

Cremator Maintenance for Crematoria in Cheshire East

Specification

Environmental Commissioning

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Definitions

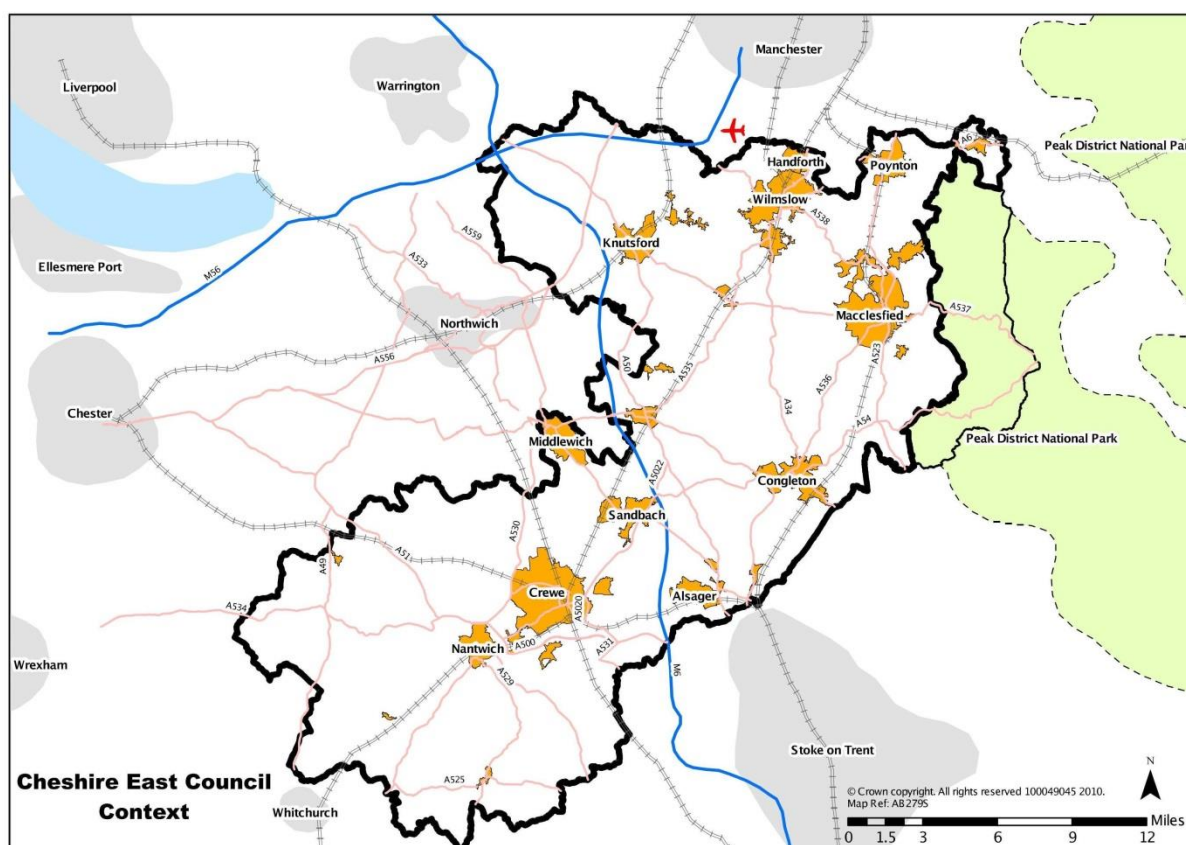
Bereavement Manager	Orbitas's Key contact for this Contract
COSHH	Control of Substances Hazardous to Health
PPE	Personal Protective Equipment
WOC	Wholly-owned Company
The Council	Cheshire East Borough Council
Orbitas	Orbitas Bereavement Services Limited (CEBC's Appointed Agent for Bereavement Services)

Background

Number of crematoria and cremations

There are two crematoria within the Cheshire East Local Authority; one is located in Macclesfield in the North of the borough and the second in Crewe in the South (the map below highlights where these locations are).

As of January 2016 Macclesfield crematorium carries out approximately 1,900 cremations per annum, and Crewe carries out 1,200.



The Council in conjunction with Orbitas are looking to enter into a new comprehensive service agreement with a provider to maintain the cremators in both locations. Orbitas is the WOC that runs Cheshire East's Bereavement Services and the 'Care and Repair' service. Orbitas are directly responsible for the day to day management of the crematoria.

Scope of Requirements

Contract period

As per YPO Framework 654: Crematoria Solutions II, the Council is looking to enter into a 5 year agreement with the option to extend for a further 2 x 12 months.

Maintenance Requirements

Technical Information

Lot	Crematorium	Current Make and Model	Date of Installation	Date of Inspection
1	Macclesfield	2x Facultatieve Technologies 2-3 Cremator with double stream gas treatment system, and abatement equipment, double ended.	Cremators installed in 2013	Last inspection 30 th August 2016.
2	Crewe	2x Facultatieve Technologies 2-3 Cremator with associated filtration, single ended.	Cremators installed during 2011	Last inspection 21 st November 2016.

The overarching maintenance requirements include Routine Scheduled Maintenance Provision Each Year Consisting of:

- Minor Service at a 3 and 9 month interval
- Major Service at a 6 and 12 month interval
- Provision of all emergency call outs
- Itemised – Cost of Maintenance Provision, Supply of Consumables, Supply of Strategic Spares, Supply of Refractory Repairs and Supply and disposal of all specialist chemical additives.

Lots

This opportunity has been broken down by geographical area into two lots. Lot 1 is for cremator maintenance at Macclesfield Crematorium, and Lot 2 is the cremator maintenance at Crewe Crematorium. Bidders may bid for one or both lots.

Routine Maintenance

Routine maintenance and servicing should be carried out a minimum of 4 times per annum to the cremators, analysers and all other associated equipment and plant, including:

- Brickwork and hearth (brickwork lining after 5 years or 5,000 cremations whichever comes first & Hearth every 2 years or 2,000 cremations whichever comes first)
- Analytical sampling, processors and reporting equipment
- Damper controls
- Draught controls
- Flue Cleaning

- Fans & Motors
- Charging equipment
- Cremator Doors (both ends)
- Burner and burner controls
- Switches and solenoids
- Thermocouples
- Cremulator
- Ash transfer cabinet
- Dust extraction equipment
- Insertion devices
- Ashing out equipment
- Abatement equipment

The maintenance and servicing should be planned with the Bereavement Manager, to minimise the down time of the cremators, and to optimise the service offered to customers.

All maintenance and servicing work which requires both cremators to be non operational at the same time must be carried out at the weekend or overnight.

During routine servicing at least one cremator must be operational during normal working hours.

After servicing, on resumption of normal work, the cremators must be in full working condition.

Performance Tests

The successful tenderer shall be responsible for commissioning all performance tests and liaising with, and giving the appropriate notice to, the Bereavement Manager. The successful tenderer will also be responsible for ensuring the tests are carried out under normal operating conditions, shall provide all necessary test measuring points and adaptors required for carrying out such performance tests, and arrange/provide any scaffolding necessary for the safe access to the test measuring points. The Bereavement Manager to be provided with performance certificates at the end of each inspection / test.

In the event of the plant/equipment not passing the regulation level of acceptance the tenderer shall remedy all such faults immediately and retest the equipment to the satisfaction of the environmental regulator.

The mandatory annual performance tests shall include:

- Cremation Rate – 90 minutes or below for a normal charge
- Stack Emission – Must not contravene the mandatory requirement of PG5/2 (12)
- Standard measurement tests shall be conducted for –
- Particulate Matter
- Carbon monoxide
- Hydrogen Chloride
- Organic Compounds (Excluding particulate matter)
- Mercury
- Dioxins and Furan.

- Demonstration of secondary combustion zone residence time and temperature
- Concentration of oxygen at the outlet of the secondary combustion zone
- Odour at the site boundary
- Fuel Consumption
- Noise
- Plant surface temperatures
- System normal operating temperatures
- Ease of operation and loading
- No emission of fumes into the crematory
- Permanently installed instruments and measuring devices – confirmation of satisfactory operation

The object of the tests is to prove that the cremators operate in strict compliance with the Secretary of State's guidance for Crematoria, PG5/2 (12) and any relevant amendments. Three cremation cycles shall be tested per cremator.

During the period of test, the cremators shall operate automatically under the strict supervision of the tenderer or the crematorium technicians, and by agreement with the Bereavement Manager.

Breakdown -

A same day attendance response must be available in the case of all breakdown or likely imminent breakdown of any equipment, due to any cause whatsoever, and the costs of this attendance must be included in the maintenance agreement.

In the case of major breakdown, preventing the cremation in one or both of the cremators, or preventing cremulation of remains, if notified before 10.00am there must be attendance and response within 4 hours. If notified after 10.00am there must be attendance and response by noon the following day following the original notification.

In the case of less serious malfunctions, which do not prevent cremations being carried out, a response within 48 hours of the original notification will be expected.

(The attendance and response times refer to "actual" hours and not "working hours").

The successful tenderer will be responsible for ensuring that technical IT support staff will be available at all reasonable times and have the ability to link up to the cremator software by modem or equivalent system, if necessary, and to interrogate the software and to correct faults remotely if possible.

The technical staff will be expected to liaise with the authority's IT support staff to ensure that the cremator PCs are fully supported at all times

Plans

Copies of the plans for the cremators are available at appendix C-F.

Site Access

All site visits regardless of reason must be arranged and agreed with the Bereavement Manager before arrival. Limited parking is available at both Crewe and Macclesfield. It should be noted that

where practicable unmarked vehicles are to be used to minimise any distress caused to the funeral party.

Maintenance Frequency

The standard maintenance frequency is as per section Maintenance Requirements on page 3.

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The technical staff will be expected to liaise with the authority’s IT support staff to ensure that the cremator PCs are fully supported at all times.

Maintenance reports

The successful tenderer shall be responsible for commissioning all performance tests and liaising with, and giving the appropriate notice to, the Bereavement Manager. The successful tenderer will also be responsible for ensuring the tests are carried out under normal operating conditions and regulations and shall provide all necessary test measuring points and adaptors required for carrying out such performance tests, and arrange/provide any scaffolding necessary for the safe access to the test measuring points.

In the event of the plant/equipment not passing the regulation level of acceptance the tenderer shall remedy all such faults immediately and retest the equipment to the satisfaction of the environmental regulator. The successful tenderer shall be responsible for providing all statutory certificates complying with current and future legislation.

Statutory Requirements

During the evaluation stage all submissions will be considered inline with the recommendations set out in the **Cremation (England and Wales) (Amendment) Regulations 2016**.

Both Crewe and Macclesfield crematoria are regulated under the Local Authority Pollution Prevention and Control (LAPPC) regime. The regulator must have regard to the Process Guidance Note PG 5/2 (12) issued by DEFRA. This details the Best Available Techniques (BAT) to control harmful emissions to air. It is essentially a statutory code of guidance that all crematoria are expected to comply with.

The decision to undertake the works followed the Pollution Prevention and Control Act 1999, the Environmental Permitting Regulations 2007 and the DEFRA Guidance Note 5/2 (04) for Crematoria

requiring a minimum of 50% of Crematoria in England to be abated by January 2013. Environmental Protection (England) (Crematoria Mercury Emissions Burden Sharing Certificate) Direction 2010 which came into force on 18 March 2010; Environmental Protection (Crematoria Mercury Emissions) (Wales) Direction 2010 which came into force on 19 April 2010.

Health and Safety and Hazardous Working Environments

At the commencement of the contract the appointed provider must assess and carry out a detailed risk assessment on each of the cremators which are to be maintained. On completion of the assessment a written statement must be provided to the Bereavement Manager or a designated officer of the Council.

The Contractor shall at all times be responsible for and shall take all such precautions as are necessary to protect the health and safety of all persons employed by it or to whom a duty of care is owed and will comply with the requirements of the Health and Safety at Work etc. Act 1974 (and any amendments or re-enactments thereof and any regulations acts and codes of practice made thereunder) and of any other Acts Regulations or Orders pertaining to the health and safety of employed persons or to others.

The Contractor shall comply with Orbitas Health and Safety Policy (a copy will be on the Orbitas website) at all times. The Contractor shall in addition operate its own Health and Safety Policy. The Contractor shall nominate a person to be responsible for health and safety matters as required by the Health and Safety at Work Act. Whilst on Orbitas premises the Contractor shall require its employees to comply with the lawful requirements of Orbitas-employees having health and safety responsibilities at any particular time. In particular the contractor's attention is drawn to the requirement for comprehensive risk assessments covering all aspects of the proposed works.

The Contractor shall review its Health and Safety policy and safe working procedures as often as may be necessary and in the light of changing legislation of working practices or the introduction of new equipment. The Contractor shall carry out a review and implement any revisions as a consequence thereof if required to do so at any time by the Bereavement Manager.

The Contractor shall ensure that its staff comply with all regulations regarding no smoking at any Orbitas premises. No smoking will be permitted within Orbitas property or in or on Orbitas owned land.

The Contractor will maintain a Health and Safety Log which will be available for inspection by Orbitas for the duration of the Contract.

The Contractor will be responsible for the correct use and wearing of all PPE by all its staff and sub-contractors in line with the Orbitas Health and Safety Policy.

The Contractor will be responsible for maintaining training records for all staff and sub-contractors including asbestos awareness and will be responsible for all training being adequate and up to date.

Chemicals

The Contractor shall exercise particular care in relation to the storage of any chemicals and equipment which can be dangerous in the event of fire and shall ensure that they are used and kept in a safe condition at all times in accordance with all relevant regulations and codes of practice and operatives.

The Contractor must not use aerosols containing Chlorofluorocarbons (CFC's) in the provision of the Services.

In order to comply with the requirements of the COSHH Regulations 1988, the Contractor shall submit to Orbitas with this Tender a list of chemicals and products which will be used in the provision of the Services together with COSHH sheets.

Accidents and Injuries

The Contractor shall ensure that all its staff reports all accidents, however small, to the Bereavement Manager who will arrange for an "Accident Report Form" to be completed. A copy of this must be forwarded to the Bereavement Manager immediately.

The Contractor must provide, in addition, a Staff Accident Book, form B1510 as required by the Social Security Act 1975, and record all staff accidents therein.

The Contractor shall pay particular attention to its responsibility under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985.

Fire

The Contractor shall comply with and enforce strictly all fire and other safety regulations applicable to any Orbitas owned premises and shall comply at all times with the requirements of any Fire Officer.

EQUIPMENT

The Contractor will at its own expense provide all equipment, materials, cleaning agents and appliances whatsoever which it requires for the performance of the Services. All electrical power tools must be either 110 volt or cordless.

Waste Management and Site Clearance

There is an Asbestos Management Register located in the Crematorium office which must be consulted and acted upon before any works commence. Where asbestos is suspected in any respect of the required works the contractor will notify Orbitas in writing immediately. Orbitas will be solely responsible for all asbestos removal, remedial work, sampling and air monitoring. In these circumstances work must not resume until an approved permit meeting all relevant regulations has been issued by an approved authority.

The Contractor will provide the Services safely and in a manner that is not or is not likely to be injurious to the health or safety of any person.

All tools and equipment must be removed from the site and that any waste is disposed of in a responsible and environmentally friendly way.

Payment and Invoicing

Payment will be made following each maintenance check and the submission of an invoice within 30 days by BACS from the date of the receipt of the invoice.

Contract Management and Management Reporting

Within 14 days of the implementation, a formal plan detailing the work programme will be produced by the appointed contractor and agreed between all parties (Orbitas & the Council).

During the Contract Period the Contractor will comply with its obligations under the Contract and will perform the Services strictly in accordance with the provisions of the Contract Documents and to the entire satisfaction of the Bereavement Manager and also in such a manner as shall promote and enhance the image and reputation of Orbitas.

The Contractor will provide the Services safely and in a manner that is not or is not likely to be injurious to the health or safety of any person.

The Contractor will be required to maintain a communication system acceptable to the Bereavement Manager to provide contact for the period Monday to Friday between the hours of 8 a.m. to 7 p.m. In the event of emergencies associated with the Contract the Contractor or its authorised representative will be required to be on site as soon as is reasonably possible regardless of the time of year or day. No extra charges will be payable by Orbitas as a result of any type of emergency call-out. Should the Contractor for any reason fail to respond to a call out within the stipulated time Orbitas may arrange for itself or another contractor to undertake any necessary works. In the event of such an occurrence any costs incurred including administrative charges by Orbitas will be charged to the Contractor.

The Contractor must at its own expense throughout the Contract Period obtain all licences required for the full and proper performance of the Services and give all necessary notices to the local and other authorities.

The Contractor shall not permit any activity to take place which the Bereavement Manager acting reasonably has forbidden as being of an objectionable or dangerous nature.

The Contractor will attend such meetings as the Bereavement Manager shall require. This shall include attendance at quarterly management meetings (dates to be agreed at the commencement of the service) where through presentation of KPI performance indicators service performance will be agreed.

KPIs

- Number of cremator checks carried out in calendar month
- % Successfully carried out
- Number of scheduled booked cremations
- Number of actual cremations recorded on cremator computer
- % cremator downtime (cremators not available) (less than 5%)
- 95% of emergency call outs were responded to within 48 hours

Orbitas currently submit key performance indicators to the Association for Public Service Excellence (APSE) Cemetery and Crematorium Services Performance Network to benchmark against other participating local authorities. It is proposed that this will continue.

Social Value and Environmental Sustainability

The Council has a social value policy which considers areas such as employment and economic sustainability, raising the standards of living, promoting fairness and equity and promoting environmental sustainability.

The Council social value can be measured by the benefit to the community from a commissioning/procurement process over and above the direct purchasing of goods, services and outcomes and these principles will be applied throughout the selection process.

This Contract seeks to focus on employment and economic sustainability and environmental sustainability where the provider(s) will need to continually demonstrate how they are committed to reducing their impact on the environment by using technology and techniques to maintain and/or reduce the level of CO₂ created by the cremators.

In addition, the provider(s) should seek to develop engineers whether they are coming from an apprenticeship background or are looking to progress in the engineering industry to promote economic sustainability and growth.

*A link to the Council's Social Value policy can be found on page 9 of the Guidance Document.

(End of Appendix 1: Specification)