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**Estates Maintenance Services**

Document C – (Schedule 5-Specification and Tender Response)

**PROJECT REFERENCE: ND2019 028**

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# Specification & Response Template

## Terminology

1. In this Schedule the following terms shall have the following meanings unless the context requires otherwise:

|  |  |
| --- | --- |
| **“Asset and Condition Register”** | means an up to date inventory of Assets within the CAFM system (in accordance with the requirements set out in Section 3 of this Specification), setting out the condition (including condition survey data) and (in each case where relevant) the location, change history, make and model, serial number, asset tag number, custodian (who issued to), date of procurement and installation, disposal details of each Asset. |
| **“Assets”** | means all assets used by QTS and/or CNWL at the Premises and Locations including, but not limited to, building service engineering installations and building fabric; |
| **“Authorising Engineer” and “AE”** | has the same meaning as that term has in HTM 00 2014 ; |
| **“Authorised Person” and “AP”** | has the same meaning as that term has in HTM 00 2014; |
| **“Authorised Officer”** | has the meaning in Schedule 4 to this Contract (Definitions and Interpretations) and, for the avoidance of doubt, references to the “**Authorised Officer**” shall include references to their designated deputy from time to time; |
| **“Baseline Contract Price**” | has the meaning in the Pricing Schedules **Note to Bidders: Documents E & F of the tender pack**; |
| **“Bidder”** | has the meaning of all entities who have been invited to bid for this Contract and have been selected to bid at the Supplier Questionnaire (SQ) stage; |
| **“BMS”** | means a computer-based control system installed in buildings that controls and monitors the building's mechanical and electrical Equipment such as ventilation, lighting, power systems, fire systems, and security systems; |
| **“CAFM system”** | means a computer-aided facilities management system to be provided as part of the Services under this Contract; |
| **“CAFM User”** | means permitted user under one of the CAFM system licences granted to QTS as referred to in row 3 in Section 3.3 of this Schedule; |
| **“Change Control Process”** | the process for making changes to this Contract set out in Section 6 of this Schedule; |
| **“CNWL”** | has the meaning in Schedule 4 to this Contract (Definitions and Interpretations); |
| **“CNWL Site Services Managers”** | means CNWL’s site services managers at the Premises and Locations |
| **“Competent Person” and “CP”** | has the same meaning as that term has in HTM 00 2014; |
| **“Condition B”** | has the meaning of that term in the NHS Estate Code HBN00-08 |
| **“Contract Manager”** | has the meaning in Schedule 4 to this Contract (Definitions and Interpretations).  For the avoidance of doubt, in relation to QTS’s Contract Manager references to the “**Contract Manager**” shall include references to their designated deputy from time to time; |
| **“Core Operating Hours”** | means the core operating hours applicable to each of the Sites from time to time (which differ between Sites), the current ones being as set out in Schedule 12 to this Contract (Services by Site Matrix); |
| **“Equipment”** | means all equipment which is either :  required to undertake the Services; or  is part of the Assets to be maintained under the Services; |
| **“Exit Plan”** | has the meaning in Schedule 4 to this Contract (Definitions and Interpretations); |
| **“Exit Requirements”** | has the meaning in Schedule 4 to this Contract (Definitions and Interpretations); |
| **“HBN”** | means a Department of Health and Social Care document called a “Healthcare Building Note” as amended or replaced from time to time; |
| **“Helpdesk”** | means the helpdesk to be provided and operated by the Supplier under this Contract, including as referred to and described in Section 3.1 of this Schedule |
| **“HTM”** | means a Department of Health and Social Care document called a “Health Technical Memorandum” as amended or replaced from time to time; |
| **“HTM 00 2014”** | means the Department of Health and Social Care’s document “Health Technical Memorandum 00: Policies and principles of healthcare engineering” (2014 edition) as amended and replaced from time to time; |
| **“HVAC”** | means heating, ventilation and air conditioning plant monitoring and control systems; |
| “**Minimum Standard**” | means each “Minimum Standard” identified in the tables in Sections 2.1, 2.2 and 2.3 of the Performance Management Mechanism and the “Respond and Make Safe” period and “Rectification Period” identified in the table in Section 2.4 of the Performance Management Mechanism;; |
| **“Mobilisation”** | means the implementation and mobilisation steps and activities in the implementation and mobilisation phase referred to in clause 10.1 in Schedule 1 to this Contract (Key Provisions) and this Specification; |
| “**O&M Manuals**” | means operation and maintenance manuals (including, but not only, ‘as built’ drawings and schematics); |
| **“PAT”** | means portable appliance testing; |
| **“Performance Management Mechanism”** | means the performance management mechanism set out in Schedule 7 **Note to Bidders: Document D4 of the Invitation to Tender documents** as amended and/or updated from time to time in accordance with this Contract |
| **“PPE”** | means personal protective equipment; |
| **“PPM”** | means planned preventative maintenance; |
| **“Premises and Locations”** | means the buildings occupied by CNWL or QTS from time to time |
| **“Pricing Schedules”** | means the pricing schedules set out in Schedule 6 **Note to Bidders: Document of the Invitation to Tender documents** as amended and/or updated from time to time in accordance with this Contract; |
| **“Risk Register”**  **“Service User”** | means the risk register referred to in row 1 of Section 2.5.6 of this Schedule;  means the patients, CNWL staff, QTS staff, visitors and guests staying at or attending the Premises & Locations at any particular time; |
| **“Services”** | means the range of activities, services and Works to be performed under this Contract, including, without limitation, those described from time to time in this Specification; |
| **“Site”** | means any of the Premises and Locations; |
| **“Specification”** | means the specifications for the Services in this Schedule as amended and/or updated from time to time in accordance with this Contract; |
| **“Supplier’s Contract Management Team”** | has the meaning in row 1 of the table at Section 2.1 of this Schedule; |
| **“Staff”** | means all persons employed or engaged to perform the Supplier’s obligations under this Contract, including:  all persons employed or engaged by the Supplier to perform the Supplier’s obligations under this Contract;  all Sub-contractors; and  all persons employed or engaged by Sub-contractors to perform the Supplier’s obligations under this Contract or such Sub-contractors’ obligations under the Sub-contracts such Sub-contractors are party to; |
| **“Supplier”** | has the meaning in Schedule 4 to this Contract (Definitions and Interpretations); |
| **“Term”** | has the meaning in Schedule 4 to this Contract (Definitions and Interpretations); |
| **“Works”** | means works performed, or to be performed, as part of, or in the course of, the Services. |

1. In this Schedule:

references to documents, documentation, records, reports, copies or any other similar items, whether or not using any of those words, include references to those items in digital format as well as paper or other hard copy format; and

references to QTS having a right to receive, inspect have otherwise have access to, or be able to see, audit or review, whether or not using any of those words, any documents or other items or information referred to in sub-paragraph (2)(a) above, shall include QTS being able to exercise such rights by using digital access or receiving copies of such documents or other items by email.

1. References to a “Section” in this Schedule are references to numbered sections in this Schedule unless stated otherwise.

**Notifications, advice and other communications to and with QTS:**

Save to the extent either:

expressly stated to the contrary in this Schedule or in any other part of this Contract; or

the Supplier is expressly instructed to the contrary by the Authorised Officer from time to time,

all notifications, advice and other communications to and with QTS:

must be given by the Supplier to QTS’s Contract Manager if they are notifications, advice or other communications under provisions in this Schedule or in Schedule 7 (Performance Management Mechanism) and (save as otherwise instructed by QTS) the CNWL Site Services Manager at the relevant Site; and

must be given by the Supplier to the Authorised Officer if they are notifications, advice or other communications under any part of this Contract other than this Schedule or Schedule 7 (Performance Management Mechanism).

## Service delivery format

**Note to Bidders: Bidders are to insert their details below**

|  |  |  |
| --- | --- | --- |
| **Company name** | **Bid Manager** | **Contact details (include primary phone number & email address)** |
|  |  |  |

**Note to Bidders: Bidders are required to complete the following matrix to demonstrate how the various services will be provided.**

The Supplier shall act as the primary contractor. If a Sub-contractor is to be used please provide their names, contact details and duration of the current or proposed relationship. If any part of the Services is to be sub-contracted please show approximate percentage split between Sub-contractors, or between the Supplier and Sub-contractors.

| **Service** | **Self-Delivered** | **Third Party Supplier** | **Third Party Supplier details (where appropriate)** | **Duration since commencement (years)** |
| --- | --- | --- | --- | --- |
| Professional services (e.g. AE, AP, CP, Safe System of Work (SSOW – in HTM 00 2014), Permit to Work (PTW)) |  |  |  |  |
| General Management |  |  |  |  |
| CAFM system and Helpdesk |  |  |  |  |
| Health & Safety |  |  |  |  |
| Planned Preventative Maintenance (PPM) |  |  |  |  |
| Reactive Maintenance |  |  |  |  |
| HVAC |  |  |  |  |
| Fire detection and protection systems (including, but not only, fire alarm systems, firefighting Equipment, compartmentation and any other fire related systems, Equipment or components) |  |  |  |  |
| Water management |  |  |  |  |
| Electrical (including, but not only, audio visual Equipment and macerators |  |  |  |  |
| Lifts & Hoists (but not patient hoists) |  |  |  |  |
| Gas & Pressure Vessels |  |  |  |  |
| Building Fabric |  |  |  |  |
| Energy Services |  |  |  |  |
| Grounds and garden maintenance |  |  |  |  |
| Project Management in relation to Minor Works or other Projects |  |  |  |  |
| Security (Electronic systems e.g. CCTV, Access Control etc) |  |  |  |  |
| Nurse call / panic alarms |  |  |  |  |
| Other (please specify) |  |  |  |  |

# Management & Governance

## Contract Management

| Ref | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (2,500 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall establish and maintain a contract management team (the “**Supplier’s Contract Management Team**”) which shall include the Supplier’s Contract Manager.  The Supplier’s Contract Management Team must be conversant with all requirements of this Contract, and must ensure that the Services provided are carried out in accordance with this Contract and to the satisfaction of the Authorised Officer and QTS’s Contract Manager.  The day-to-day management of the Services will be controlled through the Supplier’s Contract Manager who shall act as the liaison point between QTS’s Contract Manager and the Supplier. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier’s Contract Management Team and Contract Manager shall comprise the personnel identified in the Supplier’s response in this row or as subsequently amended with the prior approval of QTS. | Please provide details of your proposed structure, including: organograms; job specifications for key personnel (in the appendices) |
|  | The Supplier shall have available at all times a senior representative of the Supplier’s Contract Management Team to handle expeditiously any problem arising out of this Agreement. The Supplier shall ensure that this required designated senior representative is easily contactable, within a reasonable travelling distance of QTS and available during the Core Operating Hours for each of the Premises and Locations.  The Supplier shall ensure that throughout the Term there is an employee of Supplier acting as compliance lead for this Contract.  Where a management rota is used this must be provided to QTS’s Contract Managerto consider and the Supplier shall promptly make any changes to such rota that are reasonably requested by QTS’s Contract Manager. | Please advise, with evidence, how you propose to meet this requirement including who will be the compliance lead at Management level for this Contract  Bidders need to provide the management rota they are proposing to use for review by QTS. If Bidders are not proposing to use a management rota , then they need to say so |
|  | For the avoidance of doubt, it is acknowledged and agreed by the Supplier that different Sites have different Core Operating Hours and the Supplier shall provide cover accordingly.  The current Core Operating Hours are as set out in Schedule 12 to this Contract (Services by Site Matrix) | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that throughout the Term each of the following Supplier personnel roles are filled with persons who have the required skills, competence and experience:   1. a designated senior representative as referred to in row 3 of this Section 2.1; 2. the compliance lead referred to in row 3 of this Section 2.1; 3. the Supplier’s Contract Manager; 4. the Authorising Engineer; 5. an Authorised Person for each of the specified Services;.   and the Supplier shall ensure that the names, qualifications and contact details of the persons fulfilling such roles (and changes to those names, qualifications and contact details) are notified to QTS’s Contract Manager so that QTS has an up to date list of them at all times. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that all Staff engaged in the delivery of the Service, are at all times properly and adequately notified, trained and instructed on the requirements set out below so that a high standard of Service is achieved:   1. the task that the individual has to perform; 2. the provisions of the Specification relevant to the duties to be performed; 3. the standing instructions and procedures including HTMs & HBNs, where relevant, to the Services; 4. all relevant health and safety hazards, rules, policies and procedures concerning health and safety at work and all other mandatory and statutory requirements; 5. fire precautions, fire procedures and risk assessment criteria 6. the need for Staff to show courtesy and consideration at all times; 7. the need for Staff to maintain confidentiality of patient information and personal data and all other confidential information relating to patients and others at all times; 8. the requirement for Staff to participate in any QTS-led, or CNWL-led user service or patient experience training courses; 9. wear appropriate photo ID cards and Supplier branded uniform at all times so as to easily distinguish and identify Staff ; 10. improving energy and resource efficiency within the Premises and Locations in compliance with mandatory standards and requirements; 11. the need for Staff to have training in, and insight on, mental health so they understand the patients and activities of CNWL; 12. all relevant Policies including Control of Suppliers policy and Anti Ligature Policy; and 13. any other requirements relevant to the Services, Premises and Locations, patients or other users of the Premises and Locations. | Please advise, with evidence, how you propose to meet this requirement. |
|  | In particular, but without limitation to the generality of the above requirements, the Supplier shall ensure that:   1. all the Staff (whether employed or engaged by the Supplier direct or employed or engaged by Sub-contractors) undertake specific CNWL and QTS statutory and other mandatory training as required; and 2. the Supplier and all Staff have appropriate security and other clearances such as DBS (Disclosure and Barring Service)**;** and 3. the Supplier complies with QTS’s safeguarding Policies & procedures. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall release Staff as may be required from time to time to attend obligatory training in accordance with a programme proposed by the Supplier and approved by QTS (such approval not to be unreasonably withheld) or as reasonably required otherwise by QTS from time to time.  The Supplier shall at its own expense provide suitably trained replacement Staff so as not compromise the level or quality of Service delivery.  Furthermore, the Supplier shall comply with the approach to managing talent and succession planning described in its Bidder’s Response in this row. | Please set out your approach to managing talent and succession planning.  Please set out how you will release Staff as required by the Specification in this row  Please also advise, with evidence, how you propose to meet the rest of this requirement. |
|  | The Supplier shall ensure the provision of appropriately trained and technically competent personnel to manage and deliver the Services; this shall include the Supplier’s Authorised Persons (AP) and Competent Persons (CP) to meet QTS’s requirements whilst complementing and avoiding duplication with QTS’s management structure and responsibilities. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with its approach to staffing for all the Services (including HR standards; recruitment and vetting policy and practices; managing migrant workers & ESOL (English for speakers of other languages) requirements; induction; training; development; apprenticeships as well as rewards to Staff for good performance) as set out and described in the Supplier’s response in its “Bidder’s Response” in this row, subject to such alterations as QTS reasonably stipulates from time to time. | Bidders should provide their approach to staffing for all the Services (including HR standards; recruitment and vetting policy and practices; managing migrant workers & ESOL (English for speakers of other languages) requirements; induction; training; development; apprenticeships as well as rewards to Staff for good performance).  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | The Supplier’s Contract Management Team and the Staff shall all time be dressed and otherwise presented in an appropriate and professional manner in accordance with the environmental and uniform Policies (including PPE as appropriate) of the Premises and Locations the Staff are working in. This requirement includes, but is not limited to, the Staff having bare arms below the elbows when working on wards except that the Staff shall wear PPE on their hands and arms as appropriate. The Supplier shall supply all PPE that the Staff are required to wear. | Bidders to provide details of uniforms and PPE that will be worn in all areas of QTS.  Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall carry out periodic sampling of Service users’ views at least every quarter, the results of which shall be reported to QTS. In addition, periodic Service user surveys may be commissioned independently by QTS and the results may be fed back to the Supplier. Where requested by QTS, the Supplier shall make reasonable adjustments to the performance of the Services in response to such Service user) | Please advise, with evidence, how you propose to meet this requirement. |

## Minimum skills & competency standards

| Ref | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | **Supplier’s Contract Manager.** The Supplier shall ensure that the Supplier’s Contract Manager:   1. is employed by the Supplier 2. has the skills, experience, knowledge, qualifications and personal attributes which comply with the specification for this role set out in Appendix A of this Schedule; 3. will have operational and professional responsibility for a wide range of specialist services; and 4. will have access to robust, service-specific professional support provided by the Supplier   The Supplier shall ensure that the Contract Manager is managerially qualified and competent to be responsible each part of the Services being properly performed in accordance with the requirements of this Contract. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | **Authorising Engineer (AE):** The Supplier shall appoint an Authorising Engineer.  The Supplier shall ensure that throughout the Term the appointed Authorising Engineer has the skills, experience, competence and knowledge required/necessary and appropriate for the role described for an Authorising Engineer in HTM 00 2014; | Bidders must read and understand HTM 00 2014, both for the purposes of this row and generally.  Please advise, with evidence, how you propose to meet this requirement. |
|  | **Authorised Person (AP):** The Supplier shall appoint an Authorised Person for each of the Services.  The Supplier shall ensure that throughout the Term each of the appointed Authorised Persons:   1. has the skills, experience, competence and knowledge required/necessary and appropriate for the role described for an Authorised Person section of HTM 00 2014 and all relevant HTMs; 2. performs the role of an Authorised Person described in HTM 00 2014 and all relevant HTMs; 3. is qualified and sufficiently experienced and skilled to fully, competently and properly perform all of the Services in relation to which the Authorised Person is working; 4. maintains records of performance of the Services (including quality of service and maintenance of system safety (including system integrity); and   establishes and maintains the validation of each of the Competent Persons (CPs) involved in the performance of the Services, whether such Staff are employees of, or engaged by, the Supplier, a Sub-contractor or any other person. | Bidders must read and understand HTM 00 2014, both for the purposes of this row and generally.  Please also advise, with evidence, how you propose to meet this requirement. |
|  | **Competent Person (CP):** The Supplier shall ensure that throughout the Term each of the Staff who is not the Supplier’s Contract Manager, the Authorising Engineer or an Authorised Person:   1. has the skills, experience, competence and knowledge required/necessary and appropriate for the role described to be a Competent Person in section 3.22 of HTM 00 2014; 2. will have been appointed, or authorised to work by, the member of Staff who is the Authorised Person for the relevant part of the Services to be performed by such Competent Person (the “**Relevant Authorised Person**”) before such Competent Person begins work on such Services; 3. demonstrates a sound trade background and specific skill in the part of the Services to be performed by such Competent Person before such Competent Person begins work on such Services; and   works under the direction of the Relevant Authorised Person and in accordance with operating procedures and standards of the relevant part of the Services to be performed by such Competent Person. | Please advise, with evidence, how you propose to meet this requirement. |

## Asset and Record Management

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall provide asset management services in respect of the Assets.  The Supplier shall:   * + 1. maintain the Asset and Condition Register;     2. provide update information to enable the Staff operating Helpdesk to update the Asset and Condition Register (and the Supplier shall ensure that the Helpdesk carries out such updating):        1. after maintenance activities;        2. to reflect newly acquired Assets, or any Assets that are disposed of;        3. to reflect Assets that have been moved, updated or otherwise changed via moves and changes;        4. to maintain an audit trail of changes to the Asset and Condition Register,   (and the Supplier shall ensure that the Staff operating the Helpdesk carry out such updating);   * + 1. proactively manage the re-use of unallocated assets;     2. dispose of all Assets in compliance with all Law, Guidance and Good Industry Practice;     3. verify the integrity of the Asset and Condition Register, and where necessary, investigate and report any discrepancies to QTS;     4. record warranty details for all Assets;     5. provide, where requested by QTS, secure access to the Asset and Condition Register for nominated QTS or CNWL representatives;     6. complete daily Asset and Condition Register backups, archiving and storage; and     7. provide access to QTS to undertake audits of the asset management process and outputs. | QTS will have provided to Bidders in Document G: Data Pack a current asset schedule with a listed of risked omissions. An updated Asset and Condition Register will be provided during the second stage of this bid process for Bidders to consider and update their initial proposals.  Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall utilise the O&M Manuals, all drawings, the Asset and Condition Register, maintenance and service records, test and compliance certificates, inspection programmes, asbestos registers, orders, log books and health and safety file(s) for each of the Sites, and shall ensure they remain up-to-date and available to QTS.  The Supplier shall ensure that all such records are stored, retained and disposed of in compliance with all Law, Guidance, Good Industry Practice, the Policies, QTS’s guidelines and CNWL’s guidelines from time to time.  The Supplier shall ensure that all new additions to the Assets are covered by, and recorded in, the following documentation in the Asset and Condition Register, held within the CAFM system:   * written description of the Asset, plant, system, Equipment and its operation; * control strategy/logic and final circuit diagrams; * Assets list including hard and soft assets (all Assets should have a unique identifier) - (hard assets are physical Assets such as a door, soft Assets are intangible such as a computer program); * commissioning record details; * data sheets for all components and Equipment; * wiring circuit details; * instructions for any precautionary measures necessary; * instructions for the routine operation of the CAFM system; * instructions for dealing with emergency conditions and supporting CAFM system schematics; * update any AutoCAD drawings; * update BIM systems (where implemented) * records of any changes made to the asset, plant, system and control systems; * written schemes of examination; and * any witness testing (i.e. where an independent engineer or quality inspector witnesses the test to ensure that the vendor of the new Equipment or other Asset carries out the factory acceptance tests in accordance with the specifications and other contract requirements) of all new Assets and appropriate training from the manufacturer or authorised agent   The Supplier shall ensure QTS is informed of any new additions to the Assets covered by, and recorded in, the documentation in the Asset and Condition Register listed above, held within the CAFM system. | Please advise, with evidence, how you propose to meet this requirement. Please refer to the Data Pack for further information. |

## Mobilisation & De-mobilisation

### Mobilisation

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (2,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall comply with its proposed approach to Mobilisation (including the Mobilisation Plan), which shall include (without limitation) a critical path chart setting out key milestones, risks and constraints (and the Supplier’s approach to their mitigation) and reporting methodology, but with such alterations as QTS reasonably requests from time to time. | Bidders to set out their approach to Mobilisation, including a project initiation document, critical path chart setting out key milestones, risks and constraints (and approach to their mitigation) and reporting methodology. |  |
|  | The Supplier shall comply with its communications and engagement plans:   1. for Mobilisation (including those in the Mobilisation Plan); and 2. for the operational period of the Term thereafter,   but with such alterations as QTS reasonably requests from time to time. | Bidders to set out their communications and engagement plan for the Mobilisation and operational phases of this Contract.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | Throughout the Term, the Supplier shall keep QTS informed and up to date as to the names and CVs of the Supplier’s Contract Management Team, including indicating relevant experience and qualifications. | Bidders to set out the names and CVs of the proposed management team for the Mobilisation period and subsequently, indicating relevant experience and qualifications.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | Throughout the Term, the Supplier shall ensure continuity of managerial personnel, and learning and knowledge, through the transition from bid stage to Mobilisation and the transition from Mobilisation to management of the on-going provision of the Services.  Without limiting the foregoing, the Supplier shall ensure that the Supplier’s bid manager and the Supplier’s Contract Manager form part of the Mobilisation team and the Supplier’s Contract Management Team for at least 12 months thereafter. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with its proposed approach (as set out in the Supplier’s Bidder’s Response here) to providing a staged approach to implementation where there is to be a significant change of service provision from the services QTS currently receives before this Contract, but with such alterations as QTS reasonably requests from time to time. | Where there is to be a significant change of service provision from the services QTS currently receives, a staged approach to implementation is required and Bidders should set out their proposed approach to how they will deliver this and what it requires from QTS to make it happen.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | The Supplier shall comply with its proposed method of establishing and operating a long term maintenance programme, but with such alterations as QTS reasonably requests from time to time. | Bidders to set out their proposed method of establishing and operating a long term maintenance programme.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | The Supplier shall provide to QTS a calendar setting out key activities (including, without limitation, critical milestones over the Term to include PPM, statutory requirements, audits and reviews) during Mobilisation and thereafter throughout the Term.  The calendar referred to in this row shall be provided to QTS by the Supplier within 3 months after the Services Commencement Date and shall be updated during every 3 months thereafter during the Term. | Bidders to present a calendar with critical milestones over the contract life to include PPM, statutory requirements, audits, reviews and so forth. |
|  | The Supplier shall comply with its proposed approach to recruitment of Staff for positions not filled via TUPE as set out in the Supplier’s Bidder’s Response here, but with such alterations as QTS reasonably requests from time to time. | Bidders to set out their proposed approach to recruitment of Staff for positions not filled via TUPE  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | The Supplier shall comply with its proposed approach to management of the TUPE transfer from the existing contractor as set out in the Supplier’s Bidder’s Response here, but with such alterations as QTS reasonably requests from time to time. | Bidders to set out how they will manage the TUPE transfer from the existing contractor  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | The Supplier shall ensure that the CAFM system will have data migrated into it from other systems (including QTS’s and those of any prior or other contractor of QTS’s) as part of Mobilisation so that such data is in place in the CAFM system to use before the Services Commencement Date.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | Bidders need to show how their CAFM system will migrate data from other systems into their CAFM system at the start of this Contract.  Also, please advise, with evidence, how you propose to meet the requirements in this row |
|  | The Supplier shall ensure that the Supplier’s bid manager and the Supplier’s Contract Manager form part of the Supplier’s Mobilisation team and the Supplier’s Contract Management Team for at least 6 months after the Services Commencement Date |  |

### De-mobilisation

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall also prepare a de-mobilisation schedule and include it in the Exit Plan as part of the Supplier’s planning for complying with the Exit Requirements.  The Supplier shall comply with its Exit Plan and all its obligations in this Contract relating to expiry or earlier termination of this Contract and the Exit Requirements, including without limitation it obligations in clauses 15.10 and 16 of Schedule 2 (General Terms and Conditions). | Bidders to set out their approach to de-mobilisation and Exit Requirements, including a project initiation document, critical path chart setting out key milestones, risks and constraints (and approach to their mitigation) and reporting methodology |  |
|  | On expiry or earlier termination of this Contract, and at any time during the Term when requested by QTS, the Supplier shall transfer the Asset and Condition Register, the asbestos registers, the O&M Manuals and all other data within the CAFM system to QTS in accordance with row 3 of this Section 2.3.2. | Please advise, with evidence, how you propose to meet the requirements in this row |
|  | The Supplier shall ensure that the CAFM system is in an appropriate form that the data in it can be migrated from the CAFM system to other types of CAFM system that QTS, or a successor or other contractor engaged by QTS, may use (including being able to be exported in XML file format) at the expiry or earlier termination of this Contract.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | Bidders need to show how their CAFM system will, potentially at the end of this Contract, will migrate data into other CAFM systems (including being able to export data in XML format)  Also, please advise, with evidence, how you propose to meet the requirements in this row |
|  | Attention should also be given to de-mobilisation requirements and the hand-back of Assets and systems. |  |

## Liaison & Premises and Locations

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall comply with its proposed procedure for receiving and monitoring the comments of patients, Staff, QTS personnel and other users of the Services (including ensuring that all compliments/comments/complaints received by one Party are brought to the attention of the other Party and that they are answered individually where necessary), but with such alterations as QTS reasonably requests from time to time | Bidders to set out how they shall agree at a local level with QTS an appropriate procedure for receiving and monitoring the comments of patients, Staff, CNWL and QTS personnel and other users of the Services. Such a procedure shall ensure that all compliments/comments/complaints received by one Party are brought to the attention of the other Party and that they are answered individually where necessary.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |  |
|  | In addition to the Supplier’s obligations under Schedule 2 of this Contract:   * + 1. The Supplier shall allocate a single point of contact with managerial status, who will deal with the initial stage of all complaints/comments by email or in writing; and     2. The Supplier shall respond to complaints or comments in writing to the person making the complaint or comment within 8 working hours of receipt (or as otherwise agreed with QTS’s Contract Manager), with a copy being sent to QTS’s Contract Manager. Details to be provided in the Supplier’s responses to complaints or comments must include actions taken and timescales. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with its proposed procedure for a formal programme of Service user surveys to monitor levels of Service user satisfaction, but with such alterations as QTS reasonably requests from time to time and as set out in 2.1.12 above. | Bidders to set out how they will achieve a formal programme of Service user surveys to monitor levels of Service user satisfaction.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | **Informal Liaison**  When it is necessary for either Party to request assistance or services of the other, on an ad hoc basis, the following procedures are to be applied:   1. Requests are to be made at a level nominated by QTS and no lower than QTS’s Contract Manager to the Supplier’s Contract Manager. 2. Where additional expenditure is involved, the request should be made at the level of QTS’s Contract Manager to the Supplier's Contract Manager. In such cases, the Parties shall ensure that there is a clear understanding of which Party is responsible for the costs and this must be confirmed in writing by the Parties. | Please provide details of the informal liaison that you propose as part of your solution. |
|  | **Formal Liaison**  Regular monthly meetings to review the operational and financial performance of the Supplier shall be held between the Supplier and QTS. Meetings shall be attended by:   1. every month, QTS’s Contract Manager; 2. usually every three months (but possibly more often), the Authorised Officer; 3. other QTS personnel from time to time as QTS wishes; and . 4. every month, the Supplier’s Contract Management Team.   A regular time and place of meeting and a standard agenda shall be agreed between the Supplier and QTS. Meetings are to be chaired by QTS and minutes taken by QTS.  The Supplier shall attend and participate in other operational meetings (e.g. site meetings with CNWL Site Services Managers) as reasonably determined by QTS from time to time. | Please provide details of the formal liaison that you propose as part of your solution. |
|  | When carrying out work at the Premises and Locations, water, gas and electricity utilities required to deliver the Services shall be provided free of charge to the Supplier. The Supplier shall ensure this facility is not abused and ensure that all such utilities are used safely and all QTS’s and other applicable procedures are adhered to for ensuring consumption thereof is controlled and provides value for money to QTS. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall provide smart phones, broadband and Wi-Fi/data systems for use by Staff. Staff shall not use QTS’s phones, broadband and Wi-Fi systems unless otherwise agreed by QTS’s Contract Manager, such agreement not to be unreasonably withheld.  The smart phones must be able to connect with the CAFM system to seamlessly receive tasks and to provide progress updates against tasks and Works in the CAFM system. The smart phones will also be able to scan bar codes / QR codes or similar on Asset Tags. | Please advise, with evidence, how you propose to meet this requirement. |
|  | Where desk space is available, this will be provided free of charge to the Supplier on a licence but only to the extent deemed necessary by QTS from time to time for the Supplier to undertake the work and Services identified within the Specification.  Except to the extent agreed otherwise by QTS or CNWL in a lease or licence as referred to in Clause 16 of Schedule 1 (Key Provisions) of this Contract as part of an agreed arrangement that the Supplier has an option to provide the Helpdesk from premises provided by QTS or CNWL, any licence referred to in this row 8:   1. would be on a shared, non-exclusive, ‘hot desking’ basis and so would not involve providing permanent desk space; 2. shall not create any form of tenancy; and 3. may be withdrawn or relocated by QTS or CNWL at any time,   and such licensed space must be handed back to QTS or CNWL in a good condition at the Term’s expiry or earlier termination or, if earlier, when QTS (in its sole and absolute discretion) or CNWL (in its sole and absolute discretion) withdraws or relocates the relevant space. Furnishing (including furniture, IT Equipment etc) in any spaces licensed as referred to in this row 8 will be the responsibility of the Supplier. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier is responsible for the provision, maintenance, calibration and safety of all the Equipment. The Supplier shall ensure that such provision, maintenance and calibration is properly carried out at all times and shall ensure the safety of the Equipment at all times. | Please advise, with evidence, how you propose to meet this requirement and what additional measures will be observed by the Supplier and the Staff with regards to working in a mental health care environment |

## Quality, Health, Safety, Environmental and Risk Management

### Quality Management

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall maintain, and comply with the requirements of, the current and forthcoming accreditations it has listed except to the extent otherwise agreed by QTS, acting reasonably. | Bidders are to set out their current and forthcoming accreditations including ISO, PAS, IIP and similar.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |  |
|  | During Mobilisation and prior to the Services Commencement Date,the Supplier shall develop and implement appropriate quality management systems and procedures to ensure that the Services are provided in accordance with the requirements of this Specification, Law, Guidance and Good Industry Practice, including any amendments to such requirements from time to time. The Supplier shall notify such quality management systems and procedures, and any amendments to such systems and procedures from time to time, to QTS promptly and in any event within 5 Business Days. The Supplier shall make such alterations to such quality management systems and procedures as QTS reasonably requests from time to time.  Without limitation to the generality of the foregoing, the primary areas to be monitored (not in any order of priority) as part of such quality management systems and procedures shall be:   * maintenance of Premises and Locations and performance records in the CAFM system; * compliance with statutory, and other mandatory and business critical maintenance undertakings and requirements; * operating procedures and standards; * Service and quality standards; * response & fix times for all tasks undertaken; * hygiene, health and safety; * user satisfaction (including satisfaction of CNWL’s managers and CNWL’s clinicians and CNWL’s patients as set out in 2.1.12   and the Supplier shall make the information and evidence derived from such monitoring fully accessible to QTS at all times.  From the Services Commencement Date throughout the Term the Supplier shall perform the appropriate quality management systems and procedures referred to in this row. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with the Performance Management Mechanism including responding, carrying out remedial actions and monitoring as required by the Performance Management Mechanism. | Please advise, with evidence, how you propose to meet this requirement. |
|  | Any monitoring undertaken by QTS, or any other monitors engaged by QTS, shall supplement, but not replace, the requirement for the regular checks by the Supplier’s Contract Management Teamon the standards of the Services and operation which shall be carried out on daily, weekly and any other basis as appropriate in accordance with Good Industry Practice as referred to in row 2 above in this Section 2.5.1. | Please advise, with evidence, how you propose to meet this requirement. |

### Health & Safety

| Ref | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (2,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall, when delivering the Services, ensure at all times the protection of the health and safety of all building occupants (including patients, Staff, QTS personnel, CNWL personnel and visitors) and the general public. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall provide a single point of contact for all matters relating to the Health and Safety at Work etc Act 1974, all other health and safety Law and all professional advice pertaining to health and safety matters as they relate to the delivery of the Services and the management of the Premises and Locations. As well as the Supplier’s other obligations under this Contact relating to how it performs the Services, the Supplier shall ensure through constant interaction between QTS’s health and safety and fire teams, disability representatives and other designated representatives that a holistic ‘best practice’ approach is taken to the execution of health and safety management. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier, as QTS’s Competent Person; for the Premises and Locations, shall work in association with QTS to protect QTS personnel, CNWL personnel, patients and members of the public at the Premises and Locations through compliance with all relevant Law and with all relevant Guidance, Policies and CNWL’s and QTS’s guidelines in relation to, or supplementing, such Law and Guidance. The Supplier must have the depth of technical and professional advice to advise QTS on all health and safety matters relating to the Premises and Locations and shall give such advice when requested by QTS or when it is otherwise reasonable to give it. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with the Law, Guidance and Policies, and the tasks and responsibilities that the Supplier shall therefore carry out shall include (but are not limited to):   1. **Fire precaution,**    1. Review of fire risk assessment, as completed by QTS’s and CNWL’s Fire Safety Adviser, and ensure any resultant controls are implemented immediately;    2. Organisation and recording of weekly fire alarm test;    3. Assistance to QTS with the organisation and recording of planned fire drills;    4. Inspection of fire fighting Equipment;    5. Service of fire fighting Equipment;    6. Inspection of fire compartmentation including fire stopping, dampers and fire doors etc;    7. Inspection, service and repair and monitoring of fire detection and alarm systems; and    8. Ensuring compliance with the following: 2. the Regulatory Reform Order 2006; 3. the NHS Firecode (HTM 05-02 – called “Firecode – fire safety in the NHS Health Technical Memorandum 05-02: Guidance in support of functional provisions for healthcare premises”); and; 4. the other relevant HTMs and HBNs. 5. **Access, egress, traffic routes,** 6. Ensuring access and egress routes within offices are clear, 7. Ensuring public areas of office environments meet compliance requirements for disabled personnel and others. 8. **Occupational health and safety management,**    1. Inspections of office/building and all work areas,    2. Risk assessments of Supplier areas within the buildings,    3. Resolving building issues,    4. Emergency signage and lighting,    5. Maintenance of notice boards,    6. Accident book availability and maintenance for Staff. 9. **Records of statutory examinations & tests**, e.g. lifts, pressure systems, and electrical systems. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall participate fully in the compilation, planning, testing and implementation of QTS’s and CNWL’s emergency plans and evacuation drills and shall report on the events of each evacuation, whether planned or not.  The Supplier shall ensure that all Staff are aware of the protocol to be used in case of an emergency and assist QTS in making certain that emergency procedures are kept up-to-date and applicable for all the Premises and Locations under their control.  The Supplier shall ensure that there is a critical systems recovery plan in place throughout the Term. The Supplier shall notify such critical systems recovery plan and procedures, and any amendments to such plan and procedures from time to time, to QTS promptly and in any event within 5 Business Days. The Supplier shall make such alterations to such critical systems recovery plan and procedures as QTS reasonably requests from time to time if QTS believes at any time that the plan does not conform to reasonable requirements of QTS or CNWL.  The Supplier shall be responsible for the maintenance of, and shall maintain in working order, all emergency Equipment at the Premises and Locations (e.g. fire extinguishers, evacuation (EVAC) chairs and the like) and shall notify QTS’s Contract Manager and the relevant CNWL Site Services Manager immediately if any such Equipment requires replacement. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier’s single point of contact (which shall be provided as required by row 2 of this section 2.5.2) and all other Staff, must be aware of the appropriate CNWL or QTS contact point for the onward transmission of queries relating to health and safety matters and shall ensure that these are directed to the appropriate CNWL or QTS contact point. The Supplier shall ensure the availability of health and safety advice at all times during Core Operating Hours for each of the Sites and this must be undertaken by a Competent Person. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall demonstrate through their delivery of the Services that its management of the Staff is an exemplar in terms of health and safety best practice. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall take all practicable steps to ensure that the Premises and Locations comply with all health and safety Law and Guidance at all times. The Supplier shall promptly advise QTS on any areas, which in the Supplier’s professional opinion, do not comply with then current Law and Guidance. Any Works that are necessitated as a result of such advice shall require written or email instruction by QTS’s Contract Manager. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall be responsible for, and shall ensure, the maintenance of special health and safety Equipment (e.g. evacuation (EVAC) chairs) for disabled persons and CNWL’s personnel and QTS’s personnel in general, to ensure that they can evacuate the Premises and Locations buildings safely at all times and generally relating to building evacuations. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with the evacuation procedures in relation to each of the Premises and Locations and will work with QTS to keep the evacuation procedures up-to-date, and ensure that all personnel in the Premises and Locations and all relevant authorities are cognisant of any special provisions (e.g. each safe haven’s location). | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that workplace risk assessments are kept up to date as necessary for the Supplier’s areas of work at the Premises and Locations, including (but not only) in response to changes to the Premises and Locations or persons at them, whether following large space planning displacements and changes in work methods or otherwise.  The Supplier shall ensure that QTS has immediate access to these documents when requested by QTS.  In respect of QTS’s personnel and CNWL’s personnel, the Supplier shall the Supplier shall work in close co-operation with QTS’s human resources personnel and any other relevant QTS personnel or CNWL personnel, to ensure compliance with personnel and data protection issues in relation to information held. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that advice, guidance and training are given to all Staff in respect of manual handling and the Supplier shall ensure that such guidance and training is carried out by one or more Competent Person(s). | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall report to QTS monthly on all health and safety matters related to the Services and/or the Premises and Locations and conduct an annual review of all health and safety matters related to the Services and/or the Premises and Locations with QTS, including performance, any matters outstanding, recommended works programmes, exception reporting, and the Supplier shall issue formal minutes of the annual review within one week of its taking place. The Supplier shall attend QTS’s regular health and safety meetings as requested by QTS. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall maintain sufficient stocks of PPE for all Staffand for visitors to the Premises and Locations, as required. This shall include provision in light of Covid-19 requirements and other relevant requirements. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier must give particular attention to working at heights and in confined spaces. The Supplier shall ensure that all necessary and appropriate precautions are taken. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier must give particular attention to, and comply with, any Government or NHS advice and requirements related to Covid-19 (and other relevant Government or NHS advice and requirements) until further notice for all Staff,/ and Subcontractors.  The Supplier shall ensure that all necessary and appropriate precautions are taken in relation to Covid-19 or other pandemics, and in relation Covid-19 or other pandemic advice and requirements and other relevant advice and requirements. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier’s health and safety Competent Person must at all times be a member of the Institution of Occupational Safety and Health, or a member of the International Institute of Risk and Safety Management or a Registered Safety Practitioner. The Competent Person must hold the appropriate, and valid, UK qualification as issued by one of the organisations above. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier must be continuously up-to-date with changing Law and Guidance, and any advances in technology that may affect health and safety facilities and Equipment, in order to provide comprehensive professional advice for all health and safety and associated matters. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall develop and undertake a programme of health and safety audits to ensure the health and safety of the Staff whilst working within and/or at the Premises and Locations. | Please advise, with evidence, how you propose to meet this requirement and identify how the Supplier will need QTS to be involved. |
|  | The Supplier shall ensure that all health and safety risk assessments at the Premises and Locations, method statements, and other associated activities for which it has responsibility and/or control remain up to date with regard to the Services and the Works. | Please advise, with evidence, how you propose to meet this requirement and identify how the Supplier will need QTS to be involved. |

### Permit to work system & Sub-contractor vetting

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (500 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall be responsible for, and arrange or carry out, the issuing and management of all permits to work as part of its “Safe System of Work”. The Supplier and the Sub-contractors, and other third party suppliers of the Supplier, shall comply with this requirement at all times.  Where QTS issues permits directly to other contractors appointed by QTS, copies/records will be made available to the Supplier. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall be responsible for (though it can seek advice from QTS’s health and safety representatives), and shall ensure, the production and display of all notices and other signage for building operation, including:   1. all health and safety matters; 2. all disability discrimination matters; 3. all means of escape identification; 4. all internal and external signage used for directional and identification purposes; and 5. any other statutory/mandatory notices or signage,   for all building occupants (including patients, Staff, CNWL personnel, QTS personnel and visitors) and the general public, and all other necessary signage in and around each of the Premises and Locations throughout the Term.  The Supplier shall be responsible for, and shall ensure, the replacement or updating of all relevant signage following the completion of any move within or between Premises and Locations or any other movement of personnel or when requested by CNWL, QTS or any CNWL Site Services Manager.  The Supplier shall ensure that all new, replacement and updated signage is in accordance with the CNWL’s and QTS’s signage standards and branding from time to time.. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that all Sub-contractors and other third party suppliers of the Supplier, work to the same standards as set out in this Specification.  The Supplier shall undertake and comply with its proposed process to ensure Sub-contractors, and other third party suppliers of the Supplier, are vetted, managed and compliant with specified requirements and the steps taken when they default on their obligations, but with such alterations as QTS reasonably requests from time to time. | Please advise, with evidence, how you propose to meet this requirement, including details of the process undertaken to ensure Sub-contractors and other third party suppliers are vetted, managed and compliant with specified requirements and the steps taken when they default on their obligations. |
|  | The Supplier shall ensure that each Sub-contractor used is approved by QTS in accordance with Clause 28.1 in Schedule 2 (General Terms and Conditions) of this. | Please advise the proposed process for approval. |

### Special Needs Services

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (500 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall, when requested by QTS, provide professional advice relating to special needs and in particular those covered under any disability discrimination Law and Guidance, including the Equality Act 2010. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall provide technical advice on Works that may be necessary to improve the Services for persons with disabilities or other special needs and the adaptation of Premises and Locations for persons with disabilities or other special needs. | Please advise, with evidence, how you propose to meet this requirement. |

### Environmental and Energy Management

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall be responsible for, and shall ensure, the taking and recording of regular meter readings at the Premises and Locations and shall provide QTS with all monthly meter readings. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | QTS will expect innovation in the supply of all energy management, as new approaches to the problems of energy management become available.  The Supplier shall liaise with CNWL’s and QTS’s environmental representatives as appropriate in relation to these matters. In this connection, the Supplier shall advise QTS in monthly reports on any new initiatives that may beneficially impact QTS’s current sustainability strategy and, in order to best do so, shall take account of Good Industry Practice and any other best practice initiatives in the management of energy.  The Supplier shall ensure effective management of energy consumption, energy performance reporting and shall support QTS with invoice validation and approval for payment.  The purchase of utilities shall continue to be carried out by QTS. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall closely observe the operating characteristics of the Services and all areas of the Premises and Locations. From these observations, and if necessary in consultation with QTS, the Supplier shall promptly take action to adjust and correct the delivery of the Services and the environmental conditions (e.g. the temperature of rooms) at the Premises and Locations so as to ensure at all times that all the Premises and Locations operate with the least possible waste of resources and maximise the comfort of all building users.  The Supplier shall track, and report quarterly to QTS on, trends in energy and water usage how the requirements of the Climate Change Act 2008 (2050 Target Amendment) Order 2019 are being achieved over the Term. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall implement an environmental management service which shall monitor and record the environmental conditions within the Premises and Locations. All records from these internal systems shall be logged within the CAFM system. All proactive and quality management duties and activities shall be co-ordinated by the CAFM system.  The Supplier shall be required to provide advice on, and as they arise generally react to and remedy:   * + 1. air quality; or     2. human temperature comfort levels,   in individual offices or rooms that contravene Law or Guidance, or which are otherwise not reasonably acceptable. There are a number of ventilation systems across the estate of Premises and Locations that might require independent verification and close monitoring by QTS, working with the relevant departments i.e. infection control.  The Supplier shall take into account and abide by all health and safety requirements in carrying out this Service. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with its proposed details of how it will manage environmentally sustainable initiatives in the Premises and Locations and how it will engage with QTS and the Staff in meeting such objectives, but with such alterations as QTS reasonably requests from time to time. | Bidders are to set out details of how they will manage environmentally sustainable initiatives in the Premises and Locations and show how they will engage with QTS and the Staff in meeting these objectives. Case studies to be provided.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |
|  | The Supplier shall prepare documentation to ensure timely compliance with statutory and other mandatory reporting requirements (i.e. EUETS (EU Emissions Trading System), EPBD (Energy Performance of Buildings Directive), CRC (Carbon Reduction Commitment), DECS (Display Energy Certificates), CHPQA (Combined Heat and Power Quality Assurance), WEEE (Waste Electrical and Electronic Equipment recycling) etc) in relation to the Services and all the Premises and Locations and as updated from time to time by the UK Government, the NHS, the Care Quality Commission (CQC), Monitor and DHSC and in light of Brexit and other considerations. | Please advise, with evidence, how you propose to meet this requirement. |

### Risk register

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (500 words)** |
| --- | --- | --- | --- |
|  | This risk register for each of the Premises and Locations (the “**Risk Register**”):   1. shall be in the format determined by QTS; 2. shall be prepared and implemented by the Supplier, in consultation with QTS, within 3 months after the Services Commencement Date; 3. shall contain all outcomes of risk assessment carried out by the Supplier and/or QTS; and 4. shall be kept up to date at all times by the Supplier; and 5. shall be maintained by the Supplier in its up to date form on the CAFM system. 6. Shall be reported on each month at Management meetings and identify hazards and short term control measures in place to address the risk 7. Make recommendations to QTS on corrective action and long term solutions to reduce or eliminate the risk | Please advise, with evidence, how you propose to meet this requirement.  Provide sample risk register in the appendices. |  |
|  | The Supplier shall provide to QTS an update of the Risk Register each month identifying changes in risk and appropriate mitigation for each risk | This will form an agenda item on the agenda for the Monthly meeting between QTS and the Supplier.  Also, please advise, with evidence, how you propose to meet the requirements in this row. |

### Business Continuity Planning

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall maintain and regularly update (at least annually) its own business continuity plan to ensure that it can continue to deliver the Services at the Premises and Locations at all times, including in situations such as, but not limited to, failure of the Supplier’s or QTS’s IT systems or the temporary closure of the Supplier’s own premises. The initial business continuity plan must be issued to QTS no later than the earliest of 3 months after signing of this Contract or the Services Commencement Date. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall support QTS’s business continuity planning process by offering practical advice on issues such as the safe evacuation of the Premises and Locations during emergencies, the operation of emergency systems (such as standby power generation etc).  The Supplier shall assist QTS by ensuring that all Staff are aware of and understand the protocols to be used in case of an emergency and shall participate fully in the compilation, planning, testing and implementation of QTS’s emergency management procedures including evacuation drills and shall report on the outcomes of each and any incident within 5 business days to the QTS Contract Manager.  QTS shall take the role of ‘incident controller’ in the event of an emergency evacuation of the Premises and Locations or in any lesser incident, with the Supplier providing support and as planned.  The Supplier shall be proactive in identifying areas of potential risk or proposing any changes to the operation of emergency procedures and reporting these within 5 business days to QTS | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall participate fully in the operation of emergency procedures such as emergency evacuation of the Premises and Locations in the event of fire and other emergencies, and drills for such evacuations. The Supplier shall liaise with QTS to ensure that the Supplier and the Staff are fully cognisant at all times with QTS’s emergency procedures. The Supplier shall seek ways to improve and enhance such procedures in conjunction with QTS. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall comply with the provisions of this Specification in conjunction with QTS in managing the implementation of any business continuity plan developed by QTS. This plan may include (without limitation):   1. responses to all potential emergencies (including epidemics and pandemics); 2. allocated actions and execution of contingency plans for each of the Premises and Locations, 3. compliance with legal requirements. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall inform and train the Staff in the relevant procedures and methods to ensure business continuity for the Supplier and QTS at all times. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall hold critical spare parts to support the Services in accordance with the list notified by QTS to the Supplier from time to time.  The Supplier shall also ensure that an updated spare parts stock listing is advised monthly to QTS as part of the reporting procedure. | Please advise, with evidence, how you propose to meet this requirement. |

# Helpdesk & CAFM

## Helpdesk

| Ref | Specification | **Guide to Bidder’s Response** | **Bidder’s Response (1,500 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall provide a helpdesk system (the “**Helpdesk**”) and shall ensure that the Helpdesk’s systems and methodologies operate as set out in the Supplier’s “Bidder’s Response” in this row, save as otherwise stipulated by QTS (acting reasonably) from time to time  The Supplier shall ensure that all enquiries and queries to the Helpdesk relating to the Services are recorded in the CAFM system.  The Supplier shall grant full access to QTS’s Contract Manager to the records of the Helpdesk and such access to such records for other QTS personnel as notified by QTS’s Contract Manager from time to time.  Unless QTS and/or CNWL agree to lease or licence space to the Supplier for the Helpdesk in accordance with Clause 16 of Schedule 1 (Key Provisions) of this Contract, the Helpdesk must be operated by the Supplier at the Supplier’s own cost and located at premises arranged by the Supplier itself, such location to be in the United Kingdom | Bidders need to provide details, with evidence of how they will meet this requirement, including how their proposed systems and methodologies will operate. |  |
|  | All calls or enquiries made to or by the Helpdesk must be acknowledged and logged on the CAFM system and the job reference number given to the caller. The Helpdesk shall form the central focus for all proactive and reactive Service provision. The response and rectification periods and priority categorisations that the Supplier is required to perform to are described in the Performance Management Mechanism. The Supplier will be required to respond to all Works logged by the Helpdesk on the CAFM system in a timely manner and in compliance with the Performance Management Mechanism. | Please advise, with evidence, how you propose to meet this performance requirement. |
|  | The Supplier shall ensure that the Staff operating the Helpdesk:   1. remain fully informed as to the status of all Works being undertaken by the Supplier that are managed through the CAFM system; and 2. ensure that the persons who contact the Helpdeskare also kept informed of the progress of dealing with their calls as appropriate for the priority of the matters to which such calls relate, such priorities being in accordance with the priorities defined in the Performance Management Mechanism; and 3. are told about such response and rectification periods and priority categorisations and follow them in operating the Helpdesk. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that all costs associated with this Contract shall be managed, executed and monitored through the CAFM system. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall work in close collaboration with QTS on the management of the Helpdesk. | Please advise how you will apply collaborative working with QTS. |
|  | The Supplier shall ensure that the Helpdesk is staffed 24 hours a day, 7 days a week. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that the Helpdesk shall have one single number for callers to call. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that the Helpdesk is able to record all relevant details, including but not limited to, the following information:   1. requester’s/reporter’s name; 2. date and time of task request; 3. location (e.g. functional area and unit at the relevant Site); 4. nature of the ad-hoc request for Services, or of the fault; 5. Service required; 6. priority of the task in accordance with the priority categories in Section 2.4 of the Performance Management Mechanism); 7. the “Respond and Make Safe” period and Rectification Period applicable to the task under Section 2.4 of the Performance Management Mechanism; 8. unique request reference generated by the CAFM system; 9. the Staff (whether of the Supplier or any Sub-contractor) and contact name to which the request was passed; 10. date and time request passed to the relevant Staff (whether of the Supplier or any Sub-contractor); 11. action taken to complete the task in compliance with this Contract; 12. actual time take to rectify the issue or fault which gave rise to the relevant Services request; 13. performance and Asset driven trend reports showing performance over a rolling period of at least one year for analysis and audit purposes.   The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. |  |

## CAFM

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,500 words)** |
| --- | --- | --- | --- |
|  | As part of the Services, the Supplier shall use its own dedicated CAFM system (the “**CAFM system**”) and this shall form the central focus for all proactive and reactive Services.  During Mobilisation, the Supplier shall upload into the CAFM system the Asset and Condition Register, QTS’s space management information, the asbestos survey data, the O&M Manuals (if and where they exist) and electronic drawings in relation to the Premises and Locations.  The Supplier shall ensure that the CAFM system shall be capable of being accessed electronically by all CAFM Users and that such CAFM Users shall be provided with levels of access to the CAFM system applicable to the relevant kind licence they are CAFM Users under as referred to in row 3 in Section 3.3 of this Schedule.  The Supplier shall to ensure that the CAFM system makes available to those CAFM Users who are “Super-Users” (as referred to in row 3 in Section 3.3 of this Schedule) full transparency of facilities management information held on the CAFM system, which shall be capable at all times of being used by such “Super-Users” for continuous audit and information purposes, including to carry out audits from time to time in assessing the Supplier’s compliance and performance in providing the Services. | Please describe how you could integrate these records to your proposed CAFM system or what alternative solution you propose. |  |
|  | The Supplier shall ensure that the CAFM system is updated promptly and in any event no less regularly than daily and when there is a change of information to each work request. | Please state what timeframe on updates, and therefore maintaining as live a record as possible, you propose. |
|  | During Mobilisation, the Supplier shall produce, and shall maintain at all times thereafter, the Asset & Condition Register in accordance with Sections 2.2 and 2.3.1 of this Schedule and the other provisions of this Schedule.  The Supplier shall promptly incorporate into, and maintain in, the Asset & Condition Register any changes during the Term to the Assets or the information relating to them in the Asset & Condition Register, whether resulting from asset changes (including those arising from capital and project Works) or otherwise.  The Supplier shall carry out annual condition surveys for all the Premises and Locations and shall promptly incorporate into, and maintain in, the Asset & Condition Register all the data from the annual condition surveys.  The Supplier shall promptly incorporate into the CAFM system all changes to the Asset & Condition Register during the Term.  The Supplier shall promptly incorporate the asbestos registers into, and maintain them in, the CAFM system, including all changes during the Term, whether resulting from asset changes (including those arising from capital and project Works) or otherwise.  The Asset and Condition Register, the asbestos registers and all other data on the CAFM system, and all rights in them, shall automatically vest in, and shall be the property of, QTS, physically and intellectually, on creation in accordance with Clause 11.3 in Schedule 2 (General Terms and Conditions).  The Supplier shall liaise with QTS in relation to the management of the Asset and Condition Register, the asbestos registers and the O&M Manuals and keeping them up to date on the CAFM system.  The existing O&M Manuals will be provided to the Supplier by QTS where QTS has them. Where QTS does not have them, the Supplier shall contact the original manufacturer to obtain them. The Supplier shall incorporate all the data from the O&M Manuals into the CAFM system. | **Information for Bidders:** QTS currently has an interim asset register for the first stage of bidding and this will be updated at the second stage prior to appointment. The final register will be uploaded by the Supplier during the Mobilisation period.  Please advise, with evidence, how you propose to meet this requirement. |
|  | On expiry or earlier termination of this Contract, and at any time during the Term when requested by QTS, the Supplier shall transfer the Asset and Condition Register, the asbestos registers, the O&M Manuals and all other data within the CAFM system to QTS in accordance with row 18 of Section 3.3. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall give each Asset a label with a unique asset number, either as a bar code, which can be read electronically, with a tag label or other suitable identification and:   1. each such Asset label shall identify “QTS LLP” as the owner of the tagged item and shall not bear the Supplier’s identification in any form; and 2. the format of such Asset labels shall require QTS’s approval.   In performing its obligations in this row 3, the Supplier shall also liaise and engage with Staff operating the Helpdesk and QTS. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall update the Asset and Condition Register (including drawings) when undertaking Works and in doing so shall comply with the process approved by QTS from time to time.  The Supplier shall ensure that in the Asset and Condition Register all Assets shall be individually numbered and will be capable of being identified in two hierarchical structures, one system based, the other geographically based in accordance with the following example (or as otherwise approved by QTS in writing from time to time, acting reasonably):  SYSTEM BASED HIERARCHY  System; e.g. - Heating System  System; e.g. - Boiler Plant  System; e.g. - Shunt Pump  System; e.g. – Motor  GEOGRAPHY BASED HIERARCHY  Site; e.g. St Charles Hospital  Floor; e.g. Ground  Room/Area e.g. Boiler Room  In performing its obligations in this row, the Supplier shall also liaise and engage with the Staff operating the Helpdesk and QTS. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that the CAFM system is sufficiently flexible to allow these two hierarchies in row 4 of this Section 3.2 to be cross-referenced at different levels and shall allow the capability to identify particular assets, systems or sections of services within any given Site, building and floor and room within a building. The Supplier shall ensure that this capability will enable Equipment or services, which are programmed for maintenance or require attention due to malfunction, can be clearly identified on job sheets with respect to type of plant and accurate location.  The Supplier shall provide and use the necessary resources to maintain, extend and enhance both the quality and the depth of the information held on the CAFM system to the mutual benefit of both itself and QTS. The Supplier shall ensure that the history of assets is captured by the CAFM system and shall achieve this by accurate and prompt data entry with regard to work orders and appropriate management of the CAFM system. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall use the CAFM system to capture maintenance costs, both for direct labour and for sub-contract labour, in addition to materials costs for each asset.  The Supplier shall promptly and accurately enter and update the information associated with its activities into the CAFM system. This includes that Supplier shall ensure that all updated information regarding the progress and completion of tasks under the Services, and otherwise relating to such tasks, is regularly fed into the CAFM system. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that QTS is able to regularly access (including by remote digital access) and review the data held in the CAFM system, including for QTS to carry out audits from time to time assessing the Supplier’s compliance and performance in providing the Services. | Please advise the access required to CAFM system. |

## System requirements

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (2,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall ensure that all CAFM system data shall use one of the NHS information governance (IG) data encryption algorithms currently applicable which are:   * 3DES 168bit * AES 256bit * Blowfish   The Supplier shall ensure that these algorithms are used with at least a recommended minimum key length of 256 bits where available.  The Supplier shall adapt to new encryption to maintain patient confidentiality and shall comply with relevant guidance and policies (including in the Guidance and Policies) in respect of encryption and patient confidentiality, as such guidance and policies are updated from time to time.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. |  |  |
|  | The Helpdesk system and the CAFM system must be on a static Internet Protocol (IP) address.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. |  |
|  | QTS requires licences to permit Service Users to use the CAFM system broken down into the following categories:   * 12 CAFM Users who are to have permitted use rights as “Super-Users” and who may include QTS personnel and CNWL personnel, such licences to include full admin rights * 50 CAFM Users, who may include QTS personnel and CNWL personnel based at Premises and Locations, such licences to include with operational access i.e. log/open/close jobs, some financial and access to asset registers and so forth   The Supplier shall provide a cost for licences and QTS will determine its requirement. Such licences granted to QTS shall continue throughout the Term and under their terms QTS shall be able to change which QTS personnel, CNWL personnel and are the relevant CAFM Users at QTS’s sole and absolute discretion from time to time. | Please advise, with evidence, how you propose to meet this requirement. For the avoidance of doubt QTS may not purchase all |
|  | The Supplier shall provide all the necessary hardware, software and system licences to meet the CAFM & Helpdesk requirements.and this must include (without limitation) complying with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | Please advise, with evidence, how you propose to meet this requirement.  Also, please provide information on:   * Details of software for the CAFM & Helpdesk systems including dashboard configurations * Details on mobile devices and/or smartphone apps for CAFM Users as defined in Section 2.4 above * Any other Equipment which is considered appropriate by the Bidder |
|  | The Supplier shall ensure that the CAFM system maintains a 99.99% service uptime and this must include (without limitation) complying with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals.  The Supplier shall ensure that:  all CAFM system data content is backed up no less regularly than every day; and  the CAFM system must include automatic backing up of all CAFM system data content all day, every day in ‘real time’? so as to guarantee the continued operation of the Services. | Please advise, with evidence, how you propose to meet this requirement’ including in relation to:   * Cloud server back-up * Uninterrupted Power Supply (UPS) interface with QTS and CNWL * Back-up data files and accessibility * How the Supplier shall operate the CAFM (and the BMS) system in such a way as to prevent cyber-attack in all its forms” * Business continuity plan * Disaster recovery plan * Location of servers especially if outside the UK   Further consideration by QTS will be needed is to be given where the servers are not located in the UK, so Bidders need to say if that is or might be the case.  Also, please advise, with evidence, how you propose to meet the requirements in this row |
|  | The Supplier shall ensure that at all times the CAFM system is able to interface with other applications used by QTS and CNWL, such as Oracle.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | The Bidder needs to provide details of middleware and data warehouse applications which will be used.  Also, please advise, with evidence, how you propose to meet the requirements in this row |
|  | The Supplier shall ensure that the CAFM system has the functionality for QTS’s personnel and CNWL personnel who are CAFM Users to electronically log their own tasks on Site without having to call the Helpdesk.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | Bidders need to set out how the CAFM system has the functionality for QTS & CNWL staff to electronically log their own tasks on Site without having to call the Helpdesk.  Also, please advise, with evidence, how you propose to meet the requirements in this row |
|  | The Supplier shall ensure that the CAFM system is able to geo-locate potentially the closest member of Staff who is a Competent Person with the relevant skills to help respond to the relevant task as soon as possible.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | Bidders need to set out how the CAFM system is able to geo-locate potentially the closest who is a Competent Person with the relevant skills to help respond to the task as soon as possible  Also, please advise, with evidence, how you propose to meet the requirements in this row |
|  | The Supplier shall ensure that the CAFM system is able to ensure the Staff carrying out Works tasks are required to undertake dynamic risk assessments before undertaking each task and are Competent Persons for doing such assessments as well as for doing the relevant Works.  The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | Bidders need to set out how the CAFM system is able to ensure the Staff carrying out Works tasks are required to undertake dynamic risk assessments before undertaking each task and are Competent Persons for doing such assessments as well as for doing the relevant Works.  Also, please advise, with evidence, how you propose to meet the requirements in this row |
|  | The Supplier shall ensure that the CAFM system will capture and record information on quotes for specific tasks from Sub-contractors, including (without limitation):   * the ability for documents and photos to be uploaded; * the formal process for approval of such quotes by QTS’s Contract Manager; and * the ability for QTS to communicate directly with third party suppliers or engineers providing a price quote and ask for further clarification if QTS wish to.   The Supplier shall comply with the Supplier’s proposals in the Supplier’s “Bidder’s Response” in this row, though with such alterations as QTS reasonably requires to such proposals. | Bidders need to set out the CAFM system will capture and record information on quotes for specific tasks from third party suppliers or engineers,including (but not only) the bulleted items listed in this row  Also, please advise, with evidence, how you propose to meet the requirements in this row |

# Estates Maintenance Service Provision

## General Requirements

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (250 words)** |
| --- | --- | --- | --- |
|  | As part of the Services, the Supplier shall implement:   1. a Planned Preventative Maintenance programme (PPM); and 2. a reactive maintenance programme (“**Reactive Maintenance**”).   For the avoidance of doubt, the said PPM and Reactive Maintenance programmes shall include maintenance of audio-visual Equipment, white goods & cabling. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall operate and maintain the fixed and installed assets in a manner that:   1. Provides a safe working environment for building users, 2. Maximises the useful lifespan of the Site’s building, plant and Equipment in accordance with their original design and performance specification, 3. Enables building users to effectively carry out their day-to-day functions, 4. Ensures efficient and cost-effective use of those assets, 5. Complies fully with all Law, Guidance (including HTM 00 2014, HBNs and SFG20), Good Industry Practice, the Policies and QTS’s guidance on the safe operation and maintenance of buildings plant and Equipment and on environmental issues. | Please advise, with evidence, how you propose to meet this requirement. |

## Planned Preventative Maintenance (PPM)

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall be responsible for, and shall ensure through a regular, organised and pro-active PPM scheme, the maintenance and effective operation of all items of plant, Equipment and other Assets within the Premises and Locations.  During the Mobilisation period and before the Services Commencement Date, the Supplier shall familiarise itself with the full scope and extent of the maintenance requirements at the Premises and Locations and create and provide a complete PPM schedule for the Services.  Attention should also be given to de-mobilisation requirements and the hand-back of Assets and systems.  The Supplier shall operate and maintain all of the plant, Equipment and other Assets within the Premises and Locations in a manner that optimises their performance for the duration of their effective life.  The Supplier shall ensure that all remedial works identified following the completion of any Planned Preventative Maintenance will be completed in a timely manner in line with the requirements in this Specification and the requirements in the Performance Management Mechanism (including, but not only, the “Respond and Make Safe” period and “Rectification Period” identified in the table in Section 2.4 of the Performance Management.  The Supplier shall update the CAFM system with information on the progress of PPM remedial work from the point of PPM remedial work being identified through to its completion. | Please advise, with evidence, how you propose to meet this requirement.  . |  |
|  | QTS may at any time carry out checks of any replacement, maintenance or repair carried out by the Supplier. QTS’s Contract Manager may also request demonstrations of the performance of its assets and the Supplier shall fully comply with such requests. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The maintenance regime established by the Supplier shall be implemented and carried out by the Supplier so as to comply with, and achieve all the requirements of, the Specification and the Performance Management Mechanism.  The Supplier shall comply with the maintenance requirements specified by the manufacturers, Chartered Institute of Building Services Engineers (CIBSE), Building Services Research and Information Association (BSRIA), Building and Engineering Services Association (BESA) and other professional bodies, including all relevant British, European and international standards, and HTM 00 2014 and HBNs.  The Supplier shall be required to undertake vulnerability assessments of critical plant & assets. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall review the existing PPM schedule provided by QTS and the Supplier shall prepare a new PPM schedule during the Mobilisation period and provide it to QTS . | Please advise, with evidence, how you propose to meet this requirement.  Provide sample PPM in appendices |

## Reactive Maintenance

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | Through the CAFM system, the Supplier shall provide a professionally managed service, for remedial Works that are required in the course of either reactive repairs or planned maintenance. For those remedial Works, the first £1,000 plus VAT in any one single instance or task as logged on the CAFM system (including Sub-contractor labour (but not Staff employed directly by or individuals directly engaged by, the Supplierand subject also to the proviso below), materials, profit, overheads and any other relevant costs) shall be carried out within the Baseline Contract Price and only any excess above such sum of £1,000 plus VAT shall be charged to QTS and provided that despite the reference to “Sub-contractor labour above” there shall be no charge for labour of Staff whose labour, in accordance with the Pricing Schedules,is already being charged for in the Baseline Contract Price.  The provisions related to payment in this row 1 are subject to the provisions of the Performance Management Mechanism relating to, describing or identifying, Services and Works that QTS shall not be required to pay for, e.g. in the case of faulty or non-performed Services or Works. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | Any maintenance, upkeep, repair, replacement or renewal of any asset, or any part of any asset, which costs in excess of £1,000 plus VAT in any one instance must be agreed in writing with QTS’s Representative with the first £1,000 plus VAT being supplied etc by the Supplier without payment additional to the Baseline Contract Price.  Any requirement for capital projects shall be determined by QTS’s Contract Manager and requirements in respect of such projects are set out later within this document.  The provisions related to payment in this row 2 are subject to the provisions of the Performance Management Mechanism relating to, describing or identifying, Services and Works that QTS shall not be required to pay for, e.g. in the case of faulty or non-performed Services or Works. | Please advise, with evidence, how you propose to meet this requirement.  Please also note the “Note to Bidders” about variant bids for alternative amounts in the Specification column in this row. |
|  | The Supplier shall enter updates of reactive maintenance work on the CAFM system because the Helpdesk Staff must be able to keep the caller updated on progress. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall set up and manage the CAFM System in such a way as to avoid the duplication of tasks and shall consult with QTS in relation to this. | Please advise, with evidence, how you propose to meet this requirement |
|  | The Supplier shall ensure that all maintenance Staff working on behalf of the Supplier involve themselves fully and proactively in the identification of faults and take responsibility for doing so.  The Supplier shall ensure that, using their inherent skills, the Staff ensure the timely identification and rectification of faults. Both the faults identified by the Staff and those identified by QTS’s personnel or others must be logged through the CAFM system for quality analysis.  Each and every reactive maintenance service request must have an associated history, including completion date and time, and cost information within the CAFM system. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall meet all the minimum response and rectification times contained within the Performance Management Mechanism (including in particular Section 2.4 of it) and shall ensure that all reactive maintenance repairs and other activities are completed with the least inconvenience and disruption to the workings of QTS. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that only appropriately trained Staff who are Competent Persons for the work needed for the relevant reactive activities are used to do that work.  The Supplier shall ensure that all reactive maintenance repairs and other reactive activities are completed on a ‘fix first time’ basis, which means that on the first attendance at the relevant Site to carry out the reactive maintenance the Staff allocated to do the relevant repairs and other reactive activities (who the Supplier shall ensure are Competent Persons for the relevant repairs and other reactive activities) either   1. fully repair or otherwise rectify the fault or other issue requiring reactive maintenance; or 2. (if it is not possible to fully repair or otherwise rectify the fault at that time because of needing spare parts or additional expertise) such Staff first attending at the relevant Site do sufficient repairs and other reactive activities to at least make fully safe the relevant fault or other issue requiring reactive maintenance. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier will provide a number of static and mobile technicians. The tasks that are likely to fall within their remit will include but not be limited to:   * Changing lightbulbs * Putting up whiteboards and pictures * Minor plumbing duties, unblocking sinks and toilets * Minor carpentry duties, including adjusting doors and changing locks * Shifting Furniture or equipment * Assembling furniture or equipment * Painting and decorating and other minor decoration tasks * Replacing carpet tiles * Ensuring clocks are the correct time * Changing filters on air conditioning systems * Minor repairs and adjustments. * And other tasks to be determined by the QTS Contract Manager from time to time. | Please advise, with evidence, how you propose to meet this requirement |
|  | The Supplier shall ensure that all Law and other mandatory requirements are met in respect of maintenance works and inspections. The Supplier shall inform QTS, in the first instance of any and all breaches of any Law and other mandatory requirements together with a programme for rectification and measures to safeguard against a repeat.  The Supplier shall ensure that all requirements set out in the HTM 00 2014 and all relevant HBNs are adhered to and are appropriate to the design of the installations. | Please advise, with evidence, how you propose to meet this requirement. |

## Service Scope

### Statutory and Mandatory Inspections

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall co-operate with any periodic inspections made by QTS, Care Quality Commission (CQC), Patient-led Assessments of the Care Environment (PLACE) or any other external agencies, such as Public Health England, and shall provide such reasonable assistance to QTS as QTS requests in respect of such inspections. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall set up a programme of statutory, mandatory and insurance inspections to ensure all Assets receive the required inspections and certifications required or appropriate for them at the correct time.  The Supplier shall establish an annual programme for such inspections, which shall be issued to QTS in advance, and 3 months before the Services Commencement Date.  The Supplier shall arrange for the insurance inspections referred to in this row 2 to be carried out by a Competent Person in respect of Pressure Systems, LOLER (Lifting Operations and Lifting Equipment Regulations 1998) and LEV (Local Exhaust Ventilation guidance from the HSE).  The Supplier shall at all times comply with all relevant requirements of Law, HTM 00 2014 and all relevant HBNs and all relevant Guidance (including HSE directives, BS & ISO Standards) including any alterations to the foregoing from time to time. | Please advise, with evidence, how you propose to meet this requirement. |

### Mechanical & Electrical Maintenance

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,500 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall provide to QTS a professionally managed, high quality Mechanical & Electrical Maintenance Service through a regular and organised regime.  The Supplier shall ensure the successful operation and optimum condition of all of QTS’s mechanical, electrical, plumbing and drainage plant, Equipment, other Assets, infrastructure and systems, from point of supply to point of use. The Supplier shall ensure that such plant, Equipment, other Assets, infrastructure and systems are maintained at optimum performance in accordance with manufacturers’ and installers’ recommendations and obligations imposed by Law.  The plant, Equipment, other Assets, infrastructure and systems to be maintained by the Supplier are those that are listed within the Asset and Condition Register from time to time. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The maintenance regime established by the Supplier shall be implemented and carried out by the Supplier so as to comply with, and achieve all the requirements of, the Specification and the Performance Management Mechanism.  The Supplier shall comply with the maintenance requirements specified by the manufacturers, Chartered Institute of Building Services Engineers (CIBSE), Building Services Research and Information Association (BSRIA), Building and Engineering Services Association (BESA) and other professional bodies, including all relevant British, European and international standards, and HTM 00 2014. | Please advise, with evidence, how you propose to meet this requirement. |
|  | It is a fundamental requirement that the Supplier takes cognisance of the intimate relationship between operational elements and those elements of life cycle management.  The Supplier shall produce, maintain and comply with, throughout the Term, a lifecycle management programme for Assets, for approval by QTS, and the Supplier shall make such amendments to such programme as QTS reasonably requests from time to time. All replacements of Assets will be classified as reactive maintenance unless included in such agreed lifecycle programme.  The maintenance regime implemented by the Supplier shall be holistic in order to maximise the life, and identify efficiencies to reduce operational costs of, all built and installed Assets at the Premises and Locations.  The Supplier shall make recommendations to QTS on any strategic lifecycle replacement and shall implement those recommendations that QTS approves. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall monitor the Assets and Premises and Locations so that operating conditions can be maintained and the quality of Service provision and the performance of Assets can be recorded. The Supplier shall use the CAFM system to log and record responses to problems as they occur as well as recording performance of Equipment, systems and personnel. The Supplier shall establish and maintain any additional systems it considers necessary to carry out this task. | Please advise, with evidence, how you propose to meet this requirement. |
|  | When the Supplier is planning and performing the Services, it shall take account of, comply with and contribute to, where appropriate:   1. Original Equipment Manufacturers’ Recommendations, 2. HTM 00 2014, 3. relevant HBNs, 4. Building and Engineering Services Association (BESA) SFG20, 5. Chartered Institute of Building Services Engineers (CIBSE) guidelines, 6. Building Services Research and Information Association (BSRIA), 7. Care Quality Commission (CQC), 8. Patient-led Assessments of the Care Environment (PLACE) 9. CNWL and QTS led environmental initiatives, 10. NHS Sites Assurance Model (PAM), 11. The NHS 6 facet survey comprising (i) Physical Condition Survey, (ii) Statutory Compliance Audit, (iii) Place Utilisation Audit, (iv) Functional Suitability, (v) Quality Audit, and (vi) Environmental Management Audit (see HBN 00-08) 12. Reporting statistics to Estates Return Information Collection (ERIC), 13. National Government requirements, 14. Local Council requirements, 15. All other relevant requirements of Law and Guidance not specifically mentioned above; and 16. All other requirements of this Specification | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that all specific warranty period maintenance requirements are recorded and kept up to date in the CAFM system. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that, as well as the Asset and Condition Register setting out the plant, Equipment and other Assets to be maintained, the following aspects, and related records, are also included in the CAFM system (though the list below is not exhaustive):   * Engineering and utility infrastructures, * Low Voltage and High Voltage electrical installations, * Gas, Water, Drainage systems, * Maintenance and continued support of QTS’s Building Management Systems, * Maintenance of refrigeration and air conditioning Equipment across all Premises and Locations, * HVAC plant monitoring and control systems, * Critical alarm systems, * Utility monitoring systems, * Fire alarm and detection systems, * Fan coil units * Inverter systems, * Lifts, Hoists (but not patient hoists), Conveyance Systems and other lifting Equipment (but not patient hoists) (as set out in Section 4.4.7 of this Specification), * Medical Gas pipeline systems, * Confined spaces and records, * Supply of Filters and Maintenance and Servicing to the Ventilation Systems, * And the other requirements set out in this Specification. | Please advise, with evidence, how you propose to meet this requirement. |
|  | For all engineering maintenance tasks, the items provided by the Supplier shall include (without limitation) all requisite plant, Equipment, materials, spare parts and consumables items required for the proper execution of all work which the Supplier is required to carry out under this Specification including but not limited to:   * all relevant and necessary machinery, tools, transport and Equipment to safely and effectively undertake the engineering maintenance Services; * scaffolding, craneage, lifting tackle, machinery, tools or other appliances and everything else necessary for the work, and shall be responsible for, and shall ensure, their conveyance, use, subsequent removal, making good and cleaning (including clinical or decontamination cleaning where necessary).; * all relevant and necessary materials and consumables, including but not limited to:   + lubricating oils;   + greases;   + sealants;   + fixings (including but not limited to nuts, bolts, washers, screws etc.);   + gaskets;   + valve packings;   + drive belts and vee belts;   + filters and filter media;   + humidifier bottles;   + refrigeration gas for topping up which is compliant with the F-gas Regulations;   + switches, relays and contactors;   + indicator lamps;   + lamps and tubes;   + all batteries and distilled water and electrolyte for batteries;   + dip slides;   + sanitary ware (including toilet seats);   + parts for business critical assets.   All materials and consumables utilised by the Supplier must be good proprietary products, compliant with Law, of good quality and suitable for the purpose for which they are intended and suitable for a mental health care setting.  The Supplier must make every effort to use environmentally preferable Equipment, materials and consumables if available, provided their efficacy is adequate for the purpose for which they are intended and that they offer value for money.  The Supplier shall work with QTS in the selection and standardisation of materials and components and comply with any request by QTS in this respect. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | **Electrical Installation Testing.** The Supplier shall undertake electrical testing in accordance with BS7671, 18th Edition of the Wiring Regulations, as published by the Institution of Electrical Engineers (as amended from time to time). Fixed installations shall be tested by the Supplier at intervals not exceeding five years since their last test (which may have been before the Services Commencement Date), or more often if requested by QTS or any CNWL Site Services Manager. Such testing shall form part of the overall PPM regime and all reports and recommendations shall be held centrally within the CAFM system.  The Supplier shall ensure that all electrical distribution boards are checked by the Supplier at the intervals required by this row, not just a proportion of them.  All Priority 1 to Priority 3 reports (within the categories of priority in the Performance Management Mechanism) that occur must be attended to by the Supplier immediately. | Please advise, with evidence, how you propose to meet this requirement. |
|  | **Portable Appliance Testing**. In respect of all Premises and Locations, as a minimum, portable appliance testing (**PAT**) shall be implemented and carried out by the Supplier in accordance with the Code of Practice for In-service Inspection and Testing of Electrical Equipment published by the Institution of Electrical Engineers, as amended from time to time.  Such testing shall form part of the overall PPM regime and the Supplier shall ensure that all reports and recommendations are held centrally within the CAFM system. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall propose, and comply with, a testing programme to comply with requirement of row 10 above, but with such alterations as QTS reasonably requests from time to time.  Once tested, items shall be tagged and logged by the Supplier in accordance with the procedures in row 10 above and also in the register referred to in row 12 below. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall create within the CAFM system, and maintain, a register of portable appliancesheld at the Premises and Locations, including (but not limited to) portable items, static items and all IT Equipment.  The Supplier shall include in such the register of portable appliances database details of the PAT tests carried out.  The Supplier shall maintain in the CAFM systemrecords of risk assessments associated with the management of portable electrical appliances. | Please advise, with evidence, how you propose to meet this requirement. |
|  | **Spare parts and consumables**.  The Supplier shall manage and procure all spare parts and consumables. The range and amount of spare parts and consumables to be managed and procured by the Supplier shall be initially as stated in the Pricing Schedules and amended from time to time during the Term by agreement between the Parties (such agreement by both Parties not to be unreasonably withheld) / proposed by the Supplier (both initially stated in the Pricing Schedules and from time to time during the Term) for approval by QTS (such approval not to be unreasonably withheld) but shall be altered as QTS reasonably requests from time to time.  Where possible, the Supplier will store the amount of spare parts and consumables required by this row at the Site for which they may be used. In cases where there is insufficient space at the relevant Site for storing such amount of spare parts and consumables, the Supplier will arrange for such spare parts and consumables to be stored at a location which will always enable such spare parts and consumables to be delivered to the relevant Site in time so that the Supplier can use them to achieve the Priority 1 remediation timescale in the Performance Management Mechanism  The Supplier shall ensure at all times that spare parts, consumables and replacement Assets are supplied at the Supplier’s true net cost (i.e. after deduction of all discounts, volume-related rebates etc.). The Supplier shall procure, and shall demonstrate that it has procured, all spare parts, consumables and replacement assets at competitive rates giving good value for money  The Supplier shall ensure that the Staff are able to easily access all the spare parts and consumables so as to not delay the completion of Works within the time periods required by the Specification and the Performance Management Mechanism (including the “Respond and Make Safe” period and Rectification Period applicable to the task under Section 2.4 of the Performance Management Mechanism). | Please advise, with evidence, how you propose to meet this requirement. |

### Electrical mains distribution systems

| ..**Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall maintain the electrical infrastructure distribution system at each Site from point of supply to point of use so as to ensure that such infrastructure does not prevent there being a permanent, constant and consistent electrical power supply to the Premises and Locations, including but not limited to mains distribution and sub-mains distribution systems, and in carrying out such maintenance the Supplier shall comply with HTM 06-01 to 03 (including, without limitation, carrying out all fixed wire testing).  In the execution of the Services, the Supplier will ensure adequate fire stopping is provided where pipe work, ducts, trunking and cabling pass through common and restricted areas between floors, rooms or designated fire compartments. The Supplier shall ensure that where any of the Staff identify any inadequate fire stopping, it shall be:   1. immediately reported to QTS; and 2. promptly remedied. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall maintain, and shall be responsible for the maintenance of, all Low Voltage (“**LV**”), Medium Voltage (“**MV**”) and High Voltage (“**HV**”) electrical installations including, but not limited to, switchgear, distribution Equipment, sub-distribution and final distribution, protective devices fuse switches, isolators, distribution boards, fuses, Miniature Circuit Breakers (MCBs), Residual-current Circuit Breakers with Overcurrent protection (RCBOs), Air Circuit Breakers (ACBs), Earth Leakage Circuit Breakers (ELCBs) and Residual Current Devices (RCDs). For LV, MV and HV the Supplier shall provide Authorised Persons and Competent Persons to undertake switching operations from main panels or where there are dual supplies or other conditions which require a Permit To Work (PTW). | Please advise, with evidence, how you propose to meet this requirement.  Bidders are to note that there is not currently any High Voltage systems in the Premises and Locations, but this may change in the future and the Supplier will be required to maintain this if / when this occurs. |
|  | The maintenance, inspection and defect or fault remediationServices to be performed by the Supplier for the plant, Equipment and other Assets to which this Section 4.4.3 of this Specification relates shall include, but not be limited to, inspection and carrying out of maintenance necessary or prudent to verify and remedy faults or defects in, or found by, any of the following:   * thermal imaging to detect overheating during normal service use and loading and remedy any overheating identified ; * safety posters and signage are located and visible in all appropriate areas that the plant, Equipment and other Assets’ cable joint boxes are free from compound leaks; * heavy oil sampling in accordance with a frequency schedule prepared by the Supplier, but with such alterations as QTS reasonably requests from time to time; * generator testing and planned shutdown as required by Section 5 of this Schedule below; * that the plant’s, Equipment’s and other Assets’:   + fuse elements or circuit breaker mechanisms are in working order;   + contacts and connections are clean and mechanically tight;   + recording instruments are operational where necessary;   + earthing arrangements comply with the relevant Law and Guidance;   + insulating media are in place and undamaged;   + oil and SF6 gas levels adequately maintained to their recommended levels;   + fuse way charts are present and up to date; and * that the plant, Equipment and other Assets:   + are secure to authorised access only; and   + have marker and covering notices in place where necessary | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that other switching operations not referred to in row 2 or 3 above, shall be carried out by electrical Competent Persons and Authorised Persons. An electrical Competent Person is considered to be a Joint Industry Board registered electrician or person with similar or equivalent training and experience which includes completing a recognised course in line with HTM 06 in HTM 00 2014. | Please advise, with evidence, how you propose to meet this requirement. |

### Building Management Systems (BMS)

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | Where possible the Supplier shall operate and monitor QTS’s and CNWL’s building engineering services through the existing BMS systems. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | Whichever BMS systems the Supplier uses for the Services and the Premises and Locations, the Contactor shall operate such BMS systems (using remote management where possible) in a competent, pro-active manner so as to control all of the BMS systems and the internal environment of the Premises and Locations and to maintain a secure and reliable service, at control and operating levels proposed by the Supplier but with such alterations as QTS stipulates from time to time.  The Supplier shall monitor and identify any departures from environmental parameters agreed (both Parties acting reasonably) between the Supplier and QTS’s Contract Manager or the relevant CNWL Site Services Manager and shall take all actions necessary to rectify such departures promptly. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall continually improve, develop and recommend upgrades to the BMS. Before adjusting set points, or modifying software settings the Supplier shall fully understand the effect these actions may have on the air conditioning process, and take cognisance of the internal and external environment.  The Supplier shall implement relevant software updates when received.  The Supplier shall ensure that the BMS has 99.99% uptime and takes reasonable endeavours to prevent a cyber attack.  The Supplier shall ensure that the control of the BMS and other building services systems can be recovered where there is a failure or replacement. | Please advise, with evidence, how you propose to meet this requirement. |

### Gas, Air, Oil & Water

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall establish, maintain and operate a system to ensure regular servicing and attendance to breakdowns of all gas and mechanical plant and air handling Equipment at the Premises and Locations. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | At each Site, the plant to be serviced by the Supplier under this Contract shall include all the mechanical plant (including gas) connected to and associated with the heating and domestic hot water systems in boiler house/plant room, including all independent gas fired domestic hot water boilers not in the boiler house and all gas related appliances and air handling Equipment etc.  For the avoidance of doubt, this includes all radiators and fan coil units.  Annual Gas-Safe certification records must be held and undertaken by the Supplier within the statutory periods and be available for inspection at any time by QTS and relevant statutory bodies. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Services to be performed by the Supplier shall include the maintenance of the Medical Gas Pipeline systems which include, but are not limited to, the following aspects:   * Medical gas manifolds, * Pipeline distribution system, * Warning alarm systems,   and in performing these Services the Supplier shall comply with HTM 02 in HTM 00 2014. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure the integrity of steam and condensate pipe work, including vessels, will be maintained to prevent any possible contamination risk from the boiler plant processes at all times. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that the risks from legionella and other pseudomonas proliferation are prevented.  During the Mobilisation period, QTS will provide to the Supplier the current risk assessments for legionella and other pseudomonas proliferation and the Supplier shall review them and, within 6 months after the Services Commencement Date, establish a programme of risk assessments and which programme the Supplier shall then carry out but with such changes in frequency as QTS reasonably requests from time to time.  The Supplier shall ensure that such risk assessments are undertaken by a Competent Person in line with HSE policy ACOP L8 and HTM 04-01. The assessments must evaluate the extent of the risks and where the hazards are likely to exist in all the Premises and Locations.  Throughout the Term, the Supplier shall carry out a programme of Water Risk Assessments (“**WRAs**”) for all Premises and Locations and buildings at them and such Water Risk Assessments shall comply with all relevant Law, Guidance and Good Industry Practice.  It is not expected that there will be any of the Premises and Locations with a WRA that is not valid at the Services Commencement Date. However, if this is the case, or if the Supplier’s review of the WRAs deems a more frequent assessment to be necessary, then such Premises and Locations must be prioritised in the Supplier’s WRA programme that is to be provided to QTS within 6 months after the Services Commencement Date. | Please advise, with evidence, how you propose to meet this requirement.  CNWL does not currently test for pseudomonas, although this may change and the Supplier may need to be to provide this Service within its costs. |
|  | Within one month after completion of the first, and each subsequent, legionella and other pseudomonas proliferation risk assessment referred to in row 5 above, the Supplier shall prepare a written scheme as to how it will carry out subsequent risk assessments, including to outline specific precautions which will be taken to reduce risks. Such scheme shall include (but shall not be limited to) the following details:   1. Contribute to water safety plan 2. Provide in the safety planner an action tracker with milestones in the maintenance schedules, 3. Frequency of inspections, 4. Water sampling techniques, 5. De-scaling, 6. Chlorination, 7. Microbiological testing and reporting. 8. Flushing of low use outlets and enhanced flushing as required. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier’s Contract Manager shall attend the CNWL Water Safety Group meeting on a monthly basis. | Please advise how you propose to meet this requirement. |

### Fire Detection, Emergency Lighting, Fire Fighting Systems and monitoring of Fire Alarms

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | All Fire Detection & Alarm systems must be tested by the Supplier both weekly and in a manner which ensures that every available manual call point and automatic fire detection device shall be activated through the testing period and cyclically at a frequency and at a time in accordance with manufacturer’s and installer’s guidance and in compliance with Law and Guidance and otherwise at times reasonably stipulated by QTS at each Site.. The results shall be logged by the Supplier within each Site and centrally within the CAFM system. All abnormal test results shall be acted upon by the Supplier promptly and appropriately and the action shall be taken in compliance with the response and rectification times contained in the Performance Management Mechanism. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | Fire resistance tests for service installations, including fire dampers (whether intrusive or not), must be undertaken by the Supplier in line with the requirements of HTM 05 – 01 to 03 (inclusive). | Please advise, with evidence, how you propose to meet this requirement. |
|  | All fire fighting Equipment and systems must be tested annually by the Supplier with random discharge of extinguishers being undertaken. All gas fire fighting Equipment and systems must be tested by appropriately trained Staff who are Competent Persons for carrying out such testing. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure compliance with the **Regulatory Reform (Fire Safety) Order 2005** and that the Fire Safety Plan and Fire Risk Assessment (each as required by or referred to in HTM 05-01) are at all times up-to-date, that the safe havens at the Premises and Locations are, and continue to be, fit for purpose and that all local occupants in the Premises and Locations, CNWL and all other relevant authorities are cognisant of the safe havens’ location. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier’s Contract Manager shall attend the CNWL Fire Safety Group meeting on a monthly basis. | Please advise how you propose to meet this requirement. |

### Lifts, Hoists (but not Patient Hoists), Conveyance Systems and other lifting Equipment

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (500 words)** |
| --- | --- | --- | --- |
|  | QTS requires the provision of a fully comprehensive maintenance regime to the lifts, hoists (but not patient hoists), conveyance systems and other lifting Equipment (but not patient hoists) conveyance systems within the Premises and Locations.  The Supplier shall perform a maintenance Service to the lifts, hoists (but not patient hoists) and conveyance systems and other lifting Equipment (but not patient hoists) within the Premises and Locations that conform to statutory requirements and manufacturers guidance and instructions. Where faults are identified, the Supplier shall ensure Staff attendance and rectification as soon as reasonably possible. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall ensure that all necessary information regarding the lifting and conveyance systems are recorded within the CAFM system. The Supplier shall comply with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER) and HTM 08-02. | Please advise, with evidence, how you propose to meet this requirement. |

### Security, Access Control & Intruder Systems

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (500 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall maintain (including preventative maintenance and servicing) the security systems (including CCTV, intruder alarms, audio intercoms, nurse call alarms, panic and baby tagging alarms, car park control systems and access control systems, including any new systems put in place) at the Premises and Locations and all ancillary Equipment associated with the above systems throughout their entirety, to ensure their proper functioning at all times.  Any failure of the systems referred to above, particularly (but not only) in patient areas must be promptly notified to QTS and:  if it leads to a weakness in security, such failure of such systems must be rectified by the Supplier within the relevant timescale for it under the Performance Management Mechanism (including the “Respond and Make Safe” period and Rectification Period applicable to the task under Section 2.4 of the Performance Management Mechanism); or   1. if it does not lead to a weakness in security, such failure of such systems must be rectified by the Supplier within the relevant timescale for it under the Performance Management Mechanism (including the “Respond and Make Safe” period and Rectification Period applicable to the task under Section 2.4 of the Performance Management Mechanism).   The Supplier shall manage monitoring by using an Alarm Receiving Centre. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall promptly notify and liaise with QTS’s security representatives and any relevant security Equipment specialists over any issues of CCTV Equipment including these synergistic areas where security provision is supplied directly by QTS personnel or CNWL personnel. |  |
|  | The Supplier shall perform a key cutting Service for QTS with a swift turnaround and ensuring that suited key systems are maintained at all times.  The Supplier shall also perform a key cutting and holding. Service for QTS under which the Supplier or a Sub-contractor shall hold keys/codes etc for all non-24hr Premises and Locations to provide an emergency response as required or out of hours access for completion of works etc. | Please advise, with evidence, how you propose to meet this requirement. |

### Fabric Maintenance

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall provide a professionally managed, high quality planned preventative fabric maintenance Service in accordance with a system and programme of building fabric maintenance at all the Premises and Locations, in accordance with Good Industry Practice and to Condition B. This programme shall take account of the Asset and Condition Register and the Asset and Condition Register shall be amended and be added to as necessary to keep it up to date. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall ensure that reactive repairs and maintenance to the internal and external fabric of the Premises and Locations are logged on the CAFM system and allocated by the Supplier to appropriately trained Staff who are Competent Persons for the relevant tasks. The reactive repairs and maintenance referred to in this paragraph include (without limitation) remedial work as part of PPM or when identified by Staff when on site undertaking PPM.  Planned preventative maintenance tasks shall be generated by the PPM system monthly, in advance, and made available to QTS’s Contract Manager. The monthly task sheet shall clearly identify the asset type, location and work required. The agreement of QTS’s Contract Manager shall be required for access to restricted areas (such as communications rooms) in order to avoid any interruption to normal operations.  For the avoidance of doubt, the repair of damage and/or vandalism to the Premises and Locations or anything at them by patients or any other persons is included within the reactive repairs and maintenance Service and the cost of such repairs is included within the Baseline Contract Price and accordingly (also for the avoidance of doubt) QTS shall not be charged for in addition. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The fabric maintenance Services to be carried out by the Supplier at the Premises and Locations shall include but not be limited to:   1. Decorations, 2. Flooring, 3. Roofing and ceilings, 4. Internal and external walls, doors and windows, 5. Drain, gutter, flat roof and gullies clearance. | Please advise, with evidence, how you propose to meet this requirement. |

### Catering Maintenance

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (250 words)** |
| --- | --- | --- | --- |
|  | At the frequency in accordance with Good Industry Practice, the Supplier shall carry out maintenance to all sinks, drainage, air flow systems and ducting, building fabric and mechanical and electrical installations to the catering areas and ensure that they are included within the Supplier’s servicing plan. | Please advise, with evidence, how you propose to meet this requirement. |  |

### Re-lamping

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall carry out all necessary re-lamping at the Premises and Locations and shall adopt an organised approach to re-lamping across all the Premises and Locations. The Supplier shall monitor the provision of this service for efficiency with the outcome of achieving the greatest possible reductions in replacement frequency and cost. The optimum replacement frequencies for lamps shall be determined by the Supplier, whilst maintaining the specified lighting levels in accordance with targets published by QTS from time to time and in accordance with guidance embodied within the Chartered Institute of Building Services Engineers (CIBSE) publication LG03: 1996 Areas for visual display terminals (as amended from time to time), HTM 00 2014, the Health & Safety at Work etc Act 1974 and the Workplace (Health, Safety & Welfare) Regulations 1992 and as amended.  The use of specialised lamps at the Premises and Locations must be maintained by the Supplier, subject to such alterations as QTS instructs from to time. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall be cognisant of the impact that lighting control systems have on the life expectancy of lamps.The Supplier shall, when requested by QTS, advise QTS regarding the enhancement and expansion of lighting control systems including the implementation of LEDs where feasible and financially viable when life cycle costing principles are applied. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall keep luminaires and light fittings in good repair and shall have them cleaned and maintained to ensure optimum performance, including (without limitation) cleaning of all diffusers and reflectors every 6 months. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that all lamps, tubes, and all emergency lighting and all display case lighting are fully operational at all times, and the Supplier shall comply with the response and rectification times set out in the Performance Management Mechanism. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall ensure that the control and execution of this Service shall be managed entirely by the CAFM system in line with the overall PPM regime.  The Supplier shall ensure that all reports and recommendations shall be held centrally within the CAFM system.  The Supplier shall ensure that on all occasions when lamps are replaced, it is done in a manner that is safe electrically and in all other respects. | Please advise, with evidence, how you propose to meet this requirement. |

### Ventilation Ductwork Maintenance

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (250 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall maintain and clean all ducts, shaft, risers and associated ventilation. The Supplier shall comply with the Building and Engineering Services Association (BESA) guide to good practice – cleanliness of ventilation systems TR19 (as amended from time to time) and to HTM 03 in HTM 00 2014. | Please advise, with evidence, how you propose to meet this requirement. |  |

### Grounds and Gardens Maintenance

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall carry out in accordance with Good Industry Practice all hard and soft landscaping maintenance Services, which shall include (but not be limited to) the maintenance of:   * Footways/footpaths/ road surfaces (including road drainage), * Courtyard and terrace paving, * Steps to entrances, * Car parking areas, * Kerbs, edgings and pre-formed channels, * Fencing/gates and boundaries including area inside the sterile zone, * Lighting columns and lit bollards, * External furniture including but not limited to wooden furniture, bicycle shelters, etc, * Snow and ice clearance and gritting for paths, walkways, ramps, car parks and all roads within each of the Premises and Locations, * Maintenance and cutting of lawns and grassed areas and edging as appropriate, * Maintenance of all borders, planters, flower and shrub beds, * Routine pruning of shrubs and hedges, * Trees including surgery, pollarding etc, * Maintenance of fish ponds and ornamental ponds.   For the avoidance of doubt, not all of the Premises and Locations will have all of the characteristics listed above (e.g. not all Premises and Locations have gardens), but the Supplier shall ensure that the Services above are carried out at each of the Premises and Locations in relation to all the relevant characteristics such Site has. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier shall respond (within the Response times as detailed within the Performance Management Mechanism, including in particular Section 2.4 of it) to requests for reactive maintenance placed via the Helpdesk. The Supplier shall, additionally, ensure that a pro-active approach is taken to the maintenance of hard landscaping and shall use the ability of the CAFM system to incorporate these activities into a planned preventative maintenance regime. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall, in accordance with Good Industry Practice, ensure that:   * All plant specimens are kept to a height and form which is safe and accords with good horticultural practice. * All pots or containers shall be cleaned and replaced where necessary. * All external soft landscaped areas are kept safe, clean and tidy. The Supplier shall carry out planned and reactive maintenance activities so as to ensure that areas of soft landscaping and planting are safe, free of defects and present no dangers or hazards to patients, Staff, QTS’s personnel, visitors or the general public. * On a daily basis, all areas are kept free of a large accumulations of leaves, weeds, twigs and any other solid matter particularly around entrances and other high circulation areas. * All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth so as to be safe and present a tidy appearance at all times. * All trees and hedges are maintained to ensure the safety of patients, Staff, QTS’s personnel, CNWL’s personnel, visitors or the general public, including overhanging branches. * Any flowering plants showing signs of wilting or are dead pruned, tidied or removed as appropriate. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall consider in every instance whether the use of any form of chemical (for uses including but not limited to fertilizer, pesticide and herbicide) is strictly necessary before application. The Supplier must only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations 1986 (as amended or re-enacted) and the conditions of approval for the chemicals and any relevant code of practice issued by DEFRA. | Please advise, with evidence, how you propose to meet this requirement. |
|  | If the Supplier uses chemicals then it must ensure that any and all relevant COSHH data sheets and training have been correctly provided and that all regulations, guidance and policy to the provision and use of such chemicals is adhered to at all times. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall develop planting programmes to work towards local authority awards | Please advise, with evidence, how you propose to meet this requirement |

### Waste

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (500 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall ensure that all waste, other than packaging, that the Supplier produces or creates as a consequence of carrying out the Services, is promptly removed from each Site. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | In fulfilment of its statutory Duty of Care, the Supplier shall provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are Environmentally Preferable. In particular, QTS will wish to be assured that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill. |  |

### Attendance at Events

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (250 words)** |
| --- | --- | --- | --- |
|  | The Supplier will be required to attend eventsas and when required at the Premises and Locations or other locations as reasonably requested by QTS from time to time.  Examples of these events may include Patient Lead Assessments of the Care Environment (PLACE) inspections, Care Quality Commission (CQC) visits and Environmental Health Officer (EHO) audits (including those which require access to plant rooms or other engineering). | Please advise, with evidence, how you propose to meet this requirement |  |

## Service provision for Broadmoor Hospital

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,500 words)** |
| --- | --- | --- | --- |
|  | The Supplier is to provide supply chain services to Broadmoor Hospital which shall include parts, materials, consumables and other items to support their in-house Maintenance operation meeting the cost & quality requirements set out in this tender. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | The Supplier is to provide specialist Sub-Contractor services to Broadmoor Hospital which shall include lifts, water, HVAC and other services to support their in-house Maintenance operation meeting the cost & quality requirements set out in this tender. For the avoidance of doubt the PPM will be run by the Broadmoor Hospital team. | Please advise, with evidence, how you propose to meet this requirement. |  |

## Service User (Patient) Employment Programme

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (250 words)** |
| --- | --- | --- | --- |
|  | **Work Placement Provision**  QTS is committed to providing current and former patients with sheltered work placements.  The Supplier shall follow its proposals for integrating this service user (Patient) Employment Programme into the Service delivery with such adaptations as QTS reasonably requests from time to time.  QTS recognises the importance, through this Contract, of providing real work experience for people with mental health needs and low levels of work-based skills and experience. While it is essential to be clear about practical details and costs of the Services provided by the Supplier, it is also important to affirm a shared commitment to enhancing the mental health, well-being and skills of the trainees employed in provision of the Services.  **Target Patient Group:**  Current and former patients will be eligible to work as trainees for the Supplier within the Services if they can meet the following criteria:   * Good personal hygiene; * Actual or potential capacity to contribute to work; * Able to work collaboratively with Staff, QTS personnel, CNWL personnel and patients; * Able to commit themselves to regular attendance and good punctuality; * Willing to comply with health and safety requirements;   **Training:**  The Supplier shall establish an appropriate NVQ course that trainees can participate in. The Supplier shall provide a trained NVQ assessor as part of the Services. | Bidders are to describe how they propose to integrate this service user (Patient) Employment Programme into the Service delivery  The Bidders responses here are for information only and will not be rated. |  |

## Minor Maintenance/Improvement Works

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (750 words)** |
| --- | --- | --- | --- |
|  | “Minor Maintenance/Improvement Works” are defined as any ad hoc maintenance works or new or upgrade works activities where the value is between **£0** and **£5,000** plus VAT.  Items here include but are not limited to key cutting, shelf hanging, putting up notice boards. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | Any Minor Maintenance/Improvement Works must be authorised before such work is commenced, by QTS’s Contract Manager (unless in an emergency). If such prior approval is not obtained, then (except for the reasonable cost of necessary Minor Maintenance/Improvement Works in an emergency) QTS shall not be liable to make any payment in respect of such work. For the avoidance of doubt, all such Minor Maintenance/Improvement Works are in addition to the Baseline Contract Price. | Please advise, with evidence, how you propose to meet this requirement. |
|  | For the avoidance of doubt only the stated profit and administrative rates will be chargeable for any such Minor Maintenance/Improvement Works or projects commissioned and they shall be calculated using the same rates as apply in the Baseline Contract Price. QTS has the right to audit Supplier costs in accordance with the terms of this Contract. | Please advise, with evidence, how you propose to meet this requirement. |

## Capital Works Programme

| **Ref** | **Specification** | **Guide to Bidder’s Response** | **Bidder’s Response (1,000 words)** |
| --- | --- | --- | --- |
|  | The Supplier shall, at the request of QTS, support QTS with the compilation of the annual capital works programme. | Please advise, with evidence, how you propose to meet this requirement. |  |
|  | In assisting QTS to compile the annual capital works programme, the Supplier shall provide information to enable such capital works programme to prioritise works and shall provide for each item of such works indicative costs broken down into an appropriate level of detail to assist QTS in planning and budgeting for capital works based on specific data, the Asset and Condition Register or other agreed criteria (and the Supplier shall not unreasonably withhold its agreement to such criteria. | Please advise, with evidence, how you propose to meet this requirement. |
|  | In assisting QTS to compile the annual capital works programme, the Supplier shall provide information to enable such capital works programme to take full account of operational maintenance issues and so that the capital works programme complements day-to-day activities.  In assisting QTS to compile the annual capital works programme, the Supplier shall demonstrate how such capital works can be scheduled to obtain best value for QTS both through their timing and implementation. | Please advise, with evidence, how you propose to meet this requirement. |
|  | QTS may give the Supplier the opportunity to bid for works with a value over **£5,000** plus VAT and under **£25,000** plus VAT (including labour, materials, profit, overheads and any other relevant costs) subject to the Supplier’s satisfactory performance (in QTS’s opinion) in provision of the Services. If given this opportunity to bid, the Supplier shall propose, for QTS to consider, a methodology which states clearly and unequivocally how it would execute such works under the value of **£25,000** plus VAT whilst satisfying QTS’s need for transparency, competition and demonstration of being the most economically advantageous offer. Notwithstanding the foregoing, QTS has no obligation to offer or award such work to the Supplier, and QTS may at its sole and absolute discretion offer or award such works to any contractor(s) other than the Supplier. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier may at QTS’s sole and absolute discretion be invited to procure and/or project manage and/or execute on behalf of QTS works with a value over **£25,000** plus VAT. Notwithstanding the foregoing, QTS has no obligation to offer or award such work to the Supplier, and QTS may at its sole and absolute discretion offer or award such works to any contractor(s) other than the Supplier. | Please advise, with evidence, how you propose to meet this requirement. |
|  | Where any such capital works are to be executed by the Supplier, it shall make full use of QTS’s purchasing or framework agreements where available and appropriate. | Please advise, with evidence, how you propose to meet this requirement. |
|  | The Supplier shall provide management and design Services, materials, labour and all necessary plant to facilitate works associated with proposed future projects, in cases where the Supplier is appointed to perform such works. | Please advise, with evidence, how you propose to meet this requirement. |

# Service Standards

The following are a non-exhaustive list of a number of the minimum Service Standards that (without prejudice to the generality of the requirements of the Specification and the Performance Management Mechanism and the Supplier’s other obligations under this Contract) must be achieved by the Supplier in the performance of the Services.

**Note to Bidders:** The following lists in this Section 5 are not exhaustive and Bidders and the Supplier must fully ascertain all QTS’s requirements.

## Building Fabrics External

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Building Fabric External **including:**   * external walls, * roofs, chimneys, gutters and rainwater systems, * glazing, * fire escapes, * walkways, safety barriers, * balconies, * window cleaning cradles, * eaves, * rendering, * lightning conductors. * external access ladders & platforms, * fall arrest systems, * underground drainage, * buried services, water electrical, high voltage, gas, * port-a-cabins * car park gates and barriers | All elements of external building fabric, including finishes, furniture, Equipment and services system components shall be:   * Duly functional and operational so as to maintain the Premises and Locations to Condition B in the NHS Estates Code or above, except to the extent otherwise agreed with QTS from time to time * Sound secure and weatherproof where appropriate * Free from damp penetration or spalling * In the case of claddings, copings and parapets are structurally sound and secure * Free from areas capable of harbouring vermin and/or pests * In the case of chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. * Free from debris and moss growth |

## Building Fabric Internal

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Building Fabric Internal including:   * substructure, * superstructure, * internal walls, * partitions, * ceilings, * internal rainwater systems, * water distribution systems, * drainage systems * insulation, * fire compartmentation, * fire dampers, * staircases | All elements of internal building fabric, including finishes, furniture, Equipment and services system components shall be   * Duly functional and operational so as to maintain the Premises and Locations to Condition B in the NHS Estates Code or above, except to the extent otherwise agreed with QTS from time to time * Free from structural cracks and/or deflection * Free from damp and vermin * Free from undue damage and of reasonable appearance for location * In Compliance with the requirements set out in Chartered Institute of Building Services Engineers (CIBSE) guidelines * Free from unsealed asbestos |

## Energy / Utilities / Infrastructure Services

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Energy / Utilities / Infrastructure Services, including   * sanitation and drainage systems; * water systems; * fuel storage plant; * electricity distribution system; * gas distribution system | * Services shall be free from leaks. * Services shall be maintained to deliver their specified capacity. * Fuel storage must maintain suitable fuel levels as required by QTS’s standards from time to time (e.g. diesel/oil for back-up generators or boilers). |

## Mechanical & Electrical Systems

### Generators and emergency power supply

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Generators and emergency power supply | * Standby power source shall be operational, secure and tested regularly * Emergency lighting units shall comply with BS5299 (or equivalent) and be free from dust, operational and fully charged * Batteries and Battery rooms shall be adequately ventilated and free from acid leakage; batteries shall be topped up and fully charged * Static inverters shall be in working order and not overheat during normal operational loading * Fuel levels shall be maintained at or near maximum levels * Systems shall be maintained & tested to HTM 06 in HTM 00 2014 * Each generator shall be visually inspected weekly and tested monthly for 1 hour off load * Each generator shall be run on load approximately 6 monthly on a Site schedule |

### Low voltage distribution system

|  |  |
| --- | --- |
| Element | Minimum Standard |
| **Low voltage distribution system** including:   * distribution Equipment and protective devices, * fuse switches, * isolators, * distribution boards, * fuses, * Miniature Circuit Breakers (MCBs), Alternating Current (AC) Breakers, Earth Leakage Circuit Breakers (ELCBs) and Residual Current Devices (RCDs) * exposed distribution cables | * Ratings shall be clearly marked * Fuse elements or circuit breaker mechanisms shall be in working order * Contacts and connections shall be clean and mechanically tight * There shall be no overheating during normal operating loads * All these systems shall be secure to authorised access only * Recording instruments shall be operational where necessary * Cable joint boxes shall be free from compound leaks * The low voltage distribution system shall havemarker and covering notices where necessary * The low voltage distribution system shall bemaintained and tested to HTM 06 in HTM 00 2014and BS 7671 (18th Edition), or equivalent |

### High voltage distribution systems

Bidders are to note that there is currently no High Voltage distribution within the Premises and Locations although this may change in the future.

|  |  |
| --- | --- |
| Element | Minimum Standard |
| High voltage distribution systems including:   * distribution Equipment, * protective devices, * isolators, * distribution units, * Oil Circuit Breakers (OCBs), Air Circuit Breakers (ACBs) and Earth Leakage Circuit Breakers (ELCBs) | * Ratings shall be clearly marked * Fuse elements or circuit breaker mechanisms shall be in working order * Contacts and connections shall be clean and mechanically tight * There shall be no overheating during normal operating loads * All these systems shall be secure to authorised access only * Recording instruments shall be operational where necessary * Transformers shall be free from oil leaks * Protective coatings shall be intact * There shall be no signs of excessive heating * Electric strength of shall be oil satisfactory * Cable joint boxes shall be free from compound leaks * The high voltage distribution system shall havemarker and covering notices where necessary * The high voltage distribution system shall bemaintained annually by an authorised HV specialist contractor, and such HV specialist contractor’s Staff shall be trained in accordance with HTM 06 in HTM 00 2014 and any relevant BS standard |

### Hot & cold water systems

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Hot & cold water systems | * The hot & cold water systems shall deliver water at the temperatures and flow rates defined in the systems’ original operational performance standards, without undue noise and vibration. * Taps, valves and other related fittings and fixtures shall function as intended. * Pipework and fittings shall be fastened securely to their intended points of anchorage. * There shall be no drips or leaks of water from pipework, taps, valves and/or fittings. * The hot & cold water systems shall be maintained and tested in accordance with HTM 04 in HTM 00 2014and HSE ACoP L8. |

### Heating, air conditioning and mechanical ventilation systems

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Heating, air conditioning and mechanical ventilation systems, including:   * boilers, calorifiers and heat exchangers * fume cupboards * humidifiers * heaters * ductwork * mixing boxes and dampers * coolers * inlet/outlet grilles * refrigeration plant * cooling towers   and other local ventilation systems. | * All heating, air conditioning and ventilation systems shall function as intended without undue noise or vibration; * Air changes and ventilation levels shall be carried out as requiredto achieve the systems’ original operational performance standards; * Ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage; * There shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems; * All these systems shall be secure to authorised access only; * All these systems shall be secure from corrosion, erosion and organic growth; * All pipework and fittings shall be clearly labelled to identify their service. * All these systems shall be maintained and tested to HTMs 03 and 04 in HTM 00 2014and HSE ACoP L8. |

### Electrical power and other cabled systems

|  |  |
| --- | --- |
| Element | Minimum Standard |
| **Electrical power and other cabled systems** including but not limited to:   * lighting * safety and * alarm systems * security systems * CCTV systems | * All electrical power and other cabled systems and installations shall   + comply with BS7671 or equivalent;   + be weatherproof where appropriate; and   + function as intended without undue noise or vibration; * Wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage and labelled. * Lightning conductors shall be complete, isolated and comply with BS EN 62305 or equivalent * Mineral Insulated Copper-Clad (MICC) cable protective coatings shall be intact. * Light emittance shall be within design specification “Lux” levels. * Defective or sub-standard bulbs and tubes shall be replaced promptly as required. * Lighting and/or diffusers shall be cleaned of insects and other debris during bulb replacement or maintenance |

### Public health and other drainage systems

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Public health and other drainage systems, **including**   * all sanitary ware and associated fittings | * All public health and other drainage systems shall:   + function as intended, without undue noise and vibration,   + provide a safe and comfortable environment; * All pipework and fittings shall be fastened securely to their intended points of anchorage; * There shall be no leakage of waste and/or foul water and/or rain water. |

### Fire fighting Equipment

|  |  |
| --- | --- |
| Element | Minimum Standard |

|  |  |
| --- | --- |
| Fire fighting Equipment | * Fire extinguishers and other fire fighting Equipment shall be:   + maintained in accordance with BS 5306 Part 3 Code of Practice or equivalent;   + sound, secure and fixed to their intended points of anchorage;   + fully operational within manufacturer’s recommendations; and   + of suitable type and quantity for the hazards present within their vicinity. * Hydrants, sprinklers and hoses shall be at correct operating pressure and capacity; * Pipework shall be free from corrosion, leaks and drips |

### Lifts

|  |  |
| --- | --- |
| Element | Minimum Standard |

|  |  |
| --- | --- |
| **Lifts** | * All lifts shall function to design specification without undue noise or vibration. * All lifts shall have a fully functioning control panel and phone * The period that any person is trapped in a lift shall be kept to a minimum and in any event shall not exceed 30 minutes after the arrival of the lift engineer on Site, who shall be required to arrive as soon as possible and in any event within 1 hour after the lift problem is reported to the Helpdesk or other Staff |

### 

### Statutory compliance and guidance

In addition to HTMs, HBNs and other requirements set out or referred to above:

| **SYSTEM** | **STATUTE/GUIDANCE** |
| --- | --- |
| **Electrical** | |
| Emergency lighting | Compliance with BS 5266: Part 1:1988. |
| Periodic electrical testing – High Voltage and Low Voltage | Compliance with IEE Wiring Regulations Current Edition, BS 7671:2001. |
| Periodic electrical testing - Final circuits | Compliance with IEE Wiring Regulations Current Edition, BS 7671:2001. |
| Lightning Protection | Compliance with BS 6651. |
| PAT Testing | Compliance with Electricity at Work Act 1989 (Regulation 4(2)). |
| **Water** | |
| Water hygiene tests | ACOP L8 throughout buildings |
| Water treatment specialists’ reports | ACOP L8 2000 |
| Control of Legionella | Compliance with HSC Approved CoP L8,2001 |
| Hot Water Supply | Compliance with HSC Approved CoP L8,2001 |
| Cold Water Supply | Compliance with HSC Approved CoP L8,2001 |
| Fire Alarm System (Detection and Protection) | In accordance with BS 5839, Part 1, Annex F |
| Fire Alarm System | Compliance with BS 5839 |
| Voice Alarm System | Compliance with BS 5839 |
| Fire dampers | Compliance with BS 5839 |
| Hose Reels and the test for portable fire extinguishers | Compliance with BS 5306 Part 1:2006 to meet the requirements of the Fire Safety Order 2005 |
| Fire risk assessment | Compliance with Fire Safety Order 2005 |
| Escape route pressurisation tests | Compliance with Fire Safety Order 2005; BS 5577-4 |
| Sprinkler Installation and Maintenance | Compliance with BS EN 12845 Part 20 |
| Fire Extinguishers testing | Compliance with BS EN 3 |
| Dry Risers | Compliance with BS 9990-2006 |
| Smoke Control Systems (Ventilation) | Compliance with BS 9999:2008 |
| Stairwell and Lift shaft pressurisation fans | Compliance with BS 5588:Part 4:1978 |
| Smoke vents | Compliance with BS 7346 part 1 Appendix E and Fire precautions (Workplace) Regulations |
| Smoke Extract tests | Compliance with Fire Safety Order 2005; BS 5588 |
| Fire Dampers | Compliance with BS 5839 |
| Generators |  |
| Batteries (Lead acid) | Compliance with Code of Practise BS 6133, and all tools for maintenance must be isolated |
| **Gas Safety** | |
| Gas Soundness and Combustion tests | Compliance with Gas safety Regulations 1998. |
| Boilers | Compliance with Boiler (efficiency) Regulations 1995 SI 1993 No 3083 |
| Pressure Vessel & System examination, records and tests certificates | Compliance with Pressure Systems Safety Regulations 2000 |
| Fluorinated Greenhouse Gas Regulations | Compliance with Regulation (EC) No 842/2006 *(on certain F-gas)* |
| Energy Performance Certificate /DEC | Compliance with Energy Performance of Buildings (Certificate and Inspection)(England and Wales) Regulation 2007 |
| Air Conditioning System Inspection | Compliance with Energy Performance of Building, Regulation 2007 |
| Maintenance records for systems which control a working environment, such as heating and ventilation systems | Compliance with Workplace (Health, Safety and Welfare) Regulations 1992 |
| Noise assessment records | Compliance with Control of Noise at Work Regulations 2005 |
| Asbestos awareness report | Compliance with Control of Asbestos at Work Regulations 2002 |
| Examination certificates and reports for lifts and lifting Equipment, and pressure systems and vessels | Compliance with Lifting Operations Lifting Equipment Regulations 1998; Pressure Safety Systems Regulations 2000 |
| Risk Assessment records for plant and systems | Compliance with Management of Health and Safety at Work Regulations 1999 (if not already covered by COSHH regulations) |
| Building Services Operating and Maintenance information including emergency procedures | Compliance with Section 2 & 6 of the Health and Safety at Work Act 1974; Construction (Design and Management) Regulation 2007, Building Regulations Part L2 2006 |
| Record drawings for building services installation | Compliance with Section 2 & 6 of the Health and Safety at Work Act 1974 |
| Record insulation and earth tests | Compliance with Institute of Electrical Engineers Wiring Regulations 17th Edition; BS 7671 |
| Water authority discharge of waste certificate | Compliance with Waste Authority and National Rivers Authority |
| Inventory of refrigerants | Compliance with Control of Substances Hazardous to Health Regulations 2002; Environmental Protection Act 1990 |
| Record Waste disposal | Compliance with Environmental Protection Act 1990 |
| Building logbook at each Site in respect of that Site | Compliance with Building Regulations Part L2 2006 |

## Grounds and garden maintenance

### External areas of the Site

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| --- | --- |
| Element | Minimum Standard |
| External areas of the Site | * These shall be cleared of fallen leaves and weeds so as to ensure they do not present a fall / slip hazard or create an unsightly image of the Site. * Soil treatments undertaken to maintain healthy growth. * The Supplier shall develop planting programmes |

### Trees, shrubs & hedges

|  |  |
| --- | --- |
| Element | Minimum Standard |
| Trees, shrubs & hedges | * Trees, shrubs & hedges shall be trimmed, pruned and/or cut to maintain healthy growth and so as to minimise:   + the risk of crime and vandalism;   + the opportunity for storm wind damage;   + the risk of fire;   + the obstruction of roadways, pathways, car parks, signage street lighting etc. * Trees, shrubs & hedges shall be:   + secure and safe;   + free from dead or dying branches that pose a risk of falling or are unsightly;   + free from disease and aphid infestation;   replaced as and when necessary to maintain appearance. |

### Grassed areas, lawns and flower beds

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| --- | --- |
| Element | Minimum Standard |
| Grassed areas and lawns | * Of uniform appearance with no patches; * Moss and weed free; * Edges shall be trimmed; * Maintained to a uniform length between 25 and 50mm. |
| Flower beds | * Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year; * Free from disease and/or aphid infestation. |

### External areas of the Premises and Locations

|  |  |
| --- | --- |
| Element | Minimum Standard |
| External areas of the Site | * Periodically clear of litter (including cigarette ends and chewing gum residue) debris, hazards (e.g. discarded needles, oil spillages, broken glass) and excrement. * Bins shall be filled to less than 75% capacity and free from malodour. * Free from abandoned vehicles. * Free from graffiti and / or vandalism. |
| Site circulation routes, including   * pavings; * paths; * driveways; * roads; * car parks; * hard standings; * facility entrances; and * courtyards and paved areas | * Sound safe and even surface with no potholes or sinkings. * Free from, moss algae or interstitial weeds. * Kerbs and edgings are sound. * Have no loose kerbs or paving stones. * Road markings are clear and complete. * Have provision for good disabled access, such as (but not only) the Site users who are visually impaired or are wheelchair users (e.g. handrails intact, appropriate gradients etc.) |
| External furniture and features (including street furniture), including:   * guard rails; * copings; * statues, sculptures or ornamental objects; * bollards; * bus stops; * smoking shelters; * cycle shelters; and * hydrants. | * Sound, secure, safe and free from damage. * Operating at their original operational level * Free from moss algae and/or interstitial weeds. * Maintained in accordance with manufacturers’ instructions. |
| External lighting | * Sound, secure, safe and free from damage. * Operating at their original operational level |
| Boundaries, including:   * fences/walls; and * gates. | * Intact, safe, sound and secure. * Locks are operational. * Specialist security fencing is secure. |
| External play / recreation areas | * Sound, safe, secure and free from damage. * Suitable for disabled and elderly access. * Accessible and easily observable by patients, Staff, QTS, personnel, CNWL personnel, visitors and the general public. |
| External sign posting | * Compliant with NHS guidance – “Wayfinding” Guide and www.nhsidentity.nhs.uk * Secure and sound. * Not hinder visibility to or for cars and pedestrians at junctions. * Be in appropriate locations. * Highly visible, both day and night. * Offer clear and concise information. |
| Gutters, drains, culverts and waterways. | * Free flowing. * Free from extraneous material. * Manhole covers shall be sound, safe, secure and free from damage. |

# Change Control Process

1. This Section 6 details the Change Control Process referred to in Clause 21.2.1 in Schedule 2 (General Terms and Conditions) of this Contract for making variations to this Contract (each a “**Variation**”) (including variations of this Contract under Clauses 21.1 and 21.2 in Schedule 2 (General Terms and Conditions) of this Contract, and variations or additions to any part of this Schedule 5 (Specification and Tender Response Document) or any part of Schedule 7 (Performance Management Mechanism)) where no other mechanism for making such variations is provided for in this Contract.
2. The Supplier shall not refuse its agreement to any Variation that falls within paragraph 4 of this Section 6.
3. In the case of Variations not falling within paragraph 4 of this Section 6 if QTS has requested the Variation and has offered that there will be a reasonable price paid for such Variation in the light of the Supplier’s costs of implementing it, and/or a reasonable increase or decrease in the Baseline Contract Price to reflect any change in the Supplier’s ongoing costs arising out of such Variation, the Supplier may only refuse its agreement to such Variation on the basis of such offer where the requested Variation:

is incapable of implementation within the timescales requested or within the limitations of currently available technology; or

would result in an infringement of any applicable Law then in force in England and Wales.

1. Save to the extent the Parties agree otherwise for any particular case, the following shall apply in the case of changes to the Asset and Condition Register:

if QTS replaces Equipment with a “like for like” replacement, there will a reasonable reduction in the Baseline Contract Price to reflect the reduction in the Supplier’s costs (and corresponding profit margin and any administration charge) arising from the reduced amount of cost for maintenance during the manufacturer’s warranty period, but there will be no other adjustment to the Contract Price;

any new Equipment (or replacement Equipment that is not “like for like”) will require a reasonable adjustment (increase or reduction) to the Baseline Contract Price to reflect the increase or reduction in the Supplier’s costs (and corresponding profit margin and any administration charge) that such new or replacement Equipment gives rise to, but there will be no other adjustment to the Contract Price; and

any Equipment removed that reduces the Asset and Condition Register will also require a reasonable reduction in the Baseline Contract Price to reflect the reduction in the Supplier’s costs (and corresponding profit margin and any administration charge), but there will be no other adjustment to the Contract Price.

1. If the Parties do not agree on the terms of a Variation to which paragraph 4 of this Section 6 relates, or which is otherwise requested by QTS, its implementation, the pricing of the requested Variation or any increase or decrease in the Baseline Contract Price payable under this Contract or any other issues relating to such Variation or requested Variation, within twenty (20) Business Days after QTS requests such Variation, then (in addition and without prejudice to QTS’s entitlement to exercise its Step In Rights in accordance with Section 8 in the Performance Management Mechanism), such matter (including, without limitation, any Dispute as to whether the Supplier is complying with paragraph 3 of this Section 6 or whether, contrary to its obligations in Clause 21.2.1 in Schedule 2 (General Terms and Conditions) of this Contract or any other provision of this Contract, the Supplier is unreasonably withholding its consent) may be submitted for determination under the Dispute Resolution Procedure at the request of either Party.
2. If QTS so requests (which it may do or not do in its sole and absolute discretion) in relation to any Variation requested by either Party, the Supplier’s charging rates used in calculations of the pricing of such Variation or in calculations of any increase or decrease in the Baseline Contract Price payable under this Contract for such Variation shall be the relevant rates in the schedule of rates in the Pricing Schedules.
3. QTS shall not be required to agree to any Variation requested by the Supplier.
4. Any Variation to the Services or any other terms of this Contract (including resulting changes to the Baseline Contract Price) agreed by the Parties or determined under the Dispute Resolution Procedure must be recorded in writing and executed by the Supplier’s Contract Manager and QTS’s Authorised Officer. Such record of the Variation in question must address all consequential amendments required to be made to this Contract as a result of such Variation, including any adjustment to the Baseline Contract Price
5. Variations will take effect as from the date specified in the signed record of Variation and shall not have retrospective effect unless expressly provided for in such record.
6. Each record of Variation must be dated and sequentially numbered. Each of QTS and the Supplier will be entitled to an original executed counterpart of the record of Variation. Save as provided in any such record of Variation, this Contract will continue in full force and effect.
7. If the adjusted Baseline Contract Price is not agreed, or determined under the Dispute Resolution Procedure, until after such Variation has taken effect, QTS shall continue to pay the Supplier at the rate current prior to the Variation, but once the adjustment is agreed or determined, QTS shall pay to the Supplier or be entitled to recover from the Supplier (as the case may be) such sum (if any) as is equal to the difference between the amount which should have been paid in accordance with the adjusted Baseline Contract Price and the amount which was actually paid in relation to the period after such Variation has taken effect.

# Appendix A – Minimum requirements for the Supplier’s Contract Manager

| **No** | **Skills, experience and knowledge** | **Essential E**  **Desirable D** |
| --- | --- | --- |
|  | Demonstrable experience in facilities management, including contract management, tendering, business development, continuity planning, data analytics and sustainability | E |
|  | A proven track record of leading a support services team | E |
|  | Excellent people management skills and role model for the team in championing customer service | E |
|  | Experience of budget management and cost control | E |
|  | Extensive experience in client liaison with ability to influence but also act with tact and diplomacy | E |
|  | Excellent interpersonal skills with proven ability to work collaboratively. Able to find pragmatic solutions and adapt to changing situations. | E |
|  | Experience of working in the Energy or similar industries | E |
|  | Excellent presentation skills both spoken and written | E |
|  | Strong understanding of QTS and CNWL’s mission and activities | E |
|  | Demonstrable up-to-date knowledge of FM, Climate Action, Collaboration, H&S and disability/access legislation, and the ability to apply these pragmatically through appropriate policies and procedures | E |
|  | Able to influence senior decision makers | D |
|  | Able to present complex information in a clear and concise manner | E |
| **Qualifications** | | |
|  | Degree or Higher National Diploma in FM or related activity and/or  IWFM level 6/7 | E |
| **Personal attributes** | | |
|  | Positive attitude and ability to motivate others | E |
|  | Ability to see the big picture, but with an eye for detail | E |
|  | Ability to seek improvements and embrace change | E |
|  | Ability to make quick and effective decisions | E |
|  | Excellent interpersonal skills with proven ability to work collaboratively. | E |
|  | Able to find pragmatic solutions, seek improvements, and adapt to changing situations. | E |
|  | Able to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail | E |
|  | Positive “can do” attitude and willingness to support others where needed. | E |
|  | Ability to multi-task and work in a fast-paced multi-site environment. | E |
|  | Working knowledge of Microsoft Office, with a willingness to learn and use new systems. | E |