the Bank will provide the Contractor’s and Sub-Contractors’ employees the following facilities at the Site without charge for use:

* Toilets
* Welfare Facilities

### Office and workshop accommodation

For the purpose of this Contract, the Bank shall allow the Contractor and Sub-Contractors the free use of the following designated dry stores and work area facilities:

* Office & Workshop Accommodation

### Telephone (Land Line)

The Bank shall allow for day-to-day running of the contract designated landline telephones in the Management Company’s office.

### Site parking

Parking facilities are available to the Contractor on the Site by arrangement. Provision for loading and unloading of supplies may be made available on an “as required” basis.

## Responsibility

The Contractor shall be responsible for ensuring that its employees and Sub-Contractors make proper use and take reasonable care of the facilities provided.

The Contractor shall note that these facilities shall be used only for the purposes of execution of this contract. Any abuse of facilities provided may result in their being withdrawn and may result in the termination of the Contractor’s engagement under the Contract.

The Contractor shall be responsible at all times for maintaining the facilities and accommodation in a presentable, clean and proper state to the Bank’s satisfaction in accordance with the Bank’s Code of Practice for Contractors. Care is to be taken to conserve energy when the facilities are not in use.

## Contract management

### Management role

The Contractor will provide a suitably qualified on-site working contract manager who will monitor their staff and liaise with the Site representative and the relevant Bank’s personnel on a monthly basis. In addition the role will include

Attend Health and Safety meetings quarterly, or as requested

Attend monthly meeting with the Site representative and other Bank representatives ie; Health and Safety, Security, CSR managers

### Management Information

Example of Reports required in monthly meeting or as otherwise agreed.

To be provided in electronic format

|  |  |
| --- | --- |
| **Description** | **Method** |
| Quality monitoring | KPIs/Service Levels/Quality control reports (IT based) |
| Quality inspection audit | KPIs/Service Levels/Quality control reports (IT based) |
| Damage reports | As and when noted |
| Helpdesk requests by building & type | Helpdesk/weekly operations meeting |
| Operational Issues | Telephone/e-mail/weekly and monthly meetings |
| Health & safety issues/incidents | Telephone/e-mail/weekly and monthly meetings |
| Staffing issues to include:Manning levelsAdditional staff/overtime requirementsAbsenceDisciplineDevelopment of individuals / team | Staff attendance records/monthly/ quarterly meetings |
| Periodicals | Maintain spreadsheet/ add to Concept |
| Consumables | Monthly meetings |
| Vending | Monthly meetings |
| Budget information to include:Staff costsPeriodical costsConsumable cost | Quarterly meetings |
| Training  | Monthly meetings |
| Site manager overview including:General comments & suggestions | Monthly meeting |

The contractor will prepare such other reports as the Bank may reasonably require from time to time.

### Escalation Procedures

All problems or complaints from users will be resolved in accordance with the following escalation procedure.

|  |  |
| --- | --- |
|  | Escalation Route |
| Priority | Timescale | Contractor | The Bank |
| 1 | Within 45 minutes of event occurring | Contractor’s representative regional manager/managing director | The Bank representativesenior manager |
| 2 | Within 45 minutes of event occurring | Contractor’s representative | The Bank representative |
| Within 2 hours of event occurring if not resolved | Regional manager | The Bank representative |
| Within 1 Working Day of event occurring if not resolved | Managing director | The Bank representative |
| 3 | Within 45 minutes of event occurring | Contractor’s representative | - |
| Within 2 hours of event occurring if not resolved | N/A | The Bank representative  |

The priority level will be set at the time of the event occurring and agreed with the user. The Bank representative will have the right to overrule any priority level proposed by the contractor and/or to reset the agreed priority level at any time during the resolution of the problem.

Priority levels will be defined as follows:

|  |  |  |
| --- | --- | --- |
| Priority | **Description** | **Example** |
| 1 | An event which could have serious potential financial impact on the business | Flooding, major power outage |
| 2 | An event which could have some material impact on the business | Moving documents/papersUnplugging equipment, oil and chemical spillages. |
| 3 | Complaints received from users regarding day to day operational activities | Failure to respond to a helpdesk request |

All Priority 1 and 2 problems will have a written explanation and a plan for future mitigation prepared by the contractor for the Bank representative within 5 working days of the event.

Priority 1 and 2 problems which are not resolved to the satisfaction of the Bank representative within 2 working days of the event occurring will be deemed to represent a material breach of this agreement.

The contractor will compile and maintain a set of emergency procedures to be used by his employees in time of emergency, including an emergency contact list of the Bank‘s representative and those of all support and maintenance contractors.

The contractor shall provide out-of-hours emergency contacts and a process for escalation.

### Staff

All staff are to be suitably qualified for the job role they are to undertake and inducted to site policies and procedures.

Uniform and PPE to be provided, style / branding as agreed with the Bank.
Ongoing training and development is to be provided for the on-site staff across all services.
The contractor should demonstrate high standards in their HR policies and procedures which should carry through to how the on-site staff are treated

LLW to be paid as a minimum to all on-site staff directly involved in the operation of the contract. NB; this does not include subcontractors or third party suppliers
Staffing levels / contract cost is fully inclusive and includes cover for sick / holiday etc

Permanent staff involved in the contract operations and those requiring access to the Bank’s IT systems are to be security cleared

## End of contract responsibilities

On termination of the Contract the following details shall be recorded and submitted in writing to the Bank by the outgoing Contractor one month prior to the end of Contract:

* List all stores and goods on order that will not arrive before handover.
* List all invoices outstanding (application for payment must be made within thirty days, where this may not be possible state reason why).
* List any plant defects affecting normal operation.
* List any permits to work in force at time of handover this is to include any isolations and state the name of the responsible isolating officer.
* State company contact details for any Site safety related enquiry, full address, telephone number and name of contact person.
* List details and give location of any hazardous substance to be left on Site. State location on Material Hazard Sheet.
* Muster Operating and Maintenance Manuals, service history records and record drawings and handover.
* List any known faults with equipment systems or circuits, to include any nuisance breakers or fuses, which may have been labelled for future monitoring/investigation.
* At time of handover provide BMS printout of settings and plant operating times.
* Compile list of sub-contractor servicing showing last service dates, include for a copy of the last service report sheet and place inside Site diary.
* Handover water quality logbook making suitable notation of transfer of responsibility.
* Handover Site diary noting the effective date and time of transfer of responsibility.

This list may be used as a checklist also on the occasion of a change of sub-contractor.

## Service Level Agreements

|  |  |  |  |
| --- | --- | --- | --- |
| **Scope** | **Constraints / Bank Deliverables** | **Service Level Criteria** | **Key Performance Targets** |
| ORGANISATION  |
| The contractor shall provide a management service to manage the contract on behalf of the Bank. The contractor’s management staff shall be suitably qualified, trained and security cleared.The contractor’s management staff will manage the day to day running of the contract and report to the Bank as and when required, providing all reports reasonably requested, including open book accounting of all costs incurred in providing the service.The contractor shall respond to all customer complaints promptly and courteously, keeping the Bank’s representative informed, and updating the concept system where appropriate.  | Instructions are issued promptly by Bank helpdesk.Instructions timed and dated.Bank representative attendance is required at monthly meetings.Bank requests to be accurate and not open to interpretation. |  | Deputy to senior manager suitably qualified and trained and able to act on behalf of contractor for day to day site operations. In accordance with company policy of training and promoting their employees. | 100% incidence. |
|  | Attendance at weekly informal and monthly formal and quarterly higher level management meetings (agenda to be issued by the contractor in advance) and particulars discussed therein recorded through minutes of the meeting prepared by the contractor and distributed accordingly. | 100% by account manager or delegated representative, Account manager must attend 9 out of 12 monthly meetings. |
|  | Reports and minutes issued to agreed timescales. | 100% by time of management meeting |
|  | Contractor’s staff to be security cleared and comply with security regulations, no breaches of security by staff. | 100% compliance within two months of the start of the contract |
|  | Attendance by contractor’s staff to be at staffing levels as stated in pricing schedules or as subsequently agreed with Bank | 100% compliance |
|  | Assessments for health and safety shall be undertaken and a summary report issued to Bank once each year or as instructed or as circumstances demand. | 100% compliance |
|  | General work requests issued by Bank shall be re-routed by the contractor through the help desk and prioritised accordingly. | 100% compliance |
|  | On notification from the Bank representative, complaints and instructions to rectify unsatisfactory practice and service provision shall be accurately logged and rectification instructions relayed effectively to contractor’s staff. All as per the agreed complaints procedures. Reflected on concept and retaining relevant emails | 100% compliance |

|  |  |  |  |
| --- | --- | --- | --- |
| **Scope** | **Constraints / Bank Deliverables** | **Service Level Criteria** | **Key Performance Targets** |
| CUSTOMER |
| The contractor shall monitor customer complaints and feedback, respond appropriately and report to the Bank representative regarding complaints received and responsive actions taken. |  |  | A customer satisfaction survey shall be issued to Bank representatives and other key customers annually.  | 80% of overall responses to planned customer surveys marked as good and above |
|  | Complaints relating to service delivery should not exceed 2 incidents per day per building | 100% compliance |
|  | The contractor shall monitor all complaints and meet the Bank weekly to report responses made. | 100% compliance |
|  | All staff shall be co-operative and polite and conduct themselves in a professional and proactive manner. | Minimal customer complaints. |
|  | All staff shall abide by the agreed uniform / dress code. | 100% compliance |
|  | Feedback to customer on availability of service | Customer notified within 1 hour if service is to be delayed |

|  |  |  |  |
| --- | --- | --- | --- |
| **Scope** | **Constraints / Bank Deliverables** | **Service Level Criteria** | **Key Performance Targets** |
| The contractor shall provide all financial information required by the Bank for budgeting and open-book accounting purposes in a timely manner.  | Bank shall pay all invoices on time providing that the invoices are accurate, correct and supporting documents are attached. | FINANCE |
|  | Invoicing shall be accurate and on time. | 100% compliance. |
|  | The contractor shall assist Bank in establishing budget figures to agreed timescales. | 100% compliance. |

# SECURITY SERVICES

## Services to be provided

The following duties are to be provided. Please note that exact methodology (including technology used) will be added to the contract to reflect tender response:

### Site Security

* Patrol grounds
* Check all incoming goods traffic and deliveries
* Ensure only authorised staff, contractors, tenants and visitors are given access onto the site.
* Manage vehicle and pedestrian access on site
* Patrol car parks
* Notify management of any defects (i.e. fence, gates, etc.) found during the course of their duty
* Provide liaison for out of hours maintenance call-outs
* Provide a comprehensive operations manual for their staff and the Bank’s site management

### Internal Security

* Respond to fire and intruder detection systems
* Contact for out of hours telephone calls
* Contact emergency services when and if require
* Challenge any person they believe may be on site without authority
* Issue keys and be responsible for correct annotation of key register
* Scan mail using scanmax x-ray machine (training will be provided by the Bank at the start of the contract, for any new staff)
* Monitor CCTV
* For all criminal activity, notify the Bank duty manager or HO CR to be called immediately and advised of the event

## Staffing requirements

### Security staff

The Contractor will provide fully licensed (in accordance with the Private Security Industry Regulations 2005), experienced and skilled Security Officers on rota duties, along with enough stand-by Security Officers for holiday, sickness and additional requirement cover, in order to ensure the Service Level Agreement of having two Security Officer on site at any time.

All the above staff will be cleared by the Bank’s own security vetting process, the process of which should start within a week of the staff commencing on site and be met by the Bank representative to satisfy that they are suitable.

A flexible approach is required as Security Officers will be required to undertake additional duties over and above site security, e.g. assist with deliveries (normally out of hours), room set-ups, etc.

Due to the range of external customers using the site in addition to the Bank of England members themselves, the Security Officers will be required to maintain a high profile throughout their working day, with particular importance on the various major function dates.

Ongoing training should be provided to Security Officers employed on site including attendance on any course deemed appropriate by the site representative (these courses will be provided by the Bank at no cost to the Security Company)

The Bank would prefer the Contractor to appoint security staff that live within easy travelling distance from the site and have been employed by the Contractor for a minimum of 6 months.

### Holiday and sickness cover

The Contractor shall ensure that additional, preferably security-cleared, similarly skilled labour is available to stand in for staff absent through sickness or on annual holiday leave. Such stand-in staff should receive a periodic Site induction in order that they remain familiar with the nature of the Site and contract conditions and are able to undertake a pro-active role should they be required to do so.

## Bank-supplied items and facilities for the provision of the security services

The Bank will provide the following:

* A 24 hour site patrol ‘clocking’ system which will cover the full area of the grounds and the external perimeter of the buildings. This will be checked on a regular basis by the Site representative.
* CCTV to be monitored by Security Officers.
* A small ground floor office within the pavilion, overlooking the main gates and lower car park. The office will be equipped with a telephone, work top, chair, notice board etc.
* A radio linked into the Site’s system. Keys to No 1 & 2 Bank Lane (accommodation) to allow access for late arrivals.
* A Bank mobile phone for out of hours use.
* Tea/Coffee and meals may be purchased on site at a subsidised rate.

## Mobile communications

The Contractor shall be responsible for ensuring that their on-site staff can be contacted at all times during normal working hours. It is anticipated that this will be best achieved through the provision of mobile phones and Bank-owned radios.

The Contractor shall be responsible for meeting all costs associated with the procurement, maintenance and operation of all mobile communication equipment identified above (Except Bank-issued Radios).

## Service Level Agreements

|  |  |  |  |
| --- | --- | --- | --- |
| Headline Service | ServiceSub-Element | ServiceLevel Description | PerformanceMeasure |
| General | Uniform | Smart uniform in accordance with Bank guidelines to be worn at all times | No deviation to uniform |
|  | Customer care | Staff & visitors greeted and acknowledged promptly and courteously in all areas  | No complaints from staff & visitors |
|  | Customer care | Queries answered or referred to the appropriate individual department to ensure a satisfactory conclusion | No complaints from staff & visitors |
|  | Telephone Answering | Security telephone to be answered within 4 rings. Telephone to be answered ‘Security, how can I help you’. | Regular testing by the Bank |
|  | Telephone Use | No private calls to be made on Bank mobile | Monitored by Bank |
|  | Behaviour | Security Officers to be alert at all times. No use of televisions and personal radios, or personal phones (except in emergency), no personal reading material etc whilst on duty | Monitored by Bank |
|  | Access control | To only allow access to site to Bank staff, tenants, contractors, members who hold valid passes and bona-fide visitors. | No unauthorised access granted |
| Staffing | Complement | 1 person to man access point during all site opening hours, plus 1 person to respond to alarms and other services required.  | Full staff at all times |
|  | Additional staff | Additional Security Officers may be required to cover high profile events (a minimum of 24 hours’ notice will be given) | Additional staff available on request |
|  | Management visits | Area Operations manager to attend monthly security meetings and quarterly Health and Safety meetings held on site. | All meetings attended |
| Documentation | Assignment instructions | Maintained current at all times | Audited by Bank |
|  | Emergency procedures | Maintained current at all times | Audited by Bank |
|  | Call out lists | Maintained current at all times | Audited by Bank |
|  | Hazardous materials list | Maintained current at all times and made available to emergency services | Audited by Bank |
|  | Risk Assessments | Health and Safety risk assessments maintained current at all times | Audited by Bank H & S Manager |
| Patrols | Internal patrols | To be carried out on a regular basis with at least one am and one pm  | Monitored by Bank |
|  | External patrols (including car parks) | Patrols to be completed on a regular basis with a **minimum** of 2 patrols during daylight hours and 2 patrols during dark hours. | Report from site patrol clocking system |
| Key Register | Key issue/control | List of authorised key holders to be maintained current at all times | Monitored by Bank and audited as required |
|  | Records of issue | Keys to be issued to authorised key holders only and to be signed for | Audited as required |
| Incidents/ accidents | Response to security incidents | All incidents to be responded to within 5 minutes | No complaints from customers |
|  | Reports of incidents/ accidents | Reports of incidents/accidents dealt with by contract security to be completed within 24 hours | All incidents duly reported |
| Searches | Vehicle entry/exit searches | To conduct searches of vehicles only when advised by Bank of England security | Monitored by Bank  |
|  | Personnel baggage searches on entry/exit | To conduct searches of personnel baggage only when advised by Bank of England security | Monitored by Bank |
| Security systems | CCTV | To be monitored by SO, any review of the hard drive to be completed by Bank’s representative. | CCTV footage available when required |
|  | Access control | To monitor for attempted unauthorised access | No breaches of security |
|  | System defects | To report all security system defects to named contact point at earliest opportunity (no later than next working day) | Timely reports |
| Deliveries | Normal working hours | All delivery/courier vans are to be booked in/out recording Registration numbers/time/date | No breaches of security and full audit trail |
|  | Outside working hours | Unless goods are expected, they should not be accepted out of working hours. Goods expected are to be signed for and handed over to the relevant area during the next working day | No goods accepted when site is closed unless expected  |
| Training | Officer training | All Security Officers must be licensed as per SIA regulations prior to working on site | Copy of licence to be supplied to Bank |
|  | Bank induction | To be completed within 2 days of being assigned and ongoing training | Security Officers trained on duties and responsibilities |
| Vetting | All Security Officers | All Security Officers to have Bank security clearance (SLA starting two months after the start of the contract) | Random checks by Bank |
| Communications | Complaints | Any complaints to be brought to the attention of the site manager or other member of staff at the earliest opportunity | Monitored by Bank |
| Alarms | Fire & Intruder  | Respond within 3 minutes (fire), 5 minutes (security) | Monitored by Bank |
|  | Fire Test | To carry out weekly test of fire alarm system in conjunction with Maintenance Staff and record in fire log book | Monitored by Bank via log book audit |

# MAINTENANCE & ENGINEERING SERVICES

The Bank is committed to the provision of the highest levels of service and the Contractor must fully support this by utilising experienced and quality staff. The Contractor’s management and capability must fully support these objectives. The Contractor will be required to undertake the maintenance programme of works and provide its technical expertise to the site for the benefit of the Bank, staff, tenants, customers and other contractors.

This is a semi-comprehensive contract with a monetary limit for plant repairs to be agreed between the parties before the final contract is awarded. The Contractor will be required to work with the Bank’s Representative in developing a full maintenance strategy to ensure the Bank’s long term plans for the facility are realised.

## Services to be provided

The Services required to meet this contract comprise the provision of management, operation, maintenance and repair of the mechanical and electrical assets as listed in the provided asset list and the buildings fabric to ensure the operation of the premises within agreed operational parameters.

The Services shall include but not be limited to the undertaking of following activities:

* Asset management including compilation of a 3 year forward maintenance plan
* Planned preventative maintenance of assets in accordance with the B&ES SFG 20 and Manufacturer’s / Supplier’s recommendations
* Reactive maintenance including handyman activities
* Statutory maintenance plus record keeping of relevant testing certification
* Quality of maintenance auditing
* Procurement and management of specialist maintenance sub-contractors
* Provision of qualified Authorised Person for the operational control of Low Voltage Systems
* Water quality management
* Utility consumption reduction and efficiency
* Out of hours emergency response including call out facilities
* Stock control / inventory management of consumable spares
* Management and updating existing Operation and Maintenance Manuals
* Maintaining drawings and document register

## Installations covered by the Services

### Mechanical systems

* Air Conditioning and associated plant
* Mechanical ventilation
* Smoke extract system
* Low pressure hot water heating
* Domestic hot and cold water services
* Boilers and associated plant
* Gas installations
* Water cooling and treatment plants, filtering systems, etc.
* Water Treatment and Hygiene including swimming pool, Jacuzzi and chlorine dioxide dosing system
* Foul and Storm water drainage

### Electrical systems

* Low voltage distributions systems and associated system equipment
* Earth network and equipotential bonding
* Building Management Systems, plant controls, field items and monitoring equipment
* Disabled alarm
* Lighting systems external (street and security) and internal

### Specialist systems

* Kitchen equipment
* Fire detection systems and alarms
* Fire Protection equipment (Extinguishers and hydrants)
* CCTV
* Voice alarm systems/public address systems
* Lightning Protection systems
* Lifts (passenger and dumb waiter)
* Audiovisual equipment

### Building fabric

* Roofs
* Rooflights
* Flashings, upstands and downstands
* Superstructure
* Windows
* Doors
* Canopies and covered walkways
* Louvre wall panels
* Paths
* Car parking areas
* Kerbstones
* Road/bay markings
* Drainage
* Security booths
* Steps
* Staircases
* Soffits
* Walls
* Floorslabs
* Gutters
* Downpipes
* Furniture
* Floor coverings
* Blinds
* Roller shutters and grilles
* Automatic Doors
* Suspension tracks and guides
* Industrial doors
* Serveries

## Types of services

### Planned maintenance

The Contractor shall develop a maintenance strategy, the objective of which is to ensure that equipment availability and reliability and operating costs are optimised against requirements. The strategy shall dictate the criteria upon which maintenance of specific assets will take place. Where appropriate, this will identify maintenance tasks and their required frequencies and dictate the type and levels of skills required to undertake maintenance tasks.

Maintenance shall be planned and recorded utilising the Bank’s CAFM system Concept.

Planned maintenance shall include any additional support required to supplement maintenance of specialist equipment. This shall include the checking, adjustment and calibration of all controls to ensure optimum operation and guaranteed levels of comfort. The Service shall include the de-dusting, cleaning, lubrication, etc. of internal units where applicable.

Plant, equipment and installations shall be available at all times unless agreed otherwise by the Bank’s Representative. The Contractor may be required from time to time to reschedule the maintenance routines of essential services in order to comply with user requirements as instructed by the Bank’s Representative.

Maintenance work shall not lead to disruption and/or adversely affect Health and Safety in the Contract Area. Should this be unavoidable, work shall be planned so that it shall be carried out during periods to be agreed with the Bank’s Representative. Alternatively the Contractor shall provide temporary arrangements for essential services to be maintained.

Notice

The Contractor shall arrange the maintenance work around Bank's business activities. The Contractor shall give the Bank’s Representative, at minimum one month’s notice of any major maintenance undertaking. The Contractor shall note that the operational activities will always take precedence over the Maintenance Works except where Statutory or Health and Safety issues apply. The period of notice for cancellation of maintenance works is the prerogative of the Bank. In the event of a cancellation of pre-programmed work all reasonable charges for cancellation or delay will be met by the Bank in accordance with the Contract.

The contractor shall be responsible for the cleanliness and decoration of the plant and plantrooms, which shall be maintained to a high standard at all times.

In as far as the Contractor is responsible for the maintenance and repair of any plant

equipment or installation, it shall ensure that:

Routine and planned maintenance and cleaning of equipment and installations is carried out in accordance with proposals stated in the Contractors Method Statement and the recommendations of the manufacturers and / or suppliers of such equipment and installations or, where no such recommendations exist, in accordance with industry best practice to be approved by the Bank’s Representative.

Statutory inspections and tests of equipment, and installations are carried out in accordance with statutory provisions.

Quality audits of a sample of the PPM works shall be completed and reported to the Bank’s representative satisfaction at each monthly meeting

Water Treatment

All relevant legislation covering hot and cold water storage facilities shall be strictly observed with particular reference to precautions against Legionella. All risk assessments, records, documentation and temperature logging shall be completed in line with HSE guidance L8 fourth edition published 2013 or subsequent published guidance and any issues reported to the Bank’s Representative.

The Contractor shall be responsible for the planned maintenance of the swimming pool and Jacuzzi including the daily checking of water quality.

The Contractor shall include for all necessary water treatment chemicals to enhance

plant operation and prolong plant life. These shall include chemicals to prevent scale and corrosion and biocides to inhibit growth of the Legionella group of bacterium.

The Contractor shall identify any precautions or remedial works required to ensure that the water systems and storage arrangements meet current standards. Any additional tests on water systems will be instructed by the Bank’s Representative.

Lift Maintenance

Statutory and Insurance inspections shall be organised and facilitated any remedial work to be brought to the attention of the Bank.

Maintenance shall be carried out in accordance with the servicing instructions of the

manufacturer’s recommendations, to a jointly agreed planned work schedule.

The Contractor shall undertake all necessary recognised training in order to facilitate escape in an emergency during the facilities normal operating hours.

Portable Fire Appliances

The Service comprises the management and delivery of operational maintenance

services to the fire extinguisher systems, and equipment as detailed in the Asset Register detailed below.

### Reactive maintenance

The Contractor shall include for all repair works associated with the operation and maintenance of the works in the Contract Area.

Reactive tasks shall be recorded utilising the Bank’s CAFM system Concept.

Reactive and Emergency Maintenance

Reactive maintenance shall be defined as any work not included within a planned maintenance schedule and shall immediately upon identification be prioritised under the categories shown below.

|  |  |  |
| --- | --- | --- |
| Category | Response | Resolution |
| Critical | 15 minutes | 1 hour |
| Urgent | 30 minutes | 4 working hours |
| Major | 1 hour | 1 working day |
| Minor | 4 hours | 2 working weeks |
| Other | 24 hours | 1 calendar month |

On receiving a request to respond to an emergency incident, the Contractor shall respond to site within the stipulated time should remote correction not be possible/successful. The Response Times stated shall be defined as the time between the request being received by the Contractor and suitably experienced and technically qualified staff reporting to Bank’s Representative in a state of readiness to commence work.

The Contractor agrees that only staff who are familiar with the specific operations

within the Premises or particular plant should attend under the call-out procedure.

If the Contractor becomes aware that Emergency Work is necessary it shall notify the

Bank’s Representative and the building users.

The Contractor shall not commence any Emergency Work without the

Bank’s Representative’s approval unless a delay in repairing may be life threatening or may cause damage to property, in which case the Contractor shall use its reasonable judgement and conduct such repairs as are necessary in the circumstances.

The Contractor shall note that should his failure to maintain and repair the Plant and

Equipment and is proved to cause the malfunction or breakdown the cost of repairing or call out will be borne by the Contractor.

### Work requests

All requests for work will be made through the Bank’s Representative or designated representative usually through the Concept Help Desk facility. Work requests shall be prioritised in accordance with table above. Should any request for additional work require additional expenditure this must be authorised by the Bank’s Representative prior to commencement. On completion of a work request the Contractor shall notify the Bank’s Representative, thus closing the loop.

The Contractor may be asked to provide quotations for specific minor projects. Any work requested as a minor project will be instructed in writing by the Bank’s Representative and the method of valuation agreed prior to commencement of the works.

The Contractor shall maintain a single point of contact whereby requests for unplanned and emergency maintenance can be received and actioned 24 hour a day, seven days a week.

This facility shall be managed in such a way to ensure that requests can be immediately prioritised and an appropriate response to the request instigated. A communication system shall be provided facilitating rapid and efficient communication between the help line and Contractor’s staff and ensuring a one hundred per cent reliability of response.

The Contractor shall ensure that the staff managing the point of contact understands the maintenance requirements within the Contract Area.

Statutory certificates and testing

The contractor shall verify the accuracy of the existing statutory certification documents for the whole of the Premises within 3 months of the commencement date. The Contractor shall seek approval from the Bank’s Representative before amending these documents.

All current applicable legislation should be taken into consideration.

It is incumbent upon the Contractor to ensure that the Bank meets its legal obligations.

The Contractor shall ensure compliance with Statutory Requirements and Local Authority Regulations. This shall also include arrangement for visits by inspecting authorities and to ensure that Plant and Equipment are prepared and available for inspection in good time, that data, statements, etc. are prepared to accord with these inspections. The scheduling of these procedures, frequency and archiving relevant documentation is required to be carried out by the Contractor. The Contractor shall meet all charges relating to compliance with Statutory Regulations and procedures including documentation in full. The Contractor shall ensure that Plant and Equipment are reinstated and fully operational when inspections have been undertaken.

The Contractor shall develop a procedure for scheduling all necessary tasks and archiving all relevant information.

The Contractor shall include for the provision and payment of costs attributed to Statutory inspection testing and certification of all plant, equipment and systems within the Premises. Prior agreement should be sought by the Bank’s Representative of the suitability of parties involved.

Statutory and Insurance Certificates

The Contractor shall pass the originals of all Statutory and insurance certificates to the

Bank’s Representative and obtain a receipt. The Contractor shall provide the Bank with a copy of all associated control documents and certificates in connection with all risk assessments, written statements, statutory and insurance certificates involved with the operation and maintenance of the plant, equipment and installations. These shall be part of the Log Book maintained for the facility.

Portable appliance testing

The Contractor shall carry out the testing of portable electrical equipment (approx 750 items of equipment) in accordance with current regulations and the Bank’s Code of Practice for Contractors.

The Services comprise the provision of the following:

* Testing of portable electrical appliances in accordance with the Electricity at Work Act 1989 (Regulation 4(2).
* Maintenance of the record of test register
* Bar coding of all portable electrical equipment
* Replacement of defective plug tops, fuses, cords and cables.

Pest control

The contractor shall provide a comprehensive pest control service in the premises to a level that ensures efficacy, safety, protection, safe disposal, business continuity, meets business image and compliance with statutory regulations.

All pest control shall be carried out in accordance with the health and safety at work act 1974, all applicable statutory regulations and industry best practice.

The principal objectives being;

* Protection of staff and others from risks to their health and safety.
* Protection of goods and property from damage and contamination,
* Protection of the Bank’s reputation from adverse media publicity.
* Compliance with all relevant legislation, relating to the need for pest control and the methodology used in implementation.
* To safeguard the Bank of England, so far as is reasonably possible, from legal action for breaches of statutory duties by enforcement authorities.

Electronic Fly Killers

The contractor shall maintain electronic fly killers at a number of locations to be agreed with the Bank’s representative.

Bird Control

The contractor shall provide for the removal of roosting and nesting birds when requested by the Bank’s representative. Where access equipment or additional measures are required, a separate quotation will be supplied.

## Staffing requirements

### M&E staff

The Contractor shall provide suitably qualified and experienced staff capable of exercising professional standards of judgement and discretion in relation to maintenance tasks for individual systems. The Contractor shall provide suitable and sufficient resourcing to facilitate the day to day operation of the building services, systems and equipment to effect optimum performance levels of the plant equipment and fabric.

The Contractor shall assign the Contractor’s Representative to carry out the day-to-day management of his staff and to take and implement instructions when issued by the Bank’s Representative.

The Contractor shall provide details of its staff forming the team, their role within the team and brief statements of their capability and experience related to the scale of the development of the maintenance task.

The Contractor shall provide a list of the key personnel together with their CV's who shall be responsible for the execution of the site management (which includes accepting transfer of control for operation / maintenance of Bank’s LV electrical systems and undertaking all AP responsibilities) and administration function.

The Contractor shall provide a statement on his intention to resource fully the efficient operation and maintenance of equipment and plant over the Contract Period. The Contractor must demonstrate that the resources are sufficient, competent and qualified for this purpose.

The Contractor is also required to make a statement on his Company's corporate policy towards training personnel for both technical and issues relating to statutory regulations.

The Contractor shall provide details of the establishment facilities required, i.e. accommodation, storage of plant/equipment, etc., and of the method of supervising sub-contractors/specialist attendees for particular works.

The Contractor shall provide at least one member of staff on the Premises who is trained and competent in the use of the CAFM system ‘Concept’.

The Contractor shall provide for a handyman capable of undertaking but not limited to minor plumbing, electrical, painting, carpentry and joinery tasks.

The Contractor shall provide all necessary equipment and tools to provide the required services.

Staff should have combined experience in maintaining the following:

* Swimming Pools
* Saunas
* Steam Rooms
* Spas

The Contractor shall have a competent working supervisor as part of this contract on site. Instructions given by the Bank’s representative to that supervisor shall be deemed to be issued to the Contractor. The Contractor shall ensure as far as reasonably practicable that the same supervisor attends the Contract Area throughout the Contract Period.

### Required site attendance

|  |
| --- |
| **TIMES REQUIRED SITE ATTENDANCE** |
| Monday to Friday: 2 members of staff 0800-1700; and1 member of staff 1400-2200Saturday: 1 member of staff 0800-2000Sunday: 1 member of staff 0800-1700 (if UK on BST); or1 member of staff 0800-1500 (if UK on GMT)Response time within 1 hour in normal working hours as set out above.Call out response within 4 hours if outside normal working hours. In the case of lift entrapment, the site team including security guards shall be trained by the lift maintenance contractor to effect release within one hour during normal working hours.  |

## Considerations

The Contractor should be aware that some areas are used by the public and visitors to the amenities and it may be necessary for PPM and/or repairs, to be carried out outside of normal working hours in order to co-ordinate with the Bank's business activities.

When working in areas that may be accessed by the public or visitors the Contractor shall provide adequate barriers and warning notices. Prior to undertaking work in these areas the Contractor shall prepare a risk assessment for approval by the Bank’s representative.

Maintenance work on services in a particular location shall not lead to the same service being disrupted and/or adversely affect Health and Safety elsewhere on the Premises. Should this be unavoidable, work shall be planned so that it shall be carried out during periods when the Contract Area is unoccupied. Alternatively, the Contractor shall provide temporary arrangements for essential services to be maintained. The latter being subject to the acceptability of the Bank’s Representative and with reasonable notice.

Maintenance work shall be planned to prevent, so far as is possible, any unsuccessful work that would require a repeat of the task.

Repairs, rectification of defects to equipment and installations are to be carried out promptly and efficiently with the intent that the equipment and installations should at all times perform efficiently and effectively to the satisfaction of the Bank’s Representative and users.

The Contractor shall ensure that all its staff and sub-contractors are familiar with any specialist equipment to a level needed to avert dangerous or disruptive circumstances.

The Contractor shall be responsible for providing a suitable number of staff to ensure effective maintenance and efficient operation of the building services and systems which provide the correct environment for employees and customers within the Contract Area.

The maintenance schedules are a statement of typical standards and further reference to manufacturers' instructions should be sought for detailed guidance to supplement the maintenance schedules in respect of individual plant and system management.

It must be assumed that the equipment, plant and systems will be used and operated only for the purpose for which they have been designed.

The Bank requires that the Building Services and Systems shall be available at all times. The Contractor shall be required from time to time to reschedule the operating routines of essential services in order to comply with the Bank's requirements.

Maintenance work shall be carried out in such a way as to prevent and avoid interference with, or interruption of, the Bank's business or public enjoyment of the facilities. Maintenance activities shall be planned so that all services remain fully operational to support the Bank's activities.

The Contractor shall be responsible for making arrangements for the repair or replacing of plant and equipment following breakdowns or for work arising from inspections, examination and plant maintenance.

If the normal operational parameters of the plant and equipment cannot at any time be met using the installed plant and equipment the Contractor shall provide supplementary equipment and plant so as to maintain the appropriate environmental conditions.

### Specialist Equipment

The Contractor shall provide all necessary equipment to enable him to provide the Services. This shall include such items as instruments, tools, personal protective equipment, safety wear or any other equipment required to provide the Services.

## Materials, spares and consumables

The Contractor shall provide materials and spares necessary for the execution of the Service, the cost of spares and materials shall be shown separately and does not form part of the annual lump sum. Spares and materials shall be invoiced as additional works and without handling fee.

The Contractor will be responsible for transporting materials and spares to and from the Premises.

The Contractor shall provide for all consumables, the cost of such items shall be included in the Contract Price (for reference, consumables = £8k in 2018).

The Consumable items shall include but not be limited to the following:

* Cleaning materials
* Solvents
* Lubricants
* Fuses
* Lamps (Control)
* Landlords Lamps
* Electrodes
* Filters
* Salt for Softeners
* Cleaning materials
* Gland packings
* Rags
* Solder and flux
* Cutting paste
* Sealants
* Touch up paint
* Fuel and temporary power for plant
* Saw blades etc
* Short lengths of cable
* Nuts, bolts, screws, etc.
* Rubbish sacks
* Packings (ladder tape, etc.)
* Sundry timber
* Pool/jacuzzi dosing chemicals

The Contractor shall note that the Bank may provide space on site for the storage of spares and consumables, however this cannot be guaranteed for the Contract Period.

## Warranties

The Contractor’s attention is drawn to any Plant and Equipment to be operated and maintained during its warranty period. All defects and repairs required shall be notified to the Bank’s Representative immediately they become apparent. The Contractor shall not at any time carry out any operation, act or omission on the Plant and Equipment that may cause a breach of warranty agreement unless specifically instructed to do so by the Bank’s Representative. All planned maintenance shall be executed in accordance with the O&M manuals and manufacturers recommendations so as not to contravene any warranty agreements.

## Programme of Works

Within one month of the Commencement Date the Contractor shall supply to the Bank a Full Programme of the Services. The programme shall refer to all aspects of the Contract in a day by day format.

## Contract management

### Management of maintenance activities

The Contractor shall provide the following management activities:

* Planning maintenance activities
* Assisting in preparation of and reporting against budgets
* Co-ordinating maintenance activities
* Liaising with other contractors working in the Contract Area.
* Material purchasing and stock control
* Development of activities, techniques and skills to ensure continual improvement
* Attending all meetings as required by the Bank’s Representative
* PPM quality auditing and reporting
* Monitor and control noise, nuisance, pollution and interference caused by Contract staff or their sub-contractors
* Key Performance Indicator development and reporting
* Monitoring of BMS systems to note any deviation from agreed environmental parameters.

The Contractor shall manage all the building installation and maintenance activities on site and will be responsible for the management and control of the permit to work system for all its staff and sub-contractors. The Contractor shall be responsible for the safe access and egress of all personnel throughout the Premises where any of the Services are being undertaken.

### Maintenance management information

The Contractor shall provide all maintenance management information in a format to be agreed with the Bank’s Representative.

The Contractor shall provide information as set out in the Contract Documents and such information as may reasonably be required by the Bank’s Representative and maintain all records necessary for the proper administration, planning and control of the services provided.

All control documentation, certificates and records pertaining to the Contract shall be stored on the Premises in a secure area and be accessible by the Bank’s Representative at all times.

Any manual record system and electronic data system developed for this Contract and paid for by the Bank shall remain the property of the Bank.

The Contractor shall manage all record keeping in line with the Bank’s Representative's system requirements and procedures.

All drawings prepared or updated by the Contractor in accordance with the Contract shall be to a format and standard to be agreed by the Bank’s Representative.

The Contractor shall maintain records of all spares and stock held on site.

### Reporting

The contractor shall complete and update a site log book report for every visit to site detailing work carried out and noting any potential problems.

The contractor shall provide a report to the Bank representative detailing any infestation found and any conditions that could affect the control of pests at the premises. Any damage to buildings or landscape shall be reported to the Bank representative within 24 hours.

The contractor shall provide a list of pesticides it proposes to use, the location where they will be used and must only use those approved and agreed by the Bank’s health and safety manager.

### Forward maintenance report and dilapidation

The Contractor shall prepare annually a three year Forward Maintenance Report complete with budget costings for like for like replacements. The first report shall include any dilapidations found during initial inspections undertaken during setting up of on-site activities and is to be completed and issued 31 days after commencement of the Contract.

The Forward Maintenance Report for subsequent years shall be submitted to the Bank two months prior to the start of the Bank’s service charge year.

### Records, operating and maintenance manuals

The Contractor shall update Operating and Maintenance Manuals where existing to incorporate modifications made by the Contractor.

The Contractor shall establish and maintain a register of hazardous materials or substances to be held on the site in accordance with COSHH regulations, giving the nature, condition of storage and procedures to be used in handling such materials or substances. The Contractor shall be responsible for maintaining safety items under this category and must ensure that the levels of essential stock are maintained. Frequency of use and availability should be taken into account when dealing with this matter.

All site activities shall be covered by a risk analysis and method statement and comply with the Bank’s Permit to Work system where applicable.

### Communications with the Bank

The Contractor shall maintain communications with the Bank, the Bank's

Representative and the Bank’s Representative's personnel at all levels. The Bank’s

Representative considers communications with the Contractor to be key to establishing

an effective working relationship. Effective communications shall include:

* Anticipating and preventing dissatisfaction due to lack of information;
* Updating the Bank’s Representative on outstanding job requests at intervals required by the originator of the request, but certainly at least weekly;
* Maintaining a site wide approach of openness and honesty.

### Management of sub-contractors

It should be noted that certain elements of the Services might require the Contractor to

engage suitably qualified and accredited contract companies.

The Contractor shall be aware that some items of plant and equipment will be

maintained by the manufacturer/installer for the duration of its warranty, the Contractor

shall inform itself of these requirements and shall attend upon the contractor and shall

be responsible for the management of the maintenance of these items of plant. Paragraph 3.12 details the existing sub-contractors but are not necessarily the preferred contractors.

The Contractor shall only employ sub-contractors qualified to operate, maintain, repair and replace equipment in accordance with the operating and maintenance instructions and the requirement of the Contract.

The Contractor shall take full responsibility for the management of its sub-contractors and shall provide a communication structure enabling effective co-ordination of the various trades and disciplines and a highly responsive and flexible approach to resolving maintenance issues.

## Asset register

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## Sub-contractors

This list is the existing sub-contractors, it will be the responsibility of the Contractor to appoint and manage their performance. The Bank is not specifying these sub-contractors and the Contractor is encouraged to use site based staff to provide as much of the planned maintenance and reactive work as possible as long as the technical skills are present within the team, these sub-contractors are on charged but without handling fee.

|  |  |  |
| --- | --- | --- |
| **SUB-CONTRACTOR** | **EQUIPMENT** | **VISITS / ANNUM** |
| ADT | Access control | 1 |
| Airedale | Chillers / air conditioning | 4 |
| BCS | Building Management Systems | 2 |
| Lyrico | Fire extinguishers | 1 |
| KS Drains | Drainage / car park interceptors / gutters | 4 |
| H2O Services | Swimming pool gas detection | 2 |
| Peach Ltd | Marquee air con / heating | 2 |
| H2O | Pool filtration | 2 |
| Camfil | Grease extract system | 2 |
| Ecolab | Pest control | 12 |
| DMM | Catering equipment | 2 |
| H2O Services | Spa testing | 12 |
| H2O Nationwide | Chlorine dioxide maintenance | 12 |
| H2O Nationwide | Swimming pool tests / water treatment | 12 |
| Peach Ltd | Boiler servicing | 2 |
| Schindler | Lifts / dumb waiters | 6 |
| Chubb | Fire alarms | 4 |
| PTSG | Lightening protection | 1 |
| H2O Services | Pool chemical control injection maintenance | 2 |
| PHS | Hygiene services; sanitary bins, towel dispensers, nappy bins, hand dryers, fragrance injectors, etc | As table below |
| PHS | Portable appliance testing | 1 |

Hygiene services;

|  |  |  |
| --- | --- | --- |
| *ITEM* | QUANTITY | SERVICE FREQUENCY |
| Maxi -X 60l nappy bin | 9 | Weekly |
| Eco Shield PHS logo | 5 | 3 monthly |
| Air scent  | 11 | 2 months |
| Non hazardous / swabs | 2 | 3 monthly |
| Sanitary bin | 32 | Monthly |
| Slim line vending machine | 7 | As required |
| Hand dryer | 19 | As required |

**MAINTENANCE SERVICES- KPIs**

|  |
| --- |
| Scheduled Services |
| **Service** | **Scope** | **Performance Level** | **KPI’s** | **Measurement** |
| Mechanical & Electrical Services | Controlled environment to be maintained 24 hours per day to achieve operational requirements | No business impacting failures caused by negligence of Contractor such as spurious alarm incidents | 100% compliance for all critical areas95% compliance for all non-critical areas  | Daily environmental monitoring through the BMS |
| Asset Management | Planned preventative maintenance of all engineering plant, equipment and associated services  | All plant, equipment and services to be maintained to comply with relevant legislation and ensure efficient operation while prolonging the life of the assets  | 100% compliance with agreed planned maintenance plan for Critical Plant90% Compliance with agreed planned maintenance plan for Non-Critical Plant100% No items of plant maintenance later than 1 month behind plan  | Audit of PPM tasks completed against monthly forecast |
| Electrical Distribution Systems | Power to be provided 24hrs per day/365 days per year | No downtime to critical systems due to power failure | 100% availability | Statistical analysis of service availability |
| Reactive Maintenance | Respond to breakdowns, alarms, incidents & requests in accordance with agreed priority response times:Priority 1: Critical (eg: major H&S exposure, threat to core business.Priority 2: Important (eg: failures that affect amenities but do not seriously impair operational effectiveness)Priority 3: Non-critical(eg: failures that do not impact on operational effectiveness)  | Timely response as defined:Critical - respond within 15 minutes of notification. Rectification of problem within 1 hourUrgent - respond in 30 minutes and make safe within 4 hours of notification.Major - respond within 1 Hour resolve in 1 working dayMinor - respond in 4 Hours resolve in 2 working weeksOther - respond in 24 Hours and resolve in 1 calendar month  | Compliance targets:100% compliance to all critical requests/incidents90% compliance to all urgent requests/incidents90% compliance to all major, minor and other requests/incidents | Help desk response time measurementsHelp desk response time measurementsHelp desk response time measurements |
| Project Works | Support for minor works and ad-hoc projects | Complete to agreed timescales and within agreed budgets | 100% compliance to agreed parameters | Bank surveyCompliance with agreed project parameters |

|  |
| --- |
| **Management** |
| **Service** | **Scope** | **Performance Level** | **KPI’s** | **Measurement** |
| Contract management | Attend monthly and quarterly formal meetingsContractor to issue agenda in advance of meetingContractor to minute meetings and distribute to attendeesProduce monthly management reports to agreed formatCarry out H&S assessments for all activities carried out under this ContractProduce annual summary report of activities over the last 12 months | Account Manager or delegated representative to attendAgenda issued 5 working days in advanceMinutes to be issued within 5 working days of meetingIn agreed format, within 5 working days of the end of the monthDocument and make available all assessments for Adhoc review by Bank’s representativePresented in agreed format with exec summary presenting successes and failures | 100% | Produced in agreed format of a good quality as judged by Bank Representative |

# CLEANING

The services required comprise the management and provision of a comprehensive internal and external cleaning service to achieve the standards detailed hereafter. These services shall be provided across the site; including the Pavilion and Marquee, Sports Complex, the Grange (Central Core main entrance and toilets, plus Studio 2 and associated corridor and toilets) the Squash Courts and Bank Lane Cottages no’s 1 & 2:

The Contractor will be required to split the cleaning charge invoice to identify cost of cleaning i) the Grange (central core entrance and toilets) and

ii) the Sports Centre (everything else)

## Services to be provided

All cleaning activities and materials used shall comply (where applicable) with the finishes manufacturers’ recommendations and where possible materials used

The services shall include but not be limited to the following;

* Internal cleaning including programmed periodic deep cleans e.g. carpets; hard floors and upholstery;
* Window cleaning – internal and external;
* Janitorial and housekeeping duties;
* Cleaning of front of house catering, dining and bar areas;
* Cleaning of the Terrace Marquee prior to and after functions;
* Emptying of waste and recycling bins;
* Emergency response;
* Provision and supply of consumables;
* Hygiene services;
* Telephone handset and computer workstation cleaning;
* Laundry service; including bed linen and towels for the Bank Lane Cottages
* Daily cleaning of indoor sports facilities including sports hall, squash courts etc.;
* Daily hygienic cleaning to toilets, showers, changing rooms steam/sauna/jacuzzi extension;
* Occasional external litter picking of pathways, car parks and other areas;
* Cleaning of fridges;
* Daily fault reporting to the on-site Maintenance Team;
* Consumables (toilet tissue, soap, etc.) will be included in contract cost;
* Reporting of Security concerns;

The contractor shall provide sufficient numbers of staff at all times, for the services, who understand the nature of the business and have the required Security clearance (for those regularly on site), skills and training to carry out their tasks.

Janitorial service

The contractor shall provide a daily janitorial service to maintain front of house areas together with the maintenance of stocks of consumables to toilet and shower rooms. The service shall also provide a first line response to spillages and emergency call outs within thirty minutes when duty cover is on site. The contractor’s method statement shall indicate the contractor’s working practices and programme of works to fulfill the obligations contained in the service levels. The contractor shall respond to call out requests within the following timescales:

* Hygiene or health and safety request: 30 mins
* Other request: as prioritised by the Bank’s Online Help Desk (Facilities online – Concept)

Waste Management and Recycling

The contractor shall ensure the collection, separation and removal of waste across the site to the designated waste recycling / disposal area, ensuring the waste / recycling is placed in the correct container provided. The contractor shall empty and clean waste and recycling bins daily and replenish with appropriate bin liners. The contractor shall demonstrate pro activity towards recycling and liaise with the Bank in developing new initiatives and shall administer and actively support the Bank’s environmental policy and procedures. Waste disposal from the premises is currently managed by the Bank. Recycling waste streams currently include food waste, waste paper, glass, tin, plastic, cardboard, batteries, fluorescent tubes and electrical equipment.

### Consumables

The contractor shall provide all necessary consumables and compatible dispensers. The consumables used include but are not limited to the following

* Liquid hand and shower soap
* paper towels
* toilet tissue
* waste bin liners
* plastic refuse sacks for waste and recycling
* centre feed tissue roll

The contractor shall replenish these supplies in the appropriate dispensing units when required. The contractor shall also monitor usage of these items and report to the Bank where it records unusual high volume is occurring. The contractor shall supply, maintain and clean all consumable dispensing machines.

Cleaning Materials

The contractor shall provide all cleaning materials and shall ensure they are safely stored in the required areas. Health and safety data sheets and COSHH Assessments for all cleaning materials used in connection with this contract shall be kept on site and made available for inspection and approval of the Bank representative when requested.

Hygiene Services

The contractor shall provide for the supply and collection of sanitary bins to all ladies and disabled toilets and nappy bins in all disabled toilets on the premises together with the provision, replenishment and maintenance of dispenser machines and disposal bags in all ladies and disabledtoilets. The contractor or its subcontractor will be responsible for the cash management from the machines to this schedule for quantity and location

Provision will aIso be made for the supply and collection of nappy bins, plus hazardous / medical waste bin. Plus air fresheners, urinal splash guards as may be required.

Provision of handryers to toilet / changing room areas is also required.
Detailed Hygiene service requirements is outlined in the specification

Reporting of Maintenance / Security Issues

The contractor shall report any defect in the building fabric or services to their Line Manager and Bank representative as soon as possible, and always within 8 hours of its discovery.

Lockers

To be cleaned at the request of the Bank’s representative.

### Hours of operation

Detailed below are the current hours of operation for the provision of the services. These may be changed by the contractor if it is able to demonstrate that the services can be provided more efficiently without detriment to the Bank’s business activities.

The Sports Centre is open 7 days a week except Christmas Day, Boxing Day and New Year’s Day. The Services are required on each day the premises are open.

Daily cleaning currently takes place between 05.00 and 08.00. Early morning cleaning is required when the site is closed to ensure that certain parts of the building are ready, clean and dry, for opening to members at 7.00am. A daytime cleaner is on duty daily from 10.00 to 18.00. One-off cleaning is also provided to cover function bookings as agreed in advance with the Bank.

### Considerations

The contractor shall carry out all cleaning operations so as to complement but not interfere with business operations.

In as far as the contractor is responsible for the provision of cleaning services, it shall

ensure that:

* Cleaning is carried out in accordance with proposals stated in the Contractor’s method statement and the recommendations of the manufacturers and/or suppliers of finishings or, where no such recommendations exist, in accordance with industry best practice to be approved by the Bank representative. Staff using specialist equipment shall be deemed competent and trained to use such equipment;
* the cleaning is to the satisfaction of the Bank representative and users

All equipment used on the premises by its staff has been tested and conforms with the employer’s current policy regarding portable appliance testing

The contractor shall not at any time carry out any operation or use cleaning materials on the finishes that would damage them and the contractor shall be responsible for all costs associated with any remedial action to rectify any damage caused.

All plant and equipment brought to site by the contractor for the provision of the cleaning services shall be notified to the Bank representative and shall remain on site and shall not be moved without the prior approval of the Bank representative. An updated equipment/plant inventory must be provided to the Bank.

All plant and equipment shall be securely stored when not in use in storage accommodation to be provided by Bank.

The contractor shall be responsible for providing all risk assessments, written statements and statutory certificates involved with the cleaning operations.

The contractor should ensure any faults or breaches of Health and Safety are reported to their line manager at the earliest opportunity who should inform the Bank

User Permission

The contractor is responsible for arranging the cleaning operations around the employer’s business operations but shall not at any time interfere with such operations without the consent of the Bank representative. In the event of the cleaners not being allowed into an area because of Bank personnel working out of normal hours, it should be reported by the cleaning supervisor to the Bank representative.

Keys will be issued to the cleaners for most areas however some areas will be opened by either the security staff or the Bank staff on request, for the purpose of cleaning. On completion of the services, the appropriate person must be advised immediately, so that the area can be secured.

Cleaning of certain buildings/areas shall be carried out during normal daytime working hours while the building is occupied.

Infection Control

The contractor shall at all times ensure that precautions are taken to avoid personal contamination with blood, excretions, secretions and any bodily fluids. Protective clothing shall be worn when cleaning toilets, showers, changing rooms and medical suites. All mops, cloths, buckets and similar cleaning utensils used throughout the site shall be colour-coded to prevent cross infection.

The following is an example:

Toilets - Red

Food and catering - Green

Office and general areas - Blue

Workshops and storage areas - Blue

All cloths used on or adjacent to urinals or toilet bowls shall be of a disposable type.

## Cleaning standards

The levels of cleaning services required within the contract area are given hereafter and are broken down into the following categories of cleaning which are based on the business use of the area:

* General office (office);
* Prestigious (reception and public areas and Grange central core);
* Sport facilities (sports hall, squash courts, gym and studios including Studio 2 at ground floor level in the South Wing of The Grange)
* Hygienic (toilet areas, showers, changing rooms, steam sauna Jacuzzi extension etc.);
* Catering (marquee and front of house of restaurant and bars);
* External;
* Periodic;
* Cottage accommodation;
* Cleaning of the Common Areas of the Grange
* The required standards of cleaning are defined in Table 1 below. In the event that prioritisation is necessary, priority should be sought from the Bank. If unavailable and urgent, priority should be given to areas in the following order:
* Sports facilities;
* Prestigious;
* Hygienic;
* Catering;
* General office;

The standard of finishes in the Sports Centre varies – nevertheless a high standard of cleaning is to be maintained, due to the site’s heavy usage and demanding corporate membership. The contractor is aware that some areas may be under warranty and care shall be taken not to compromise this.

General Office (office)

General office areas are a mixture of open plan and cellular rooms. Floors are carpeted or carpet tiles and painted solid walls. Partitions in open plan areas are fabric covered. Division of work stations is also provided by the use of cupboards and filing cabinets.

The Bank encourages a “clear desk" policy for its employees. The contractor's staff shall at no time attempt to tidy or clean any desk that has not been cleared except on the express instruction of the Bank’s representative. On encountering this situation staff should report to the Bank representative. On no account shall cleaning staff remove items not placed in waste bins unless they are specifically instructed to do so – except in the case of opened food.

Prestigious

The Sports Centre and Grange public areas shall be regarded as high profile regarding the general appearance throughout the day.

Sports facilities

The floors of the sports hall and squash courts should be swept daily so as to be free from dust. The carpet tiles in the lobby to the Squash Court building should be clean and free from dust and marks.

The floors of the gym and aerobic studios should be swept daily to be free of dust. All mirrors should be free from dust, smudges, finger and cleaning marks.

Catering

The cleaning to the front of house dining / bar areas shall be carried out before opening times. The floor areas and seating shall be free from debris and any stains and minor spillages cleared. The wooden hard floor area in front of the servery shall be clean prior to opening times. Walls should be cleaned as and when required to a height of 2 metres. The contractor shall maintain the cleanliness of the floor area throughout the normal working day. The caterer will clean the restaurant / bar tables and back of house kitchen areas.

Hygienic

Areas to be cleaned daily include toilets, washrooms, shower rooms, changing rooms, sauna, steam room and Jacuzzi surrounds. All these areas are in regular or constant use and the standard of cleaning shall be maintained during the working day. Shower- heads and exposed pipework shall be cleaned on a weekly basis.

External

External cleaning includes patios, the two external balcony’s adjacent to the balcony bar, the all weather tennis courts and synthetic turf pitch, pathways round the pavilion, sports hall and The Grange and the site in general. Litter picking/sweeping around the site as required.

Periodic

A programme of periodic cleaning (e.g. deep cleans and inaccessible areas) is to be maintained by the contractor and agreed with the Bank representative. Periodic cleaning will be undertaken on a rotational basis. In due course it should be included on the Bank’s Planned Preventative Maintenance computer system (Concept).

Periodic Cleaning to include:

* Deep Cleaning of Sauna, Jacuzzi and Steam room - fortnightly
* Machine Scrubbing of shower/changing room flooring areas – fortnightly
* Deep cleaning of toilets/locker rooms – monthly
* Vents and walls over 2 metres – monthly
* Carpet shampooing or alternative - monthly
* Window Cleaning - quarterly
* Steam Cleaning tiles – quarterly

Cottage Accommodation

The 2 x cottages comprises of 4 double bedrooms, 1 triple bedroom and 2 single bedrooms with bathrooms/shower rooms, kitchens and living rooms which are used for overnight letting mostly but not exclusively at weekends. The accommodation shall be checked daily and cleaned as necessary plus any used bedlinen and towels shall be replaced.

Cleaning shall be on a hotel type basis with cleaning taking place after guests have departed. The service includes the provision of a laundry service for bed linen and towels. The cottages are generally at 50% occupancy.

## Service Level Agreements

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| **Category** | **Finish** | **Standard** | **Measure** |
| General Office | Floors-Carpet | Floor area free from dust, stains, dirt, fluff and refuse | Quality control audit and no customer complaints |
|  | Carpets - circulation areas | Floor area free from dust, dirt, fluff and refuse. Accumulations to be cleared during day | Quality control audit and no customer complaints |
|  | Stair cases and stair wells. | As for floors but no polishes or dressings to be used except non slip seals | Quality control audit and no customer complaints |
|  | Upholstered furniture | Free from dust, dirt and stains. | Quality control audit and no customer complaints |
|  | Barrier/Dust control mats | Free from litter, fluff, debris, stains, dirt, refuse | Quality control audit and no customer complaints |
|  | Waste bins | Waste removed, liners replaced where necessary, surfaces of bins left clean and streak free. Accumulations to be cleared during day | Quality control audit and no customer complaints |
|  | Door glazing and glass partitions | Free from dust, dirt, smears and finger marks | Quality control audit and no customer complaints |
|  | Walls and solid partitions | Free from stains, spillages, finger marks and smudges | Quality control audit and no customer complaints |
|  | Doors and door furniture | Free from dust, dirt, smudges and finger marks and have uniform appearance | Quality control audit and no customer complaints |
|  | Surfaces above 2metres | Free from dust, cobwebs and marks | Quality control audit and no customer complaints |
|  | Wood surfaces | Free from dust, dirt and stains. No residue of polish. | Quality control audit and no customer complaints |
|  | Furniture, fixtures and fittings | Free from dust, dirt, finger marks and smears. Base free from dirt and dust. Metalwork bright and streak free. No marks from other cleaning operations. | Quality control audit and no customer complaints |
|  | Window Blinds | Free from Dust, dirt and marks  | Quality control audit and no customer complaints |

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| **Category** | **Finish** | **Standard** | **Measure** |
| Prestigious | Floors-Carpet | Floor area free from dust, stains, dirt, fluff and refuse. A neat, tidy appearance at all times. | Quality control audit and no customer complaints |
|  | Carpets - circulation areas | Floor area free from dust, dirt, fluff and refuse. A neat, tidy appearance at all times. | Quality control audit and no customer complaints |
|  | Upholstered furniture | Free from dust, dirt and stains. | Quality control audit and no customer complaints |
|  | Barrier/Dust control mats | Free from litter, fluff, debris, stains, dirt, refuse. A neat, tidy appearance at all times. | Quality control audit and no customer complaints |
|  | Waste bins | Waste removed, liners replaced where necessary, surfaces of bins left clean and streak free. Check every day and on request. | Quality control audit and no customer complaints |
|  | Main Entrance Doors, Door glazing and glass partitions | Free from dust, dirt, smears and finger marks. Good appearance all day-regular inspection | Quality control audit and no customer complaints |
|  | Walls and solid partitions | Free from stains, spillages, finger marks and smudges. Good appearance at all times-regular inspection | Quality control audit and no customer complaints |
|  | Doors and door furniture | Free from dust, dirt, smudges and finger marks and has uniform appearance. Good appearance at all times-regular inspection | Quality control audit and no customer complaints |
|  | Furniture, fixtures and fittings. | Free from dust, dirt, finger marks and smears. Base free from dirt and dust; metalwork bright and streak free. No marks from other cleaning operations. Surfaces to be maintained to standard when accessible | Quality control audit and no customer complaints |
|  | Wood surfaces | Free from dust, dirt and stains. No residue of polish. Good appearance at all times-regular inspection | Quality control audit and no customer complaints |
|  | Permanent Marquee | Floor area free from dust, stains, dirt, fluff and refuse.Internal glazing free from dust, dirt, smears & finger marks.Good appearance prior to events and functions (when requested). | Quality control audit and no customer complaints |

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| **Category** | **Finish** | **Standard** | **Measure** |
| Sports areasSports hall, squash courts | Floor | Entire floor area free from dust, refuse and fluff.  | Quality control audit and no customer complaints |
| Walls, doors, furniture and fixtures | All surfaces free from dirt, dust, smears and refuse | Quality control audit and no customer complaints |
| Waste bins | Waste removed, liners replaced where necessary, surfaces of bins left clean and streak free | Quality control audit and no customer complaints |
| Gym and Aerobic Studios | Floor | Entire floor area free of dust, refuse and fluff, giving close attention to cleaning floor visible under equipment | Quality control audit and no customer complaints |
| Walls and mirrors | Free from dust, smudges, finger and cleaning marks | Quality control audit and no customer complaints |
| Waste bins | Waste removed, liners replaced where necessary, surfaces of bins left clean and streak free | Quality control audit and no customer complaints |
| Drinks fountain | All surfaces free of smudges, stains and watermarks |  |
| Spin bikes in Studio 2 | Cleaned weekly |  |
| Creche | Floor | Play area floor should be free from dust, refuse and fluff | Quality control audit and no customer complaints |
|  | Toilets and sinks | Clean and free from dust and stains | Quality control audit and no customer complaints |
| Children’s Soft Play Area | Floor | Play area floor should be clean and free from dust, refuse and fluff | Quality control audit and no customer complaints |

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| **Category** | **Finish** | **Standard** | **Measure** |
| Hygienic | Hard Floor | Entire floor area free from dust, refuse and fluff. At start of working day, standard to be maintained by regular inspection. | Quality control audit and no customer complaints |
|  | Hard floors – polished | Entire floor areas free from ingrained and surface dirt. At start of working day, standard to be maintained by regular inspection.Floor shall have a uniform appearance, no scuff marks, film or streaks. | Quality control audit and no customer complaints |
|  | Toilets, Urinals and Toilet Cubicles | Free from dust, soiling, stains, streak marks, sediment and mineral deposits, watermarks and finger marks.Twice daily – one clean and refill air fresheners, soap, toilet paper; second check, refill spot clean if necessary.  | Quality control audit and no customer complaints |
|  | Toilet walls | Free from smears , streaks and soiling | Quality control audit and no customer complaints |
|  | Mirrors, towel dispensers, soap dispensers and sanibins, etc. | Free from dust, smudges, finger marks, splash and cleaning marks. Mirrors to be smear free and of uniform appearanceStandard to be maintained by regular inspection | Quality control audit and no customer complaints |
| Changing Rooms and shower facilities in the Sports Complex |  | At the start of the working day (07.00) all areas in the Sports Complex to be clean and ready for useStandard to be maintained by regular inspection | Quality control audit and no customer complaints. |
| Changing Rooms and shower facilities in the Main Pavilion |  | All areas in the Main Pavilion to be clean and ready for use by 09.00 | Quality control audit and no customer complaints.  |
|  | Sanitary fittings | Free from dust, dirt, soap deposits and limescale. Taps and metal surfaces to have bright appearance. No deposits of hair or debris. No offensive odours from sanitary fittings. Worktops to be free from dirt, stains, spillages and debris.Standard to be maintained by regular inspection  | Quality control audit and no customer complaints. |

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| **Category** | **Finish** | **Standard** | **Measure** |
| CateringFront of house only | Hard floor | Entire floor area free from dust, refuse and fluff. Prior to facility opening | Quality control audit and no customer complaints |
|  | Hard floors – polished | Entire floor areas free from ingrained and surface dirt. Floor shall have a uniform appearance, no scuff marks, film or streaks. | Quality control audit and no customer complaints |
|  | Floors-carpet | Floor area free from dust, stains, dirt, fluff and refusePrior to facility opening | Quality control audit and no customer complaints |
|  | Walls/ledges | Walls up to a height of 2 metres free from dust, stains and dirt. | Quality control audit and no customer complaints |
|  | Upholstered furniture | Free from dust, dirt and stains.Prior to facility opening | Quality control audit and no customer complaints |
|  | Recycling bins | Free form stains, marks and residuesInternally and externally | Quality control audit and no customer complaints |

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| **Category** | **Finish** | **Standard** | **Measure** |
| External | Patio in front of the pavilion, all pathways, including the areas around The Grange, external balcony’s, the all weather tennis courts and synthetic turf pitch  | All areas to be free of obvious litter, chewing gum and cigarette ends.Empty litter bins.When apparent or when requested, general litter picking around the site. | Quality control audit and no customer complaints |
|  | Deep cleaning | Cleaned to a high standard as and when required | Quality control audit and no customer complaints |
| Other  | Stock of consumables in toilets, washrooms and showers | As agreed specification. Contract will refer. | Stock to be maintained above 25% level at all times |

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| **Category** | **Finish** | **Standard** | **Frequency** | **Measure** |
| Periodic (to be set out on a spreadsheet or in Concept) | Windows internal/external and to include the Terrace Marquee.  | Free from dust, smears and streaks. Of uniform appearance. | Quarterly | Completed on programme and to required standard |
|  | External Cladding | Free from dust smears and streaks | Quarterly in conjunction with the cleaning of the external windows. | Completed on programme and to required standard |
|  | Carpet shampoo in Restaurant and prestige areas in Reception through to the Tyrell Bar  | Deep clean, free from marks and dust | Monthly | Completed on programme and to required standard |
|  | Carpet shampoo in the changing rooms and thoroughfares including the Cottages and the rest of the site  | Deep clean, free from marks and dust.  | Six monthly | Completed on programme and to required standard |
|  | Shower and changing room flooring areas  | Deep clean and scrubbed, to be free from dirt, dust, marks and algae | Monthly | Completed on programme and to required standard |
|  | Sauna, Jacuzzi and Steam Room Extension | Deep clean and scrubbed, to be free from dirt,dust,marks and algae | Fortnightly | Completed on programme |
|  | Walls & surfaces above 2 metres | Free from dust, cobwebs and marks | As required | Completed on programme and to required standard |
|  | Window blinds/roller blinds | Free from dust | As required | Completed on programme and to required standard |
|  | Toilets | Deep Clean | As required  | Completed on programme and to required standard |
|  | Lockers  | Clean internally | As required | Completed on programme and to required standard |
|  | Upholstered furniture | Deep clean | As required | Completed on programme and to required standard |
|  | Telephone handsets | Free from smears, marks. | Quarterly | Completed on programme and to required standard |
|  | Desk top computers | Top of monitor, base unit and keyboard free from dust. | Quarterly | Completed on programme and to required standard |
|  | Plasma screens | Top of screen free from dust.. | As instructed | Completed on programme and to required standard |

## Key Performance Indicators

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| **Scope** | **Constraints / Bank Deliverables** | **Service Level Criteria** | **Key Performance Targets** |
| The contractor shall provide a cleaning service that ensures optimum service, meets business needs and is compliant with statutory regulations.The daytime janitorial service shall operate throughout the core business hours of 10.00 and 18.30 Mon – Sun and as required and general cleaning shall be provided during the agreed hours to support Bank core business.The service shall include for full-time site based staff.Service staff shall be dedicated to provision of cleaning service provision. | Bank shall agree in advance with the contractor any service issues that affect business operations. Service meets business operational requirements.Service provision complies with all relevant statutory regulations.Adequate notice given to contractor for request for additional services.Additional services  | The service shall be available throughout core business hours through the cleaning staff carrying walkie-talkies and responding to cleaning requests via the walkie-talkies.  | 100% availability |
| Callout service available within agreed time scales to meet emergency requirements. | 100% within agreed time scales |
| Service requests shall be logged and a response provided within the timescale herein after described. The contractor shall initiate a robust process to ensure requests are responded to, remedied and not repeated, therefore closing the loop.  | 100% of all requests are logged.95% of those requests are responded to within 1 working day.Corrective processes are implemented within 1 working day. |
| Service meets agreed cleaning service levels above | Achievement of 95% on agreed joint quality monitoring system |
| Contract manager or deputy available or contactable from 05.00 to 17.30 | 80% availability on site.  |
| The service requires a programme of planned periodic cleaning to an agreed schedule.The contractor shall provide a response to all incidents whatever their nature and apparent importance / status, as per agreed time scales.Perform all work to the Health & Safety At Work Act 1974, and all applicable statutory, industry and company regulations.All operations shall be in accordance with Bank health and safety and environmental policies.Refer to specific specifications for details. | Bank help-desk is responsible for receiving and logging requests etc and escalating the subsequent actions accurately and promptly. | Planned periodic cleaning shall be to an agreed programme. | 100% on programme - no items fall behind on consecutive months. |
| Planned periodic window cleaning to sensitive areas to be at times to be agreed with building users. | 100% to agreed timescales |
| Service requests shall be completed within agreed time scales. | 100% compliance |
| Risk assessment and method statements issued and approved | 100% compliance |
| All storage areas shall be maintained in a clean and tidy condition with a list of contents clearly displayed. | 100% compliance |