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| **Management of Norwich Bus Station and Park and Ride Sites (NCCT43085)**  **Norfolk County Council**  **Scope of Services**  July 2025 |

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# Definitions

These definitions are provided to complement, but not replace, the definitions within the Contract.

## Business Days

Means Monday to Friday excluding Public Holidays.

## Digital Records System

Means a digital records system to be provided and operated by the Service Provider as described in Section 4.8.

## Continuous Improvement

The ongoing evaluation and change of processes, products, programs and Services to make them work better.

## Contract

Means the NEC4 FM Short contract.

## Commencement of Full Operations

Means the starting date defined in the Contract.

## Client

Client means the legal entity defined in the Contract.

## Data Pack

Data Pack means any data, statistics or information, which supports the specification and is issued by the Client with the invitation to tender. The Data Pack has been provided for indicative purposes only. It is the responsibility of the Service Provider during the mobilisation period to carry out a detailed verification of all assets and provide an exception report in relation to the Data Pack and any other information provided by the Client prior to the Commencement of the Service. Thereafter the Service Provider shall maintain all assets in accordance with the requirements of the Contract.

## Day

Means a calendar day, Monday to Sunday.

## Environmentally Preferable

Environmentally Preferable means methods of working which fully support sustainable development and environmental policies of the Client.

## Facilities

The Client’s facilities include (but are not limited to) Norwich Bus Station and 6 Park + Ride sites including meeting rooms, food and beverage outlets, public areas, toilets and all other internal and external areas. The list of buildings where the Services are required, is provided in Appendix 7 (Service Matrix).

## Good Industry Practice

‘Good Industry Practice’ means the exercise of that degree of skill, diligence, prudence, foresight and practice which would reasonably and ordinarily be expected from a skilled and experienced person engaged in the same type of undertaking as the Service Provider as appropriate under the same or similar circumstances.

## Services

The scope of Services defined within this Scope of Services document.

## Lump Sum Price

Lump Sum Price means the fixed element of the Contract price comprising the annual cost payable by the Client to the Service Provider for the entire provision of the Services (other than variable Services and Works).

## Method Statement(s)

Method Statement(s) means the delivery method proposed by the Service Provider in their tendered bid.

## Semi-Comprehensive Reactive Repair Threshold

Semi-Comprehensive Reactive Repair Threshold means the definition detailed in Annex 3.

## Service Provider

The Service Provider means the legal entity defined within the Contract, including, but not limited to, all parties employed by them to deliver the Services.

## Services

Those Services as identified in this specification and the Service Matrix, Appendix C, to be delivered under the terms of this contractual arrangement.

## Value for Money (VFM)

Value for Money (VFM) means the demonstration by the Service Provider that the Service(s) provided are benchmarked against other costs for similar Services/goods/equipment, from other similar organisations.

The implication of VFM exercises is that the Service Provider takes any corrective action to ensure that VFM continues to be achieved, and that the Service Provider emulates good industry practice throughout the Contract.

## Works Projects

Works Projects refer to any activities, which are outside of the Lump Sum price, which may include but are not limited to repairs above the semi-comprehensive threshold, alternations/adaptions to the Facilities requested by the Client, replacement of parent assets which are life expired etc.

# Introduction

The Service Matrix provides an overview of the Services, as described in this specification document, to be provided to each facility included in this tender. The Client reserves the right to add or remove any of the Services from any of the facilities and to add any additional Services or buildings not included in this tender at a later date, through the variation process.

## Objectives

The key strategic objectives of the Contract are: -

* To appoint a Service Provider with experience of public transport to provide a fully managed service with a single point of responsibility for managing and delivering all the specified Services they are contracted to deliver across the Bus Station and Park & Ride sites.
* For the appointed Service Provider to lease the Bus Station from the Client and therefore ensure that it is maintained and serviced to the required condition, including ensuring that all statutory compliance testing is carried out and kept up to date, all required repairs are undertaken and that the site is safe to use.
* To provide routine and reactive maintenance at the 6 Park & Rides sites to ensure the sites and associated facilities are maintained and serviced to the required condition, including ensuring that all statutory compliance testing is carried out and kept up to date, all required repairs are undertaken and that the site is safe to use.
* To ensure all warranties on the buildings and equipment are underpinned by an efficient maintenance regime to minimise the volume of reactive repairs required.
* To provide a professional service which is fully compliant with all statutory and Good Industry Practice requirements for health, safety and environmental management, and other applicable policies as determined by the Client.
* To provide quality and consistent services focused on the needs of end users, including keeping the sites safe and secure for members of public.
* To provide a customer-facing service at the Bus Station that provides information and advice to passengers and ensures that the site is safe and secure to use.
* To provide a clean and welcoming environment for all users of the Bus Station and Park & Ride sites.
* To manage the transition from the existing Leaseholder and FM Service arrangements to ensure full-service commencement without disruption to the operation for any users.

The key operational objectives and tasks of the Service Provider are:

* To ensure that all business-critical systems and equipment perform to their maximum capability and to work towards prevention of loss of Services
* To ensure that all warranties on the buildings are underpinned by an appropriate yet cost efficient maintenance regime
* To ensure that the Intellectual Property of the Client is protected by robust systems, which are underpinned by regularly tested policies and procedures
* To provide a safe and healthy working environment for occupants of and visitors to the Facilities
* To maintain and safeguard the assets of the Client Facilities and their contents
* To maximise the useful lifespan of the building, sites, plant and equipment
* To ensure that the Services are operated in an efficient and cost-effective manner with regard to their business activity
* To manage and where practicable reduce the negative environmental impacts of the Facilities
* To liaise with statutory authorities and comply with relevant statutory obligations including those related to health, safety and environmental management
* To offer advice and proposals to the Client on methods of introducing additional value for money and innovation into the Services
* To co-operate with the Client regarding any audits or assessments which are deemed necessary by the Client to evaluate health, safety and environmental performance or to investigate related accidents or incidents

## Purpose of the Scope of Services

The aim of this Scope of Services is to define the scope and minimum level of performance for the delivery of the Services.

Whilst retaining overall strategic control, the Client shall delegate the day-to-day management and delivery of the Services to the Service Provider. The Service Provider shall manage the Services in support of the Client’s business aims and objectives. All operational and financial relationships shall be based on partnering principles and the Service Provider has sole responsibility for their successful execution.

The Service Provider shall have full responsibility for the delivery of all Services whether by directly employed personnel or sub-contracted personnel.

## Philosophy & Approach

The relationship that the Client seeks to foster with the Service Provider, allows for sharing in all aspects of the experience, with resultant benefits for all those involved. Effective partnering relationships will establish goodwill, trust, frankness, honesty and openness. It is the enthusiasm, commitment and desire to provide a successful and flexible service from every individual involved in the service provision that will contribute to the Contract’s success. Team working must be a core requirement for every element of the service. Whenever possible, longer term partnering arrangements shall be reflected throughout the supply chain enabling teams to deliver improved performance and value in developing and using the skills and talents of the team to work in new and innovative ways.

All aspects of operating and maintaining the Client’s Facilities must be linked together in a unified and holistic system. The development and specification of this system is the responsibility of the Service Provider.

The Service Provider shall, through the use of Good Industry Practice and the introduction of innovation, achieve and demonstrate value for money across all of the Services delivered under this Contract on a continuous basis. It is central to this specification that environmental, business and wider policy targets remain of collective importance. The Service Provider shall recognise and involve themselves fully in the satisfaction of these targets.

The Service Provider shall actively demonstrate innovative ways of delivering the Services and eliminating inefficiencies throughout the term of the Contract including new ways of working. This shall include continuous review of service delivery methods to eliminate inefficiencies, introduce innovation, realise cost savings and improve value for money. This shall be achieved at no detriment to the quality of service delivered.

The Client expects the Service Provider to work within an underlying culture and philosophy of continuous improvement throughout the term of the Contract and both parties will seek to foster this through a partnership approach.

The Service Provider shall demonstrate throughout the term of the Contract, that the performance standards with which they are required to comply are reflected throughout the supply chain with all sub-contractors, suppliers and consultants being subject to those control parameters. This shall result in an enhanced service provision, which has the flexibility to expand and contract to accommodate the Client’s core business needs.

A fundamental objective is the ability to promote the use of electronic communication insofar as is reasonably practical. Both this and the wider use of computerised FM solutions must satisfy the requirements of the Client’s IT function, be compatible with the Client’s IT systems and comply with the Client’s IT policies.

## Key Performance Indicators

As part of this Contract there are 3 Key Performance Indicators designed to monitor performance, and the Service Provider will be responsible for agreeing the score with the Client in accordance with the defined criteria. Please see Appendix 9 for more details.

## Change Management

Change is a natural process, and the Client wishes the Service Provider to embrace the opportunities afforded by change. Therefore, the Client is committed to a mutual change management procedure with the Service Provider. The Service Provider shall recognise that the Client may be subject to change at short notice. Such change may result in a requirement to react swiftly to implement change in support of and in partnership with the Client.

The Service Provider shall provide a consistent lead in all areas of change management, including in all instances a written report on the advantages of the change and the operational, financial and HSE related impact. The Service Provider shall also play a proactive role in change suggested by the Client. An essential component of the change process shall be the efforts of the Service Provider to seek increased value-for-money and continued cost reduction against their fixed costs. The Service Provider shall always ensure that objective advice is provided within change management reports.

# General Information and Requirements

## Health, Safety and Environmental Management

The Service Provider shall ensure compliance with all relevant statutory and Good Industry Practice obligations regarding Health, Safety and Environmental (HSE) management, which arise out of, or in context with, the work undertaken by the Service Provider. The Service Provider will also be expected to comply with any additional requirements as detailed in the Client’s HSE Policies.

The Service Provider shall liaise with the Client’s agreed representative, as appropriate, regarding any HSE issues which arise as a consequence of activities undertaken pursuant of this Contract.

The Service Provider shall effectively implement a documented HSE Management System that complies with all applicable laws, regulations, licenses, permits, and the Client requirements.

The Service Provider shall ensure that they notify the Client’s agreed representative of any official complaints, inspections, requirements to attend site for any reason or enforcement actions from governmental/official authorities, as soon as practically possible but not to exceed a period of 24 hours of being aware of such occurrence.

The Service Provider shall, when delivering the Services, ensure at all times the protection of the health and safety of all building occupants; staff, employees, users, visitors and others that might reasonably be affected by their acts or omissions. The Service Provider shall recognise the standard of Health and Safety management required by ISO 45001 or equivalent as an indication of the acceptable level of Health and Safety management required by the Client. Likewise, the Service Provider shall recognise the standard of environmental management required by ISO 14001 or equivalent as an indication of the acceptable level of environmental management required by the Client.

The Service Provider shall provide employees with HSE induction training prior to assignment of tasks. HSE Induction training shall, at a minimum, include but not be limited to HSE rules applicable to the scope of the service, specific HSE risks and corresponding HSE work practices/procedures and emergency procedures in accordance with the Client’s emergency plans.

The Service Provider shall, at all times comply with the Client’s alcohol, drugs, smoking, HSE and security policies, as applicable to the Facilities.

The Service Provider shall ensure that site specific risk assessments, method statements, and safe systems of work, are produced, implemented and maintained up to date for all risks arising out of or in context with the Services, and other associated activities for which they have responsibility/control, and will provide these to the Client within 24 hours of request.

The Service Provider shall make arrangements to report, record and investigate accidents and incidents arising out of or in connection with the Services provided to the Client in accordance with an incident management process to be agreed with the Client.

The Service Provider shall co-operate with the Client regarding the investigation of any accidents or incidents and be prepared to engage in general discussion with the Client with regard to overall accident performance. All reportable accidents must be notified to the Health and Safety Executive, within the required timescales and appropriate information on the incident provided to the Client’s agreed party(s).

## Sustainability

The Service Provider shall support the Client in its sustainability goals and any relevant processes, procedures or requirements this entails, including but not limited to Net Zero Carbon initiatives and Low Energy initiatives etc. The Service Provider shall also include sustainability and environmental goals and initiatives within its Continuous Improvement processes and Service Delivery Plan.

## Social Value/Corporate Social Responsibility (CSR)

The Service Provider shall provide all reasonable support pertinent to the delivery of the Services to enable the achievement of the Client’s CSR/ESG/ Ethical Supply Chain policies and community benefits/social value initiatives, including relevant information to fulfil their reporting obligations for CSR and community benefits/social value initiatives.

The Service Provider shall make available to the Client upon request their CSR policy and demonstrate their level of adherence. The Service Provider shall carry out a periodic review of their policy and provide any updated documentation on a regular basis to the Client.

The Client considers this Contract as a means of supporting their approach to embedding social value through enabling improvements such as community engagement, economic value and sustainable development.

The Service Provider shall support the Client's approach to maximising community benefits/social value through:

* Maintaining and embedding the Service Provider's corporate social value principles, policies and procedures as into the provision of the Services.
* Develop, deploy and maintain appropriate management and staffing levels to ensure all social value policies, principles and practices as they apply to the Services are in place.
* Ensure compliance with all the Client's social value policies, targets and procedures and act upon the instructions of the Client should there be a change in the social value requirements.
* Ensure all Service Provider's appointed sub-contracted and supply chain staff are fully aware of the agreed social value policies, initiatives and procedures.
* Provide expert technical and professional advice to the Client upon request on issues related to social value. These shall include, where requested, advice on compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and Good Industry Practice.

## Quality Management

The Client requires a Quality Management System (QMS) which has ISO 9001 or similar accreditation. This system must be capable of self and third-party audit. The Service Provider shall ensure that they deliver the Services in full accordance with their QMS and be able to demonstrate their adherence to the Client through their audit regime.

## Legislation

The Service Provider shall conform to all relevant UK statutory and legislative requirements, and shall keep informed as to any changes in law that may affect the Services in the Facilities. The Service Provider shall advise the Client of any changes to its delivery methodology as a result of any legislative change in accordance with the requirements of the Contract.

## Permits to Work

The Service Provider shall be responsible for the setting up and the operation of a safe system of work with regard to all aspects of its operation. The Service Provider shall comply with these systems at all times. The Service Provider shall as part of their access permit, permit to work and control procedures keep and control the issue of all plant room, service space/riser and any other access keys.

## Security Checks

The Service Provider shall comply with the Client’s security requirements for all those staff that will work on the Client’s Facilities or have access to the Client’s IT system. All such Service Provider personnel shall be subject to a security check to meet the Client requirements.

The Service Provider shall ensure that their staff and sub-contractors, across all Service lines, who will work on the Client’s Facilities, shall be appropriately checked prior to undertaking any work on site.

To ensure that no break in the provision of Services occurs, the Service Provider must have available to them a pool of personnel which meets the Client’s security requirements, and can be drawn upon if required.

In addition, the Service Provider shall report to the Client the name of any personnel who acquires a criminal conviction during the course of their employment on this Contract. Such personnel may not, at the Client’s discretion, be allowed to continue working on site.

It is incumbent upon the Service Provider to guarantee the integrity of the passes issued to their staff and to ensure that this privilege is not abused. No access will be granted to staff representing the Service Provider any of the Facilities without appropriate access arrangement and the possession of an appropriate pass, with appropriate security checks, including those staff providing holiday or sickness cover.

## Information Technology & Associated Equipment

The Service Provider shall provide their own specialist equipment which may be used on the Client’s IT network subject to compliance with the Client protocols and the agreement of the Client. The Service Provider shall ensure adequate back-ups are retained for the systems for which they have control.

The Service Provider’s staff shall not be allowed access to the Client’s IT systems, or to IT systems linked to them, unless they have satisfied the security check as described in the Client’s IT Policy.

## Materials & Products

The Service Provider shall provide and ensure the availability of all equipment, materials, consumables and products necessary to deliver the service. The Service Provider shall propose a suitable methodology, inclusive of the location of all equipment, materials, consumables and products to provide the Services.

The Service Provider shall ensure that all materials and products are stored and used under proper control, in a safe and environmentally responsible manner in accordance with the manufacturer’s instructions and recommendations, taking due cognisance of the Client’s HSE policies and all applicable HSE legislation and regulations.

The Service Provider shall ensure that all products and materials used meet as a minimum the standards of the Client’s existing products and materials or typical materials.

The Service Provider shall arrange for the disposal, transportation, storage, labelling, handling, and reporting of hazardous chemicals, materials, and dangerous goods in accordance with applicable laws (e.g. COSHH regulations) and the Client procedures and standards.

The Service Provider will be responsible for the cost and removal from the Facilities of any waste or redundant material arising out of the work undertaken for the Client and ensuring its safe disposal in line with statutory obligations.

## Commencement of Full Operations

The Service Provider will be required to meet all the contractual obligations as is set out in the Contract from the starting date contained therein.

## Mobilisation Period

The Service Provider shall be required to deliver Services from Commencement of Full Operations in compliance with the requirements of the Contract. The Service Provider shall produce a detailed mobilisation project plan, no later than 14 days following Award, indicating the key milestones over this period as well as the interdependencies. This period will require to be concluded by Commencement of Full Operations.

The incumbent Service Provider(s) will retain full responsibility for all extant Services until the Commencement of Full Operations (or as otherwise formally agreed with the Client). During this time, the Service Provider shall undertake the routine examinations and inspections of the Facilities and Services necessary to assume its duties. The Service Provider’s full service obligations will formally be assumed on the Commencement of Full Operations as set out in the Contract.

The Client will require progress meetings Fortnightly and updates on demand with the Service Provider during the mobilisation period, to assist and keep informed as to how well duties are being assumed, and to assist in problem solving as any such matters occur.

The Service Provider will chair these meetings and minutes will be kept and published by the Service Provider within 5 days of each meeting.

The Service Provider shall provide the Client with a key milestone report on an agreed frequency as part of the progress meetings which will include but not be limited to:

* Key milestones achieved within programme
* Any slippage in programme
* Actions to address slippage
* Actions required by the Client
* Service Provider resource hours spent on mobilisation

The Service Provider shall be responsible for ensuring that all of their staff have been appropriately vetted, including but not limited to pre-employment screening, confirmation of their identity, review of their past work history and any criminal records, and security cleared prior to them being allowed onsite, and that proof of this process is provided to the Client prior to the end of the mobilisation period.

The Service Provider shall provide key Client stakeholders with appropriate digital records system access and training prior to Contract Commencement.

## Exception Report

The Client requires the Service Provider, during the mobilisation period, to carry out a detailed verification of the plant, equipment and building fabric and its criticality.

It is the responsibility of the Service Provider during the mobilisation period to provide an exception report (Annex 2) for the asset register and other information provided by the Client no later than 14 days prior to Commencement of Full Operations, and thereafter ensure all plant identified is maintained according to all statutory obligations and other requirements.

The Service Provider shall demonstrate by the provision of the Exception Report that they have fully explored the implications of their advice and can demonstrate these.

This Exception Report will be prepared in accordance with the Specification and shall list the following elements:

* Item of plant, equipment, or fabric
* Condition of assets
* Total estimated cost of repair
* Risk assessment

Criticality

Condition grading shall be attached to each element or sub-element from which, with suitable weighting, an overall building or part thereof, can be given a grade definition in line with the below categorisation criteria.

1. As new
2. In condition commensurate with age
3. Operational but requiring repairs
4. Beyond economical life

The Service Provider shall ensure that all M&E and Building fabric assets are fully uploaded to their digital records system, prior to the Commencement of Full Operations to allow the Service Provider to provide the Client with a fully transparent annual maintenance planner.

For the avoidance of doubt, any asset not picked up by the survey, but later identified, will be maintained by the Service Provider for the duration of the Contract as part of the Lump Sum Price. Further information is detailed in Annex 2 of this specification.

## Service Delivery Plan

As part of their Tender submission, the Service Provider’s proposed operational methodology will form their Service Delivery Plan for the initial 6 months of the contract, after which the Service Provider is required to provide an updated plan based on their deeper understanding of the contract environment; thereafter this is due for re-submission on the contract anniversary each year.

On contract anniversary, the plan is to be submitted in conjunction with the Benchmarking Report listed in section 3.13, the Forward Maintenance Plan listed in section 7.1 and the updated PPM planner listed in section 7.2.

The Service Delivery Plan must cover the following elements:

* Summary of contractual deliverables
* Management headcount and roles/responsibilities (including organogram)
* Frontline headcount and roles/responsibilities
* Sub-contractor register (including contractual terms)
* Critical spares listing
* Equipment & Consumables register
* H&S, Environmental, Sustainability and CSR initiatives for the coming year

## Continuous Improvement

The Client recognises that the Service Provider may not have sufficient information at the outset of the Contract to provide a fully optimised service strategy which may lead to changes in their Method Statement(s). It is envisaged that throughout the Contract period that the Service Provider will benefit from greater knowledge of the Facilities and how the Client operates, which will enable them to refine their Method Statement(s) to make it more efficient.

The Service Provider shall advise the Client of current areas being assessed prior to being implemented under their continuous improvement programme at the relevant progress meetings. Where the Service Provider demonstrates the ability to deliver the Services more efficiently, which does not fall under the category of a Material Change, then the Service Provider will benefit from all financial savings.

The Service Provider shall not implement any changes to their Method Statement(s) until they have been agreed by the Client.

The Service Provider shall ensure that a report is produced no less frequent than annually to demonstrate the continuous improvement activities undertaken in the previous year and the proposed activities for upcoming year.

## Service Provider Change

In order for the Service Provider to maximise efficiencies to their benefit, the Service Provider can propose a Service Provider Change to the Client. For the avoidance of doubt any Service Provider change shall not have an adverse effect on the delivery of the Services and shall be agreed with the Client before any changes are implemented.

Examples of a Service Provider Change include but not limited to: -

* A task being able to be carried out, to the same standards, but in a shorter time period that result in the Service Provider being able to reduce the number of hours that the relevant staff member is employed for
* Change of maintenance strategy e.g. planned maintenance to risk based maintenance
* Change of supply chain partners
* Using universal spares rather than branded spares (so long as the asset(s) are not detrimentally affected in any way)
* Utilising technology to improve the service

## Material Change

A Material Change is when the Service Provider proposes to change their Method Statement(s) significantly. A Material Change should be agreed with the Client prior to implementation. These shall include but not be limited to: -

* A change from self – delivery to the Service Provider’s supply chain partner or vice versa
* A change to the Service Provider’s Management Structure
* A change to the Service Provider’s Support Structure
* A change from dedicated staff to mobile/pool of staff
* A change from mobile patrols to CCTV monitoring
* A change in the quality of materials and/or consumables
* A change to the Service Provider’s staff roles and responsibilities etc.

## Changes to Facilities & Services

It is envisaged during the life of the Contract that the Client may dispose of existing premises or acquire additional premises as part of its property portfolio. The Client reserves the right to request the extension of these Services to cover new facilities or to omit the Services from the Contract upon the disposal/change of existing buildings in line with the variation clauses contained in the Contract.

## Service Provider’s Key Contact & Management Team

The Service Provider shall provide and agree a single point of contact for the Client via the Service Provider’s representative.

The Service Provider shall provide an individual responsible for the Service (and appointed deputies as required) to be the key contact point for the Client and have the necessary authority to address day to day, emergency and longer-term issues, and be available during the travel information centre opening hours as a minimum.

The Client should be able to rely on said appointed person for the following:

* Updates on any operational issues
* Attending review meetings about the operation of the Contract
* Management of staff involved in the delivery of the Service
* Dealing with emergency issues

It is important that this person is experienced in site management, premises management, security, operational management, first aid, customer service, including dealing with complaints, and have an understanding of the customer base and expectations that customers have from the service, i.e. that they understand public transport and have a knowledge of how public transport services operate. The Client requires the Service Provider’s representative to have the appropriate management skills, leadership qualities and experience to effectively manage the Services in accordance with this specification.

As the Services and Contract cover a 7-day period the Service Provider should ensure that this person has deputies with equivalent skills, knowledge and experience to ensure appropriate coverage.

The Service Provider shall provide a management team, led by the Service Provider’s representative who will have authority to deal with and resolve all matters pertaining to the provision of Services, inclusive of financial authorisations. The team shall provide at least the following functions:

* General Reporting
* Technical input into the operation/management of the Services
* Client service management
* Establish procedures for effective planning, organisation and control
* Monitoring and review of Services
* Management of all contracts and agreements including total financial responsibility for their supply chain
* Effective staff and sub-contractor management
* Ensure that all staff/sub-contractors are fully inducted on the specific requirements of the contract, and are familiar with the location and nature of the Client's facilities
* Ensure compliance that Services are delivered in accordance with this Output Specification and the Contract
* Provision of building specific management statistics and data, which is capable of interpretation in order to make any subsequent recommendations for appropriate action
* HSE management reporting/advice e.g. near miss, RIDDOR, LTAs etc.
* Labour standard management report/advice

The Service Provider shall ensure any proposed changes to the Service Providers Management Team are discussed and agreed with the Client at least 3 months prior to any change being made.

## Service Team

All staff must be smartly presented, helpful, polite, courteous and considerate to the public and drivers at all times. They should also be able to converse well in English.

The Client reserves the right to remove staff from the Contract who commit a breach e.g. threatening or abusive behaviour towards a member of the public or bus driver.

All staff must have a smart appearance, and all staff operating within Norwich Bus Station should wear a uniform which clearly identifies that they represent Norwich Bus Station with a name badge clearly visible at all times.

All staff must wear high visibility jackets (vests permissible in the summer) when walking around the sites.

The Service Provider shall discourage the use of mobile phones by its staff for personal use whilst working. Televisions, stereos, radios, and any other electronic equipment for personal use are not to be used on site at any time.

## Staff Skills and Training

The Service Provider is required at all times to provide staff having the requisite skills, qualifications and experience commensurate with the Services to be provided. The Service Provider shall ensure all staff are in possession of appropriate skills, accreditations and qualifications through documented training programmes and that these skills are maintained at an appropriate level by the Service Provider employing an adequate training regime throughout the duration of the Contract. The Service Provider shall ensure that the qualifications and training of staff meets all relevant statutory and business criticality requirements for delivery of the Service. If the Client identifies a skills gap with any personnel, the Service Provider shall close the gap at their own expense.

Services shall be executed in a professional manner and in all respects to the satisfaction of this specification. The Service Provider shall, if required by the Client, provide evidence of personnel’s competence on request. (E.g. certification documents, training certificates, competency matrix etc.).

Customer care training must be provided for all staff before the Commencement Date and at least every 3 years throughout the contract period. The Service Provider shall keep records of staff attending customer care courses and these are to be made available for inspection upon request by the Client. New staff should receive the training before they commence employment.

All staff who work within the bus station must have first aid qualifications and be confident to administer first aid and manage emergency situations before they start any work there. First Aid training must be refreshed at least every 3 years in line with best practice.

Staff may come into contact with vulnerable adults and young people and people with disabilities and should have received comprehensive training on recognising and working with people with different needs. This training should include Disability Awareness and Dementia Awareness as a minimum before they start any work at the bus station. The Service Provider shall note that Norwich Bus Station is part of the Safe Places Scheme and ensure that all Staff operate in a manner cognisant with this.

The Service Provider shall ensure that all staff and sub-Service Providers are site inducted, including but not limited to HSE training, emergency procedures and relevant risk assessment for the Services they will be providing.

## Communication & Reporting

The Service Provider shall develop and propose a process that provides the Client with high quality formal and informal communication and feedback. Dialogue shall be maintained at all times during the Contract period. The Service Provider shall develop a Communication and Reporting Plan that identifies key meetings, reports, evaluation and action plans in accordance with the requirements below, and the minimum content of which is stated in this specification. This shall be agreed with the Client and be reviewed annually. The Service Provider shall establish within its Communication & Reporting Plan and agree with the Client, a meeting structure based upon the following indicative frequencies:

* Weekly with the Client representative and/or any other representatives identified by the Client
* Monthly progress meetings, for the first 3 months of the Contract at a minimum
* Quarterly progress/strategy and HSE meetings
* Annual strategy/review meetings
* Ad-hoc meetings on demand, especially where incident investigation is indicated, and within a reasonable time frame

The Client, acting as the Intelligent Client Function (ICF), shall be the prime interface and the central focus of meetings. However, the Service Provider shall recognise that a significant number of stakeholders may be present. The Service Provider shall ensure that appropriate senior resources are available on site to attend meetings with both the ICF client team, supply chain management and other relevant stakeholders.

The Service Provider shall provide progress and performance reports to the Client at least 3 Business Days prior to regular meetings and take minutes for all meetings and issue to the Client within 5 days of the meeting. The Service Provider shall ensure that all actions from each meeting have been progressed or complete to the satisfaction of the Client.

**Reports**

The Service Provider will be required to provide regular, robust and informative reporting at agreed intervals as identified in the Communication & Reporting plan and on demand by the Client. Reporting shall be available on all areas of the Services and information gathered during the operation of the Services noted in this specification. All reports shall be based on the Service Provider’s Method Statement(s) and refined to suit the Client’s requirements during mobilisation. The format and content of all reports shall be agreed prior to the Contract Commencement Date and each subsequent anniversary between the Service Provider and the Client.

The Client expects the following to be reviewed at each monitoring meeting, with evidence supplied, and shall include as a minimum:

* Number and nature of compliments and complaints received
* Accidents, incidents and near misses
* Serious incidents, e.g. something that requires the police to be called
* Statutory compliance testing schedule and tests undertaken
* Routine maintenance and repairs carried out
* Major maintenance and repairs that will need to be carried out soon
* Any non-compliance with the Contract requirements
* Irregularity notices issued to bus operators using the bus station
* Any staff cover issues

All reports must be generated from within the appropriate system such as the digital records system or other agreed system, which must contain 100% of information in relation to operational performance across all Services, against the set performance standards contained within the KPIs including any Service failures. These performance reports must be accompanied by corresponding financial and detailed back up information as requested by the Client.

The Service Provider shall provide reports, written information and/or statistics in relation to the Services in response to ad-hoc requests from the Client. Specific examples of these include:

* Number of repairs where an Interim solution has been implemented rather than a permanent rectification
* Energy usage trends (current against last year’s usage for the same period)
* H&S and environmental issues/initiatives proposed and current status
* Information on staff issues e.g. new staff/leavers/inductions carried out
* Trend analysis demonstrating performance against KPI metrics over a rolling 12 month period

The Service Provider shall provide the Client with access to its management systems (e.g. digital records system), to enable the Client to download management information including but not limited to

* Planned Maintenance Information
* Reactive Maintenance Information
* Statutory Maintenance Records
* Service Performance Reports
* Asset and Plant information
* Utility information
* Staff training records etc.

The Service Provider shall ensure that all Statutory Maintenance Records are available and accessible electronically by the Client no later than 7 days from when the maintenance/inspection activity was undertaken. The filing structure for these records shall be discussed and agreed with the Client during the Mobilisation period, and periodically updated in line with ongoing feedback to ensure it remains efficient to locate and review files.

## Audits

The Service Provider is required to produce an Audit Plan, as described in their Method Statement(s), of their proposed activities and frequencies for ensuring the quality of their service delivery, including checks to ensure risks relevant to the Services are being appropriately controlled and supporting procedures. This should include as a minimum, but not be limited to: -

* Validation of information held in the digital records system
* Building Fabric and M&E Services maintenance standards
* Adherence to the Service Provider’s Business Continuity Plan (BCP)
* Adherence to the Service Provider’s H&S Management System
* Adherence to the Service Providers Quality Management System
* Adherence to the Service Provider’s Environmental Management System

The Audit Plan is a key measurement of the Service Provider’s performance therefore a programme shall be agreed with the Client during the mobilisation period and periodically reviewed and updated with the Client throughout the Contract period. The Service Provider shall encourage the Client to undertake Joint Audits where practical. The Client can increase the frequency of audits at any time during the Contract.

The Service Provider shall ensure that the findings of their audits are provided to the Client within 21 days of being undertaken and include the timescales and nominated parties for resolving any actions.

The Service Provider shall ensure that all actions are completed in accordance with agreed timescales.

## Customer Satisfaction Surveys

In addition to the regular reporting of KPIs and performance data at the review meetings the Client may periodically undertake or commission customer satisfaction surveys to obtain the users’ assessment of the service. The survey shall include questions relating to the quality of the service including, but not limited to:

* Facilities at the site (e.g. shelters, toilet access)
* Helpfulness of staff
* Satisfaction with customer contact standards (e.g. time of response)

The Client shall share the detail of the survey with the Service Provider prior to undertaking.

## Complaints and Feedback

The Service Provider shall operate a complaints and feedback procedure whereby all complaints received in connection with the delivery of the Service are recorded and investigated.

It is expected that the Service Provider will be able to fully resolve complaints within the agreed complaints procedure. If required, appeals can be made to the complaints team at Norfolk County Council. In these circumstances the Service Provider will be responsible for meeting the staff costs required to find resolution and the decision of the County Council will be final.

The Service Provider shall supply the Council with a summary list of all complaints and responses in the monitoring reports and actions taken to prevent similar complaints or to generally improve the service.

The Service Provider shall immediately pass on complaints and feedback (in accordance with the Data Protection Act) which are outside the requirements of the contract (e.g. complaints relating to policy issues) to allow the Council to respond. The complainant shall be informed that the complaint has been transferred to the Council for response.

## Media Contact

All contact with the media relating to the Service shall be undertaken by the Council’s press office, however the Service Provider will be expected to work in collaboration with the Council to provide an appropriate response.

## Service Provider Advertising

The Service Provider shall comply with the requirements that no commercial advertising by the Service Provider on any of the sites is permitted.

## Contract Re-tendering

The Service Provider shall be required to comply with all data requests from the Client to facilitate a re-tendering exercise prior to the Contract expiry. As a minimum, the Service Provider will be expected to supply the following information within 14 days of the Client request:

* Asset list (up to date and compliant with the standards of the Contract)
* Extract from the digital records system of the last service date for all assets
* In excel format, details of all reactive calls and categorisations for the previous 12 months
* Copies of all Statutory Compliance Certificates
* Confirmation that their HR team or other agreed Representative will make available ELI data to potential bidders, within a maximum of 7 days from request
* All relevant Building Records including drawings, warranties and O&M manuals

## Handover of Services

On the expiry, or earlier determination, of the Contract, the Service Provider shall:

* Ensure there is no diminution of the Services up to and including the final day of the Contract period
* Co-operate fully with any incoming Service Provider(s)
* Ensure that all work is transferred to any new Service Provider(s) as smoothly and efficiently as possible
* Draw any outstanding work to a close at an appropriate stage as agreed with the Client
* Return to the Client any equipment owned by the Client and used by the Service Provider
* Hand over to the Client all documentation and information relating to the Services
* Ensure that relevant Client staff are fully familiar with how the Services have been operating and any specific issues they should be aware of

# Managed Services

## HSE Management

The Service Provider shall work in association with the Client to protect staff and members of the public on the Facilities through compliance with all relevant statutory obligations and legislation and with the Client HSE policies. The Service Provider must have the depth of technical and professional knowledge to advise the Client on all HSE matters relating to their operations on the Facilities.

The Service Provider shall liaise with the Client’s HSE department to ensure that the Service Provider's activities are fully in line with the Client’s HSE policies and procedures, and is aware of all initiatives relating to HSE that are on-going within the Client.

The Service Provider shall participate fully in the compilation, planning, testing and implementation of the Client’s emergency evacuation drills and shall report on the events of each evacuation whether planned or not. The Service Provider shall be responsible for ensuring that all the Client and Service Provider staff are aware of the protocol to be used in case of an emergency, and assist the Client in making certain that emergency procedures are kept up-to-date and applicable for the Facilities under their control.

The Service Provider shall provide a single contact point for all professional advice pertaining to HSE matters as they relate to the delivery of the Services and the management of the Facilities. They shall be aware of the appropriate the Client contact point for the onward transmission of queries relating to HSE matters and shall ensure that these are directed to the appropriate the Client representative.

The Service Provider shall demonstrate through the delivery of the Services that the management of their own staff is an exemplar in terms of HSE best practice.

The Service Provider shall warrant that they shall take all practicable steps to ensure that the Facilities shall comply with all HSE legislation and any other statutory obligations at all times. The Client requires the Service Provider to be continuously up-to-date with changing legislation, any advances in technology that may affect HSE facilities and equipment, in order to provide comprehensive professional advice for all HSE and associated matters within its service responsibility. The Service Provider shall inform the Client immediately on any areas which appear not to comply with legislation.

The Service Provider shall ensure a proactive approach to H&S management to minimise the likelihood of something occurring rather than relying upon investigating incidents that have happened. As part of the regular reporting requirements the Service Provider shall include detail of their own indicators that they are measuring to ensure that they are adopting Leading indicators to promote and measure this proactive approach.

The Service Provider shall be required to report to the Client quarterly on all HSE matters and to conduct an annual review of all HSE matters with the Client, including performance, any matters outstanding, recommended works programmes, exception reporting, and for issuing formal minutes of the annual review within one week of its taking place. The Service Provider shall attend any meeting identified by the Client’s HSE advisor. The Service Provider shall make available to the Client upon request within a reasonable timeframe, all documentation in respect of HSE as they pertain to the delivery of the Services.

## Accessibility Services

The Client expects the Service Provider to advise on HSE matters as they relate to those with additional needs, including The Equality Act 2010 (including all subsequent Amendments and their associated Statutory Instruments), but not limited to relevant legislation covering people with disabilities.

The Service Provider should take a pro-active approach including consulting with the Client, on investment that should be made to improve the Facilities (for example, access and egress) for use of those with disabilities, and to comply with the relevant guidance and legislation.

The Service Provider shall consult with the Client’s agreed representatives with regard to the optimum route for compliance with the relevant Act(s).

The Service Provider shall be expected to liaise with the Client’s HSE representative(s), and with other Service Providers outside the scope of this Contract as required in order to provide this service.

## Risk Management

In conjunction with the Client, the Service Provider shall construct a risk register for the provision of Services to the Facilities. The Service Provider shall demonstrate the ability to co-ordinate all aspects of risk management including close liaison with agreed representatives of the Client.

## Building Records Management

The Service Provider shall be responsible for holding the O&M Manuals, asset registers, maintenance and service records, test and compliance certificates, inspection programmes, orders, log books and the Health and Safety file for the Facilities. The Service Provider shall ensure that they remain up-to-date and that all records are stored, retained and disposed of in accordance with the Client policies and procedures. The records must be available for inspection at any time by the Client relevant representative(s). All building records and the data contained within them and all intellectual property rights howsoever arising shall remain the exclusive property of the Client, and shall be left in the possession of the Client at the end of this Contract.

The Service Provider shall develop, implement and manage building records systems. It is anticipated that the building records management requirement shall be supported, or operated through the digital records system. However, the Client welcomes innovative proposals from the Service Provider, with regard to building record management and the Client will remain open to proposals from the Service Provider. Central to any proposal shall be the concept of achieving Good Industry Practice and VFM for the Client.

The Service Provider shall have full responsibility for the updating of building records and drawings following any works inclusive of capital works project carried out during the course of the Contract. It is vitally important that the Service Provider liaises appropriately with the Client and their Service Provider for updating building records.

The Service Provider shall be able to provide up to date detailed maintenance work sheets to the Client or their representatives, for auditing purposes at any time.

## Environmental & Energy Monitoring

The Service Provider shall be required to measure, monitor, provide advice on, and promptly react to items such as but not limited to, effluent water quality and/or unacceptable human comfort levels as they arise (temperature control), and respond to these according to the approach of their environmental management process e.g. ISO 14001 controls.

The Service Provider shall take account of, and comply with, the Client’s HSE policy which is the basis for setting out the Client’s objectives and targets for limiting and minimising the environmental impact of business operations. The Service Provider shall also ensure they are familiar with this policy and any local site specific HSE initiatives and proactively engage with and support the Client in achieving these targets.

The Client aims to improve its environmental performance in all aspects of their business. The Service Provider shall provide support and advice in achieving this.

The Service Provider is required to ensure that all utilities consumption information is loaded onto the digital records system. The Service Provider shall be required to provide a flexible reporting facility against this information, allowing for trend and other statistical analysis, which is likely to include but not be limited to reporting on: -

* Electricity consumption (meter readings)
* Gas consumption (meter readings)
* Water consumption (meter reading)

The Service Provider shall closely observe the operating characteristics of the Services and all areas of the buildings. From these observations and if necessary, in consultation with the Client, the Service Provider shall take action to adjust and correct Services and space conditions so as to ensure at all times the Facilities operates with the least possible waste of resources and maximises the comfort of all building users.

## Sustainability

The Client aims to improve its sustainability performance in all aspects of their business. The Service Provider shall provide support and advice in achieving this.

The Client is committed to responsible energy management, the most efficient use of energy throughout its operations and the minimisation of its carbon footprint. It also recognises that good energy management helps to protect the environment by conserving natural resources and reducing harmful emissions.

The Service Provider shall collaborate with the Client and develop, maintain and implement a net zero carbon strategy in line with the Client’s net zero carbon requirements. The content, structure and format of the carbon net zero management plan shall be agreed between the Client and the Service Provider.

The Service Provider shall provide a sustainability management plan during the mobilisation period for all sites in accordance with the mobilisation plan and presented to the Client for comment prior to the Commencement of Full Operations.

The sustainability management plan shall include the Service Provider’s approach to:

* Energy management
* Water, to include system infrastructure maintenance and wastewater management
* Waste prevention and effective management including increasing recycling volumes
* Environmental protection, including management of pollution spills, land contamination and groundwater levels
* Meeting all future waste related regulations

The Service Provider shall provide an updated annual sustainability management plan for all sites in the event of the Service Provider proposing changes to the maintenance strategy, or a change of legislative requirement affecting either/both Client and Service Provider.

## Business Continuity Planning (BCP)

**Service Provider Plans**

The Service Provider is required to develop their own local Business Continuity Plan to ensure that they can continue to deliver a safe operation of the Facilities in all circumstances.

The Service Provider shall ensure that their Business Continuity Plan is maintained and updated where necessary. Updates which impact upon the Facilities should be submitted to the Client within 14 days.

**Client Plans**

The Service Provider shall also support the Client’s business continuity planning by offering practical advice on issues such as the safe evacuation of the Facilities during an emergency and the operation of emergency systems (such as standby power generation etc.). The Service Provider shall assist the Client by ensuring that all of their staff are aware of the protocols to be used in case of an emergency and shall participate fully in the compilation, planning, testing and implementation of the Client’s emergency management procedures including evacuation drills and shall report on the events of each and any incident. The Service Provider shall be proactive in identifying areas of potential risk or proposing any changes to the operation of emergency procedures and reporting these to the Client.

The Service Provider shall participate fully in the operation of emergency procedures such as emergency evacuation of the Facilities in the event of fire. The Service Provider shall liaise with the Client to ensure that they are fully cognisant at all times with the Client emergency procedures. The Service Provider shall seek ways to improve and enhance such procedures in partnership with the Client.

The Service Provider shall comply with the provisions of this specification in conjunction with the Client in managing the implementation of any Business Continuity Plan developed by the Client. This plan shall include but not be limited to:

* Responses to all potential incidents and emergencies
* Compliance with legal requirements

The Service Provider shall inform and train their own staff in the pertinent procedures and methods.

## Digital Records System

The Client requires the Service Provider to provide a nominated representative to respond to phone calls and electronic communications, and a suitably robust digital records system. The Service Provider shall provide the Client with access to a suitable representative to raise requests or to check the status of jobs between 07:00 and 19:00 Monday to Sunday.

The Service Provider's digital records system shall operate as both a strategic management and quality-monitoring tool and shall also be the focus for all day-to-day operational activities across each and every aspect of the Services. All managerial, quality monitoring, PPM tasks and planned & reactive activities shall be managed, executed and monitored through the Service Provider’s digital records system.

The Service Provider shall provide appropriate personnel to ensure that the Helpdesk can operate within the requested performance parameters contained within this specification and the performance measures. All nominated representatives, irrespective of the time of day, shall be capable of handling all service requests across all Services.

The Service Provider shall provide nominated representatives with documented training, to include but not be limited to:

* Customer service skills
* Extensive training on the digital records system
* Listening and communication skills
* Escalation procedures
* Client emergency procedures
* Training in respect of all operational areas of the Client’s Facilities

The nominated representative shall accept calls and electronic communication from Clients reporting a fault or the need for service to any asset in scope. Each task shall be allocated a unique number. The Service Provider shall consult the Client to ascertain the degree to which the Client wishes to be kept updated. The Service Provider shall pay particular attention to the agreed escalation process and the interface required with the Client in this process.

The Service Provider’s nominated representative shall be sufficiently trained and knowledgeable to ensure each reactive task is prioritised correctly in accordance with the Response and Rectification Periods. Faults identified by both the Client and the Service Provider’s staff must be logged through the digital records system.

It shall be the Service Provider’s responsibility to ensure that sufficient information is contained within their digital records system for each task, to enable a full audit trail to be followed of all actions and timeframes from reporting of an issue to completion of an issue.

This information shall include, but not be limited to:

* Time job logged
* Time job issued to relevant party (Party) to resolve
* Time Party attended site
* Time Party implemented an Interim solution (if applicable)
* Time party left site/re-attended site where either an interim/permanent solution has not been implemented (if applicable), and the reason for this e.g. collect materials/different contractor required etc.
* Time Party implemented a permanent solution
* Details of interim and permanent solutions

The Service Provider shall have robust management systems and processes in place to deal with incidents and alarm(s), especially when related to assets that have been identified by the Client as business critical. An essential part of the systems and process shall be the liaison with the Client’s agreed representatives and the escalation process to the Client in the case of incidents or alarms occurring involving critical systems.

The Service Provider shall ensure that their (digital) records and quality system are regularly updated with all necessary procedural and emergency information.

All data within the digital records system, including full details of all notes detailing the actions from job commencement to completion for all planned and reactive jobs, shall be capable of being viewed by the Client. Where a software licence is in effect, the Client requires a minimum of 5 Representatives having appropriate licenses in order to have full read only access to real time performance monitoring data, without location dependency.

This shall include but not be limited to: -

* Asset Maintenance tracking
* Reactive Maintenance information
* Planned Maintenance information and scheduling

The frequency of tasks executed within the PPM regime shall be in line with current legislation and Good Industry Practice, or may be reduced where no material risks are presented to the Client.

It is a requirement that the Service Provider shall produce and maintain a fixed asset register (including internal and external building fabric). This shall be provided to the Client who shall retain all of the rights to information, both physically and intellectually. The asset register shall be entered into the digital records system, and each asset will be given a unique asset number, either as a QR Code, a bar code, which can be read electronically, or with a tag label. The coding system shall also include all defined Client identifiers to enable wider cross referencing of their assets and be agreed with the Client during the Mobilisation period and periodically updated as required.

Assets, each of which will be individually numbered, will be capable of being identified in two hierarchical structures; one system based and the other geographically based.

|  |  |
| --- | --- |
| 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. Facility A  Building; e.g. Building A  Floor; e.g. Ground  Room/Area e.g. Boiler Room |

The Service Provider shall ensure that the history of assets is captured by the system, and shall achieve this by accurate data entry with regard to work orders and appropriate management of the digital records system, providing asset management, asset tracking and trend analysis capability as a minimum, and should be able to provide data in a format which can be easily interrogated.

The Service Provider shall provide the necessary resources to maintain, extend and enhance both the quality and the depth of the information held on the system to the mutual benefit of both it and the Client.

The Service Provider shall need to work closely with the Client during mobilisation to agree the transparency of FM information required. The Client shall accept nothing less than full transparency of FM information, for on-going audit/information purposes.

# Leaseholder Responsibilities (Non Maintenance/Operational Services) – Bus Station

The Client owns Norwich Bus Station and shall lease it to the Service Provider for the term of this Contract.

As the leaseholder the Service Provider shall be responsible for all aspects of running and maintaining the site as per the terms of the lease, including but not limited to:

* Payment of the business rates to Norwich City Council
* Obtaining and paying for utilities for the site
* Drainage, water and sewerage costs
* Obtaining insurance for the Service Provider’s contents, employee liability, and public liability
* Ensuring security of the site and building

## Business rates

The Service Provider shall be responsible for the payment of business rates to Norwich City Council for the Bus Station. The business rates should not be included in the Lump Sum Price submitted as part of the tender for the Service and will be dealt with as a pass through cost. For the avoidance of doubt no markup to these costs will apply and all management functions are expected to be included with the Service Providers wider overheads.

## Insurance

The Service Provider shall provide Employers and Public Liability insurance, which meet as a minimum the requirements detailed in the Contract, which indemnifies the Client against any liabilities or claims made against it as a result of the operation of the Service. In the event of this insurance policy falling due for renewal during the contract period, the Service Provider will supply confirmation of an appropriate renewal.

The Service Provider should also consider contents insurance for their own assets stored within the Bus Station demise.

## Water supply

The Service Provider shall:

* Procure and maintain the supply of water to, and distributed within, the facility at the correct pressure
* Carry out leakage checks, water tests and cleaning of the tanks
* Remove run-off water and repair damaged water pipes and leaks
* Undertake water testing in accordance with Health and Safety and statutory requirements.

## Drainage and sewerage

The Service Provider shall ensure all drainage and sewage systems are maintained to avoid drain eroding and cleaned to operate properly, in order to remove all sewage, dirty water and waste from the facility. This includes the attenuation tank.

## Electricity supply

The Service Provider shall procure and maintain a supply of electricity to, and distributed within, the facility.

## Charges

The Service Provider shall ensure free use of the toilet facilities and ensure that charges are not levied to operators using the bus station.

The Service Provider will be responsible for the payment of all outgoings including but not limited to utilities, business rates, service charges, etc.

## Out of hours service

The Service Provider shall provide an out of hours service (i.e. when no staff are present on site) to attend to alarms and other emergencies at the site. This service should include having a publicised number on site for people to call in an emergency.

## Security

The Service Provider will be responsible for the security of all persons using the site, and the security of the site including the buildings.

## Police liaison

The Service Provider shall actively liaise with Norfolk Constabulary for the purposes of prevention and detection of crime.

## Restriction of access

The Service Provider has the authority to restrict access to persons who have a history of behaving violently, abusively or who are taking illegal substances on the premises. It is expected that restriction of access will be undertaken in conjunction with the Police.

## Emergency action plan

The Service Provider will be responsible for developing an emergency action plan, which will need to be agreed by the Client and Norwich City Council. The Service Provider will be responsible for enacting this plan as circumstances dictate.

## Smoking

Norwich Bus Station is a non-smoking and non-vaping site. The Service Provider must enforce this.

# Bus Station Operational Services

## Bus Related Activities

The bus station is a busy interchange in terms of both people and bus movements and as such these need to be well managed in terms of safety, customer experience and fairness to all bus operators.

* + 1. Hours of operation

Norwich Bus Station is open 24 hours a day 365 days of the year.

The building and toilets must be open at least Monday to Saturday 0700 - 1900 and Sunday 0930 - 1630 so that passengers and drivers can access the toilets and a waiting / rest area.

The information desk within the building must be open at least Monday - Saturday 0830 - 1800 and Sunday 0930 - 1600.

It is expected that the Service Provider will work with the Council to consider offering longer opening hours and security for special events and late night shopping days in the run up to Christmas.

* + 1. Bus stand and layover allocation

The Client will be responsible for allocating stands to all bus and coach services using the bus station in agreement with the Service Provider. The Service Provider must treat all bus operators in a fair and equal manner.

The Service Provider is responsible for monitoring and enforcing bay and layover allocation and proactively working with operators to resolve scheduling issues, involving the Client only when wider scale scheduling changes are required.

* + 1. Unavailability of stands

The Service Provider is responsible for managing the bus services and moving them to other stands when a stand is temporarily unavailable.

* + 1. Stand clashes

If bus services are not running to time the Service Provider is responsible for resolving any stand clashes in the short term. In the long term, ongoing issues should be raised with the Client so that rescheduling can be considered.

* + 1. Terms and conditions of use

There is an agreed Conditions of Use which sets out the standards of service that bus operators and drivers can expect from the bus station and the conduct and behaviour which is expected from drivers and service operators. The Service Provider shall distribute and publicise the Conditions of Use as required.

* + 1. Irregularity notices (IRNs)

The Service Provider is responsible for ensuring that all parties abide by the Conditions of Use for the bus station. Any incidences of non-compliance the Service Provider will issue Irregularity Notices to the driver and/or bus operator and keep copies for the Client as part of the quarterly reporting.

* + 1. Parking

There is no parking at the bus station for the Service Provider and the Service Provider shall ensure that all vehicles used in connection with operating the Contract are parked/garaged off the bus station site.

The Service Provider shall also ensure that no other vehicles are parked on the site unless express permission is given for extenuating purposes. The Client has the right to challenge those reasons.

Overnight parking of any vehicle is not permitted at the bus station.

* + 1. Winter maintenance

The Client will include the vehicular running areas within the bus station in their normal gritting operation.

The Service Provider shall be responsible for gritting footways and waiting areas within the Bus Station as required during periods of inclement weather. There is a grit bin available for use which should be re-filled by the Service Provider as necessary.

The Service Provider shall assess the risk of the effect of adverse weather on the site areas and take the necessary action to reduce the risk to the public, particularly in exceptional circumstances.

The Service Provider shall make every reasonable effort to keep the Bus Station open in adverse conditions of snow, ice, fog, flood or any other extraordinary conditions. The final decision on whether to close the Bus Station in these circumstances is left to the judgement of the Service Provider however they should advise the Client as soon as possible of any decision to close the Bus Station in such extreme circumstances and the Service Provider is responsible for putting into action emergency diversion plans for operational bus services.

* + 1. Fuel spillages

Minor fuel spillages are dealt with by the bus operator with assistance from the Service Provider. Any major fuel spillages should be reported to the fire brigade by the Service Provider and other appropriate action taken as necessary to ensure the safety of the public and facilities.

* + 1. Passenger announcements

There is a Tannoy system available within the bus station. The Service Provider is required to use this frequently throughout the day to give passengers essential information, e.g. health and safety information about walking around the site and using the designated pedestrian walkways.

## Customer Information Service

* + 1. Customer information

Marketing the attractiveness of public transport services is fundamental to encouraging modal shift. The Service Provider shall therefore proactively promote the services of all public transport operators to encourage passenger growth.

The Service Provider must provide free of charge impartial information at the information desk throughout the term of the Contract. This can be undertaken by the Service Provider’s own staff or through third party tenants but if the latter, the Service Provider would retain all responsibility for performance.

The Service Provider is required to sell tickets from the information desk for other operators’ services where required.

The Service Provider will be expected to proactively provide information to customers, both in response to issues arising during the day-to-day operation of the site (e.g. late running or cancelled services) and in response to planned short-term and longer-term changes to normal operation.

The display of timetables from all bus operators shall be maintained by the Service Provider and, where space allows, tourist information leaflets for local attractions shall also be displayed.

* + 1. Static signs, notices and timetables

Timetable information within the bus station is the responsibility of the Client, however the Service Provider will be required to assist with installing the new timetable information within the timetable cases.

The Service Provider shall be responsible for erecting and distributing information to inform the public of changes to any service within the bus station. This includes special events, closures and service changes.

Information for planned events will be issued by the Client and should be installed by the Service Provider no later than the day before implementation.

Information relating to unplanned events should be produced by the Service Provider. Information notices should be removed as soon as the information is no longer valid.

The Service Provider shall ensure that all information (including the destination finder) is kept in good condition - any damaged information should be reported immediately to the Client so that a replacement can be ordered.

* + 1. Electronic information

The Client provides electronic bus information at all stands and on tower displays within the site, announcing next departures. The Service Provider shall monitor this equipment and ensure that the Client is notified of any failures or errors. The Client will use its best endeavours to return the system to operation with the minimum delay.

The Service Provider has access to the electronic bus information system and is required to display messages on the electronic displays to inform customers of delays and problems relating the services of any bus operator, when necessary.

* + 1. Customer contact

The Service Provider will be expected to receive communication from the public via telephone, letter, email and in person, and should put in place procedures for recording and responding to these enquiries within the Client’s agreed timescales. Methods of contacting the Service Provider should be publicised around the site. The telephone calls need not be direct to the bus station staff but need to be appropriately dealt with by someone who knows about local services and facilities.

## Café facility and refreshments

The Service Provider shall ensure the provision of a café facility within the travel information centre, offering hot and cold drinks and light snacks, Monday – Saturday 08:00-16:00.

The Service Provider must ensure that the standard and scope of the current service is maintained, as a minimum. This service is to be provided at a nil subsidy arrangement.

The Service Provider shall not provide any vending service within the Facilities without the prior written consent of the Client.

# Security Service – Bus Station

The Client requires a high quality, professionally managed security and guarding Service which is accredited to BS EN ISO 9001 or equivalent accreditation and that is fully compliant with all legislation governing the security industry. The Client recognises that the security of the Facilities and visitors is of the highest level of importance, and this must be reflected within the Service Provider’s methodology and delivery approach at all times.

The Security Service requirements include physical guarding, the monitoring of CCTV cameras and checking the functionality of CCTV equipment, responding to alarms and emergencies, conducting routine patrols and mobile patrols, emergency pull cords and panic buttons, providing key holding duties and incident management.

All Security staff shall have appropriate training and accreditations in accordance with the requirements of the Client. This shall include (but not be limited to) all Security staff being DBS cleared, SIA accredited/licensed and be first aid trained.

The Service Provider shall ensure that a daily report log is kept of all Security activities including incidents requiring investigation/ intervention by Security officers, and this log will be made available at all times to the Client. The Service Provider is responsible for instigating any liaison with the Client’s Representative to make them aware of any incidents where the security of the facilities has been compromised.

From time to time the Client will require additional Security Officers e.g. for special events (called in on an ad-hoc basis and charged at the rates provided in the Pricing Schedule). The Service Provider shall liaise with the Client to agree a formal process for all additional Security requests. The Service Provider shall ensure, when given 24 hours’ notice, that they respond positively to requests to escalate the service provision, in terms of staffing and the service specific duties to be performed.

The following duties are included within this Agreement and shall be carried out as required.

## Security Officers

Through the use of Good Industry Practice and the introduction of innovation, the service will achieve and demonstrate value for money on a continuous basis. The Service Provider is to provide Security Officer cover to ensure staff and visitor safety, deter unauthorised entry, trespass, theft, vandalism, damage, loss through negligence, fire, flood, breaches of Health & Safety or confidentiality.

The training of Security Officers, their supervisors, and managers shall meet the standards laid down by the appropriate governing body including all licensing requirements. The Service Provider shall continue to recognise the importance and impact of the security service and will hire staff that are professional and tactful in demeanour.

All Security Officers shall wear the agreed uniform and be of a neat and tidy appearance at all times. At no time will the Service Provider allow a shortfall in the presentation or reputation of the Client or the Security Service, thus providing maximum reassurance to the Client’s staff and visitors as to its professionalism.

The Service Provider is to provide an appropriate number of suitably licensed, qualified and trained personnel to provide a high quality Security Officer service, in line with hours detailed within Annex 6, the service level and key performance indicators for each service.

## Key Holding/Management

The Service Provider shall provide a professional key holding service, being the custodian of building access keys and alarm system codes, ensuring compliance with Security Industry Authority licensing requirements, or regional equivalent.

The Service Provider shall develop and manage a building contacts register including names, addresses and telephone numbers of key Client contacts and other service provider staff for contact in emergencies. The Service Provider will liaise with the Client and its contractors in order to ensure the continued accuracy of this information.

The Service Provider shall be responsible for ensuring the security of all keys held as part of this Agreement. On attendance at any site as key holder for the Client, the Service Provider shall provide assistance to the emergency Services when they arrive, ensure the property is fully secured, and reset alarms as necessary.

The Service Provider shall ensure that any of its employees attending site as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set. During mobilisation, the Service Provider should identify sub-sections of the premises where keys are not available and report these to the Client.

The Service Provider is to ensure that requests for permanent & temporary key issue and requests for changes of locks are managed so that keys are only issued to authorised personnel and are accurately accounted for. This shall also apply where keys are issued to non-resident Service Providers.

The Service Provider shall put forward proposals for the maintaining and auditing of key registers.

## CCTV System Use

The Service Provider shall use the Client’s CCTV systems in order to ensure the secure and safe running of the facilities. The Service Provider shall utilise the CCTV systems to investigate all observed and suspected security incidents/breaches. Recording is required 24 hours/day, 365(6) days/year, as part of their overall Security requirements.

The Service Provider shall ensure that any suspected or observed security incidents are highlighted to the Service Provider’s management team without delay. The management team are required to arrange for/carry out appropriate CCTV footage review to investigate and help inform required emergency/incident control response. It will be the responsibility of the Service Provider to publish guidelines to all staff reviewing CCTV footage, indicating appropriate lines of communication in the event of an emergency/incident, and update these as required. Access to the CCTV system must be operated in line with relevant legislation.

All recording methods used by the Service Provider to monitor CCTV activity shall be kept in a fireproof secure facility to allow immediate access to their contents. It will continue to be the responsibility of the Service Provider to maintain all CCTV material in good order to enable ready access on an as-needs basis, and as outlined above. The Service Provider must keep all digitised information available for review for four weeks.

It will be the Service Provider’s responsibility to ensure that any incidence of breakdown of the CCTV systems is recorded, notified to the Client as required, and brought back into working order without delay. The Service Provider shall take cognisance of the fact that in instances where CCTV is out of order due to inadequate maintenance, the Service Provider is responsible for reporting the fault on the digital records system, notifying the Client, and organising cover to ensure the security of the premises.

The Service Provider shall ensure that a log is kept of any incidents requiring investigation/intervention by Security staff, and this log will be available at all times to the Client. The Service Provider shall present any information on incidents/security breaches uncovered by their CCTV footage review to the Client as part of their regular reporting on performance.

The Service Provider shall be responsible for compliance with the relevant data protection acts, and other relevant legislation, and will ensure full compliance throughout the course of the Agreement.

The Service Provider shall be responsible for instigating any liaison with the Client’s Representative as they may feel necessary to ensure security is uncompromised at all times.

## Incident Management

The Service Provider’s security staff must be fully conversant with and practised in all procedures in response to incidents of accident & personal injury as set out by the Client in response to any accidents directly reported to them or any incident reported by the Helpdesk including the completion and retention of accident record books. Service Provider staff will at all times be aware of most up to date good industry Practice in this regard.

All Security personnel are to be trained in First Aid to the minimum standard accepted by the Health and Safety Executive and/or the Client. All and any relief staff must carry current certification in this First Aid qualification.

All Security staff must be adequately and thoroughly trained in emergency evacuation measures including but not limited to building evacuation procedures and how to react in the event of fire, bomb, terrorist and any other threat. Service Provider staff and management will at all times be aware of the Client’s current procedures to deal with Client’s emergency procedures and related equipment and participate fully in their testing. In particular, the Contractor must ensure that all their staff are competent and trained in the response to and use of the Fire Alarm system and the procedures to be followed in the event of an alarm sounding.

In the event of an emergency, the Service Provider shall be responsible for contacting other colleagues, contractors and/or the Client if required in the case of any emergency arising and must follow the procedures laid down by the Client. It is essential therefore that all security personnel liaise with the Helpdesk for communications purposes.

The Service Provider is required to respond to emergencies in accordance with the relevant response periods.

## Alarm Monitoring

The Service Provider shall monitor all intruder, line fault and fail to close alarms, respond to alarm activations, investigate the reasons for activation, and take the necessary steps to ensure the premises are secured in line with the access control procedures.

The Service Provider shall keep records of all such activations and report on all activations as agreed with the Client. The Service Provider shall remain on the Client’s Premises until such time that alarms are successfully reset, and any faults with alarms, alarm lines and any other fault compromising the security of the premises are resolved.

## Access Control

It will be the sole responsibility of the Service Provider to control adequately ingress and egress to the Premises. The Service Provider shall control vehicle access to the Client‘s premises as and where required as directed by the Client’s Representative.

The Service Provider is required to take the necessary steps within the law to deal with all discoveries of unauthorised members of the public accessing restricted areas of the Client’s premises. The Service Provider shall have in place procedures for Security staff to escalate any potential intrusion, including calling for immediate police attendance. The Client expects to have continuous access to these procedures, which shall be in place from the Commencement of Full Operations, and to agree with the Service Provider any occasional variations that shall prove necessary.

The Service Provider shall respond to incidents of forced entry and take the necessary steps to secure the accommodation.

The Service Provider shall utilise the digital records system to record the maintenance of access control systems with regard to all faults. The Service Provider shall ensure that suitable alternative means of restricted access measures are in place for no longer than is necessary to ensure the security of the accommodation.

## Reporting

The Service Provider shall keep a logbook on all sites covered by these Services, showing times of inspections, any incidents noted by the Security staff, thefts, and any faults to the accommodation requiring further attention by either the Service Provider or Client’s Contractors. Problems or faults will be reported to the nominated representative on identification. Logbooks will remain open to the Client for audit and inspection at all times, as a means for assessing the performance of the Security Service. The Service Provider shall report thefts to a contact advised by the Client, and to the Police as required.

The Service Provider shall be responsible for delivering regular security reports to the Client representative indicating any incidents, confirmation of patrols, and any other issues that shall be brought to the Client’s attention.

## Park & Ride Sites Daily Unlock & Lock-up

The Service Provider is responsible for ensuring the sites are secure at the end of each day by locking up 30 mins after the last bus arrives on site. The Service Provider is also responsible for opening up the site ready for customer use 30 mins before the first scheduled bus.

If the Client decides that due to an emergency situation a site needs to be closed, the Service Provider will be responsible for attending the site to lock up and make it secure.

The Client reserves the right to use the sites for other purposes which may be outside the normal operational hours. In these instances the Client and Service Provider would agree alternative times for opening / closing the site(s) for which a cost will need to be specified in the schedule of rates for ad hoc arrangements.

## Unauthorised Encampments (Park & Ride sites)

The Service Provider will be responsible for reporting incidents of unauthorised encampments, e.g. travellers, to the Client and will work with the Client to manage the eviction process.

Following an incident of unauthorised encampment the Service Provider will be required to undertake a major site clean-up in accordance with the Pricing Schedule.

The Service Provider cannot make the decision to close the site whilst the encampment is there without the agreement of the Client.

# Hard Facilities Management Services

## Forward Maintenance Programme

The Client wishes to take a longer-term view of their built and installed assets and requires a 5 year Forward Maintenance Programme for all building fabric, mechanical, electrical and plumbing assets (Client Assets) which are the responsibility of the Client to maintain/replace.

The Forward Maintenance Programme is restricted to life cycle replacement including building fabric. The Service Provider shall review any current capital works programme during the mobilisation period and shall make any necessary recommendations to the Client’s for amendments to this programme as appropriate. For the avoidance of doubt the Forward Maintenance Programme covers all Client Assets within the Facilities irrespective of whether they are included in the Service Provider’s maintenance responsibility or not.

The Service Provider shall notify the Client of any unscheduled activities as soon as they become aware of them. Unscheduled activities that are generated by request of the Client shall be notified to the Service Provider. All these works shall be added to the Forward Maintenance Programme and the programme reviewed jointly by the Service Provider and the Client.

## Planned Preventative Maintenance

The Client requires a professionally managed, high quality maintenance service which, through a regular and organised scheme ensures the maintenance and operation of all items of plant and equipment within the Facilities in accordance with the Client standards or obligations and in accordance with maintaining, where the existing infrastructure permits, 100% availability of all business critical areas and systems.

The Service Provider is to develop, publish and operate a holistic maintenance strategy, designed to ensure that the built and installed assets are maintained to the optimum standards whilst minimising costs.

In doing so the Service Provider should take cognisance of the asset profile, the impact of non-availability and of targeting maintenance using full planned preventative maintenance, condition based maintenance, reliability based maintenance and run to fail strategies, at the Service Provider’s discretion. These will need to meet or exceed the Client availability profile, related to the business criticality of the space and systems housed within it, and reduce maintenance facilitation costs where adequate redundancy of installation does not exist.

The Service Provider shall demonstrate the ability to support the Client objectives through methodologies and in particular proposals, which include:

* Raising operational standards
* Management information & asset tracking
* Risk based asset management
* Maintenance targeting
* Forward Maintenance Programme

Any further developments with regard to task planning shall be aligned to the following (but may be reduced where no material risks are presented to the Client):

* Original equipment manufacturer’s recommendations
* SFG20 standard Maintenance Specification
* CIBSE Guidelines
* the Client requirements
* Good Industry Practice
* All other relevant statutory regulations and requirements not specifically mentioned above

The Service Provider shall ensure that their maintenance strategy takes due cognisance of any specific warranty period maintenance requirements.

* + 1. PPM Schedule Upkeep

The Service Provider shall provide/review and update the annual PPM schedule during the mobilisation period for all sites in accordance with the mobilisation plan and presented to the Client for comment prior to the Commencement of Full Operations.

The Service Provider shall provide an updated annual PPM schedule for all sites in the event of:

* The Service Provider proposes any changes to the maintenance strategy
* Any assets which have been replaced as part of lifecycle works, project works or Forward Maintenance Plans
* Any assets which have not been identified during the asset verification survey
* Any assets removed from scope
* 30 days prior to the first and subsequent anniversary of Contract Commencement
  + 1. Consumables

The Service Provider shall include within their costs for all consumables relating to planned and reactive maintenance. This shall include but not limited to: -

* Lamps
* Batteries
* Oil
* Grease
* Filters
* Fixings
* Belts
* Containment Covers
* Gaskets etc.
* All sundries
  + 1. Self-identified Reactive Works

All reactive works identified during a PPM activity are to be updated on to the digital records system. For the avoidance of doubt this includes reactive works identified from the PPM task, which cannot be addressed whilst undertaking the PPM activity, to be managed as a reactive maintenance task (with the Semi-Comprehensive Reactive Repair Threshold for reactive maintenance tasks applying). These tasks are then issued to the appropriate resource for information and action, in accordance with the Response and Rectification Periods.

If, during any visit to the Property during PPM activities any asset, plant or system is found to be in an unserviceable condition or sufficiently defective as is likely to fail before the next PPM visit, then the Service Provider shall inform the Client in writing. A detailed report must be produced by the Service Provider and submitted to the Client in less than 7 days and must include the specific asset the fault relates to, the nature of the fault, the nature of the action required, details of the spares to be used, replacement assets, plant or system proposed, and the costs involved broken down by labour/materials. For the avoidance of doubt, this does not relieve the Service Provider from its obligations under this Specification and/or the Response and Rectification Periods.

* + 1. Plant Room Housekeeping

The Service Provider shall be responsible for good housekeeping in plant rooms and maintenance spaces and ensure all rubbish, surplus materials, packaging, etc. are removed from all work areas immediately on completion of maintenance activities and that all items and areas are left in a clean and tidy manner. The Service Provider shall include plant room inspections within their auditing schedule.

## Reactive Repairs and Maintenance

The Service Provider shall provide a professionally managed service, recorded at all times via the digital records system, for reactive repairs and maintenance. The first £1,000 of the value of each and every reactive repair (including labour, materials, profit, overheads and any other relevant costs) shall be carried out within the Service Provider’s Lump Sum Price and is referred to as the Semi-Comprehensive Reactive Repair Threshold. Further details and a worked example of the £1,000 Semi-Comprehensive Reactive Repair Threshold is provided in Annex 3 of this specification.

If the Service Provider has defined resource costed within the Pricing Schedule, then the deployment of these resources shall not be counted as part of the calculation of the Reactive Repair costs. The Service Provider shall ensure, wherever possible, that repairs are undertaken through previously costed resources in the first instance, to ensure Value for Money to the Client.

* + 1. Reactive Task Handling

All service requests shall be channelled through the Service Provider’s nominated representative. The priorities for reactive tasks are identified by the nominated representative and logged in the digital records system. Tasks are then issued to the appropriate resource for information and action, in accordance with the Response and Rectification Periods.

* + 1. Reactive Response

The Service Provider shall be responsible for meeting as a minimum the Response and Rectification times during both Core and non-Core hours, according to the priority allocated to the fault contained within the performance regime, whilst ensuring that all reactive tasks are completed with the least inconvenience or disruption to the operations within the Facilities.

The Service Provider shall at all times ensure that sufficient competent, appropriately trained staff are deployed to cater for the spectrum of planned and unplanned demands on the maintenance Services. The Service Provider shall ensure that only appropriately trained personnel are dispatched to reactive activities.

## Service Scope - MEP Maintenance

The scope of Services for this Contract is to cover all planned and reactive maintenance of mechanical electrical and plumbing (MEP) systems that are housed, owned or leased within the demise of the Facilities, except where these are specifically excluded as being the responsibility of another (e.g. included in the scope of work of another party and or service provider’s contract).

Where an asset is present, the Service Provider shall recognise that all associated equipment relating to that asset is also in scope and falls under the Semi Comprehensive threshold. As an example, a fire alarm system includes for all smoke detectors, heat detectors, relays, fire alarm panels, controls, break glasses, wiring, hold open devices and any other associated equipment within that system.

The Service Provider shall, at all times keep the Facilities free from all surplus materials, rubbish and debris arising from the execution of the Work(s).

The Service Provider shall be responsible, at their own expense, for the cleaning, making good of decoration, floor coverings, ceiling finishes, wall finishes, FF&E etc. if the Service Provider was found to be responsible through neglect of their maintenance obligations, poor workmanship, poor materials or any other Service Provider failing which would lead to damage of the Client’s property.

Where materials, articles, or Services are specified to be manufactured, constructed, or installed by a licensee or registered firm of a third party Quality Assurance Scheme, the manufacturer, supplier and installer firm must be a current participant in the specified Scheme.

The Service Provider shall comply with the Client’s HSE policy, and develop for the Facilities a system of working which is safe for their own employees and for all other persons on or near the site or Facilities.

The Service Provider shall take all reasonable precautions to minimise inconvenience caused to the occupants, visitors, and service users, particularly with regard to noise and the spread of dust. The Service Provider shall ensure that all necessary measures are taken to control noise levels in accordance with the relevant legislation and in particular shall ensure that all noisy mechanical plant and tools are fitted with mufflers or silencers. The Service Provider shall confine their activities to the area of the Works and such other areas or facilities that they are expressly permitted to use.

The Service Provider shall not trespass upon adjoining properties or otherwise create a nuisance to adjoining owners or occupiers. If the execution of the Works requires that the Service Provider must enter upon adjoining property, the necessary permission shall first be obtained by the Service Provider. The Service Provider shall ensure that escape routes and exits are kept clear of all rubbish, plant, materials etc. at all times.

The Service Provider shall ensure that during any planned or reactive maintenance works they take all reasonable measures and precautions to minimise any potential harm to the Facilities or parties therein and ensure that all plant areas are appropriately secured. Where lifts are being taken out of service to undertake the works, appropriate signage will be posted to advise potential users of their unavailability.

The Service Provider shall provide, at their own expense, alternative methods of maintaining the agreed environmental conditions, when maintenance of business critical spaces/critical assets or breakdown could take temperature levels outside of these parameters. The Service Provider is also responsible to implement frost protection measures if required.

* + 1. Water Systems Maintenance

The Service Provider shall ensure that a robust risk assessment is undertaken to ensure that the maintenance of the water system complies with all relevant legislation and approved codes of practice, including but not limited to L8. Where a clean and disinfection/chlorination is required, it shall be carried out in accordance with the requirements of legislation and Good Industry Practice.

For the avoidance of doubt, any risks identified from the risk assessment shall be mitigated by the Service Provider and the Service Provider shall notify the Client of all risks and all actions taken. Any actions identified from the risk assessments shall be considered as a Reactive Maintenance Task and shall fall into the £1,000 Semi-Comprehensive Reactive Repair Threshold.

Specialist water Services maintenance shall further be aligned to: -

* Original equipment manufacturer’s recommendations
* All other relevant statutory regulations and requirements
* SFG20 standard Maintenance Specification
* CIBSE Guidelines
* Client requirements
* Industry Good Practice

The Service Provider is to ensure that all water used is safe and complies with current legislation on water quality. This includes the maintenance, testing, sampling, drain down and appropriate cleaning of water tanks where appropriate of all of the associated parts and storage tanks to ensure the entire water systems are maintained in accordance with current Legislation.

The Service Provider is responsible for nominating a Responsible Person and Duty Holder within their organisation for water management for all Facilities in scope.

* + 1. Plumbing and Drainage

The Service Provider shall maintain all plumbing and drainage systems ensuring that pipes and associated equipment shall be free from defects, leaks, foul odours and/or blockages and are in a condition for their intended purpose. This shall include maintenance of all associated water/sewage pumps, chambers, systems, tanks etc as appropriate.

Park and Ride sites - All sites have a positive drainage system installed, the outfall varying from site to site. Sprowston has two lagoons and Harford has one; Airport and Postwick sites have sumps and pumps. Pumps are inspected and managed by the Council. Costessey and Thickthorn are on the main drainage system. The Service Provider is not expected to maintain the drainage systems at Park and Ride sites but is required to report any problems such as flooding to the Council, and work with them and appointed contractors to ensure a timely rectification of the issue.

* + 1. Heating, Ventilation and Air Conditioning Systems (HVAC)

The Service Provider is required to maintain the heating, cooling and mechanical ventilation plant so that the statutory minimum temperatures for occupied areas are not breached, and the systems are fully functional and free from defects. This includes all distribution systems, pipework, pumps, heat sources, fans, AHUs, MVHR units, FCUs, LEV systems, extract fans, dampers, replacement/cleaning of filters, valves, fire dampers, VCDs, chilled beams, A/C systems, actuators, leak detection systems, wiring and any other associated controls and equipment.

The Service Provider shall ensure mechanical ventilation is maintained to ensure the air change rate remains concurrent with the designed air change rate for each space/area.

* + 1. Water Heaters

The Service Provider shall maintain all water heaters (gas or electric) in accordance with legislation ensuring that all equipment is operating safely and free from defects. This includes all distribution systems, pipework, wiring, burners, elements and any other associated controls and equipment.

* + 1. Ductwork Network

The Service Provider shall maintain and clean all over ground ducts, shaft, risers and associated ventilation. The Service Provider is also responsible for the management and/or securing any permissions or consents required in relation to the delivery of this service. The Service Provider shall further ensure that all ductwork servicing catering facilities etc. are maintained and cleaned taking due cognisance of relevant codes of practice and appropriate legislation.

* + 1. Fuel Systems

The Service Provider shall maintain all fuel systems including connections, pipes, valves, control systems, alarm systems, and fuel supply levels for the buildings, in line with Good Industry Practice. For the avoidance of doubt fuel systems shall incorporate all fuel systems within the Facilities.

The Service Provider shall routinely inspect and test all pipework on each system to prevent any leaks.

* + 1. Electrical Systems

The Service Provider is required to maintain all electrical distribution systems including but not limited to transformers, distribution boards, isolators, circuit breakers, air circuit breakers, contactors, relays, power factor correction units, general lighting, general power, external lighting, busbar chambers, metering, earthing, bonding etc. and including any associated equipment such as wiring and controls to current legislation.

The Service Provider is required to maintain all mains and sub-mains electrical systems and these systems must be tested in accordance with all legislation. The Service Provider shall identify the electrical distribution systems that supply power to critical plant and identify any single point of failure. The Service Provider shall provide a suitable maintenance methodology for the maintenance of these critical electrical distribution systems and provide standby power when electrical distribution systems to critical plant are maintained that do not have backup distribution systems installed. The Service Provider must ensure that all works are carried out in full compliance with all relevant the Client policies.

Fixed wire electrical testing shall be undertaken in accordance with the relevant standards or legislation. The control and execution of this service shall be managed entirely by the digital records system in line with the overall PPM regime and subject to the same performance standards, whether fulfilled by direct personnel or sub-contracted element.

All reports and recommendations shall be held centrally within the digital records system, and the Service Provider shall provide the Client with a full report within 14 days of the testing date. Any observations which are considered to be an immediate Health and Safety concern an urgent concern or require further investigation required shall be logged on the digital records system and the appropriate response and rectification time will apply.

All actions arising from the fixed wire test up to the cost of £1,000 per building in total over the Contract duration shall be included within the Service Providers’ Lump Sum Price. For the avoidance of doubt, all recommendations which are considered to be an upgrade to the existing system shall not be included in the Lump Sum Price.

The Service Provider shall notify the Client of any recommendations to improve the system and provide quotes when instructed by the Client within the agreed timescales.

* + 1. Lighting including External and Car Park Lighting

The Service Provider is required to maintain all lighting, including external but excluding street lighting, and all associated equipment and controls to current legislation. All lamp heads should be clean and free from defects and columns and fixtures should be securely fixed for their intended purpose.

* + 1. Emergency Lighting

All Emergency Lighting Systems must be tested in accordance with appropriate legislation, at a time to be agreed between the parties. The results shall be logged locally and centrally within the management regime. All abnormal test results shall be acted upon in accordance with Good Industry Practice.

The Service Provider is responsible for all emergency lighting repairs within their Lump Sum Price including the replacement of failed batteries and all emergency lighting failures will be subject to the Response and Rectification Periods.

The Service Provider is responsible for the maintenance of centralised battery systems including the top up of battery cells to ensure compliance with current legislation. Replacement battery cells are part of the Lump Sum Price.

* + 1. Portable Appliance Testing

Portable Appliance Testing (PAT) shall be carried out in accordance with this specification. As a minimum, testing shall be implemented in accordance with the Code of Practice for In-service Inspection and Testing of Electrical Equipment published by the Institution of Electrical Engineers, or regional equivalence. PAT shall be risk based. The Service Provider shall intimate the expected frequency based on the risk presented to the Class 1 and 2 electrical and electronic equipment of the Client by the working environments within the Facilities.

The control and execution of this service shall be managed entirely by the digital records system in line with the overall PPM regime and shall be subject to the same performance standards, whether carried out by the Service Provider’s directly employed personnel or by sub-contracted personnel. All reports and recommendations shall be held centrally within the digital records system.

The Service Provider shall be responsible for maintaining an up to date PAT register, inclusive of any new equipment that should be covered by this service.

* + 1. Fire Detection/Fire Fighting

The Service Provider is responsible for maintenance and repair of all firefighting systems and equipment in accordance with current legislation. This includes, fire alarms, automatic opening vents, window vents, call points, smoke detectors, heat detectors, carbon monoxide detectors, relays, fire beams, fire curtains, hold open devices, fire shutters, wiring, hose reels, dry/wet risers, hose reels, fire hydrants, evacuation chairs etc.

All Fire Detection Equipment must be tested both weekly and in a manner which ensures that every available manual call point shall be activated through the testing period and cyclically at a frequency and at a time to be agreed between the parties in accordance with manufacturers and installer’s guidance and in line with statutory guidance. The results shall be logged within each location and centrally within the management regime. All abnormal test results shall be acted upon.

All Fire Fighting Equipment must be tested in accordance with statutory guidance, consisting of both fixed and portable firefighting equipment, with random discharge of extinguishers being affected. The replacement of fire extinguishers is not included in the Lump Sum Price.

* + 1. Security, Access and Intruder Systems

The Service Provider shall maintain all security, access systems and intruder systems in accordance with current legislation ensuring that all equipment is operating safely and free from defects. This includes any associated controls, wiring, relays, CCTV systems (cameras, recorders etc), detection devices, proximity readers, motors, barriers, turnstiles, gates, automatic doors, revolving doors, roller shutters etc. to ensure their proper functionality throughout the course of the Contract.

The Closed Circuit Television (CCTV), Intruder, access control systems. It will be the Service Provider’s responsibility alone to ensure the continued functionality of the CCTV, Intruder and Access control equipment and any failure that leads to a weakness in security is rectified within agreed timescales.

The Service Provider shall liaise with the Client’s security representative and any relevant security equipment specialists over the issues of access, security systems and CCTV equipment.

The Service Provider shall take cognisance of the security implication of maintenance to the security, access and intruder systems when any downtime may occur or in case of faults to the systems. The Service Provider shall clearly demonstrate in its submission that the security of the Client facilities will not be compromised by maintenance or system failure, and that the provision of Security Officers, where detailed within the Service Matrix as being required, in these instances is the responsibility of the Service Provider.

* + 1. Lifts, Hoists and Conveyance Systems (Goods, Passenger & Disabled)

The Service Provider shall maintain all lift and conveyance systems in accordance with current legislation ensuring that all equipment is operating safely and free from defects. This includes all wiring, controls and associated equipment.

The Service Provider shall ensure that all planned and reactive maintenance is carried out in accordance with all relevant statutory regulation.

The Service Provider shall be responsible for the release of trapped persons within all of the Client’s conveyance systems and shall ensure that they have in place appropriate procedures to ensure this occurs with the minimum of delay.

* + 1. Maintenance of White Goods

The Service Provider shall be responsible for the maintenance and disposal of domestic white goods, which shall include but not be limited to fridges, dishwashers and microwaves at the Client Facilities. The Service Provider shall ensure that the equipment is fully compliant with current statutory/mandatory regulations and relevant Good Industry Practice standards.

* + 1. Public Address Systems/Disabled Alarms/Induction Loops/Refuge Points

The Service Provider shall be responsible for the maintenance and repair of Public Address Systems, Disabled Alarms, Induction Loops, Refuge Call Points etc. and all associated equipment in accordance with current legislation (where applicable) ensuring full functionality of these systems. The Service Provider shall ensure that the sound is audible clear and is fully functional for its intended purpose.

## Service Scope - Fabric Maintenance

The Service Provider shall provide a professionally managed, high quality planned preventative and reactive fabric maintenance service in accordance with a system and programme of internal and external building fabric maintenance. This programme shall take cognisance of the asset registers and the Client’s obligations. All planned internal and external building fabric maintenance shall be programmed via the Service Provider’s digital records system.

The Service Provider is to develop, publish and operate a holistic maintenance strategy, designed to ensure that the building fabric is maintained to the optimum standards whilst minimising costs.

Day-to-day repairs to the internal and external fabric shall be carried out in accordance with the terms and conditions of the Contract. Planned Preventative Maintenance tasks shall be tracked and carried out in alignment with the PPM schedule. The Clients’ representative shall agree access arrangements for restricted areas in order to avoid any interruption to business.

* + 1. Internal Building Fabric

The Service Provider shall ensure that all internal doors, windows and glazing (including all ironmongery) are fully operational and are free from defects, have no broken seals and can be used for their intended purpose.

The Service Provider shall ensure that all skirtings, architraves, worktops, shelving, doors sills etc. shall be fully secure with no defects, sharp edges, have no broken seals and shall be maintained to a condition to meet their intended purpose.

The Service Provider shall ensure that all floor coverings (including matwells) shall be maintained to ensure that they are free from rips or tears and be fully secured to ensure the Facilities is free from trip hazards. All thresholds must be fully secured, and floor welds shall be replaced where required.

The Service Provider shall ensure that all ceiling finishes are maintained to ensure that they are fully intact, in a condition to meet their intended purpose and there are no potential H&S concerns.

This Contract is also to include, but not be limited to, all routine and reactive maintenance to the following elements of the facilities building fabric:

* Internal fabric repairs
* External and internal visual building checks
* Fixed and loose furniture repair
* Ceilings/suspended ceilings
* Floor coverings
* Window and manually operated doors, inclusive of fire doors
* Room integrity (fire suppression integrity)
* Joinery
* Glazing
* Internal partitions (including movable partitions)
* Roofs and general water integrity
* Roof access systems
* Suspended floors
* Water softeners
* Ladders and steps
* Decorated surfaces
* Flood control systems
* Locksmith Services
* Washroom and toilet appliances
  + 1. External Building Fabric

The Service Provider shall ensure that all external building fabric is maintained to a standard which is wind and watertight and is free from graffiti.

The Service Provider shall ensure that all external doors and windows (including all ironmongery) are fully operational and are free from defects and are in a condition as per their intended purpose.

The Service Provider shall ensure that all gutters, downpipes, hoppers and any other associated rainwater outlets shall be free of leaks and/or drips and shall be free flowing with no visible vegetation growth, bird nesting, silt or any other debris which will impact on health and safety, the building appearance and/or the overall drainage system.

The Service Provider shall ensure that all roof areas shall be free of leaks and/or drips with no visible vegetation growth, bird nesting, silt or any other debris which will impact on health and safety, the building appearance and/or the overall drainage system.

* + 1. Asbestos Management

The Service Provider shall provide appropriate support to the Client in ensuring the Client has sufficient information related to the Services provided by the Service Provider to ensure the Asbestos register remains up to date and aligned to relevant asbestos legislation and associated Approved Codes of Practice, including supporting the Client in the publishing and maintenance of a comprehensive asbestos register and associated risk analysis of all areas within all Facilities, identifying those which:

* Are presumed by the Service Provider to contain asbestos, or
* It has been concluded by the Service Provider that they do contain asbestos, or
* It has been concluded by the Service Provider that they do not contain asbestos, or
* Are presumed by the Service Provider that they do not contain asbestos. (If in doubt, asbestos should be presumed present).

The Service Provider shall ensure that they appropriately liaise with the Client, who shall retain ownership of the Asbestos register including periodic updates and surveys (as applicable), to ensure they are utilising the current asbestos register and make this available to the Service Providers’ personnel, sub-contractors and suppliers and any other operatives carrying out work on the Service Provider’s behalf.

The Service Provider shall ensure that all activities, are executed and records updated with due regard to the relevant legislation.

The Service Provider shall ensure that all activities, irrespective of their level of complexity, which are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full method statements for the safe execution of their task. Where asbestos is likely to be disturbed as a result of Service Provider activities, the Client must be advised of the extent of the work, the range of the Client employees affected and the measures the Service Provider has deployed to eliminate or minimise the risks.

The Service Provider shall provide professional advice across the Facilities contained within this Contract relating to asbestos and its management. The Service Provider shall fully support the Client agreed representatives when executing any responsibilities relating to asbestos management.

* + 1. Signage

The Service Provider shall be responsible for the maintenance and replacement of all non-branded (internal and external) permanent signage in the Facilities, including but not limited to, all signage associated with the European charter for the protection of minority languages, safety signs and signals regulations and equality matters, means of escape identification and all signage used for directional and identification purposes.

The Service Provider shall, whilst carrying out the setting up of operations, undertake a review of the signage currently installed within the Client’s Facilities and bring to the attention of the Client any matter, which could materially affect the price submitted, together with rectification proposals and costs where appropriate. By the end of this period the Service Provider shall be deemed fully aware of the condition of the installed signage and to be fully satisfied with its condition unless the Client has been notified to the contrary. The Service Provider shall take full responsibility for the adequate provision of all statutorily required signage on the Facilities as the Client “person in charge” of the Facilities.

## Service Scope – Statutory/Mandatory Testing

The Service Provider shall set up a programme of statutory/mandatory inspections to ensure that all equipment receives the required inspections and testing at the correct time. The Service Provider shall at all times comply with all relevant UK statutory and legislative requirements, including any alterations to policy as may take place, and shall be the sole point of contact for any of the Client’s concerns with that aspect of performance.

The assurance (Through Examinations) inspections for lifts, LEVs and pressure vessels are included in this Contract. The Service Provider will review the output report, and shall take appropriate action with agreement of the Client to address any necessary maintenance and/or repairs to ensure compliance with the Contract. All statutory and mandatory testing is the responsibility of the Service Provider for the assets under their remit. It is the responsibility of the Service Provider during the mobilisation period to verify the statutory requirements for each property prior to the commencement date, and thereafter ensure that all relevant systems identified are maintained according to all statutory obligations.

Periodic inspections may be made by the Client's insurance provider, Public Health, Hygiene, Fire Inspectors and other such persons appointed by the Client. The Service Provider shall co-operate with the persons executing these inspections when required.

Unless otherwise stated, the Contract shall cover all statutory and mandatory testing and maintenance responsibility which includes, but may not be limited to:

* All Electrical systems
* All HVAC systems
* All Fire & Security systems and equipment including risk assessments
* Water systems management including risk assessments
* Passenger & Goods Lifts
* Eye Bolt Testing
* All Roof Access Systems (including harnesses etc.)
* Lifting equipment Inspections
* Roller racking storage systems
* Pressure Vessel
* Pressure Systems (Written Schemes)
* Closed System Water Dosing
* Environmental compliance
* Lightning protection systems

The Service Provider shall be responsible for any actions arising from all statutory maintenance inspections which fall into the £1,000 Semi-Comprehensive Reactive Repair Threshold. Any actions identified during inspections shall be considered as a Reactive Maintenance Task and the Service Provider shall log all actions on the digital records system with the appropriate Response and Rectification period allocated to each task.

# Soft FM Services

## Cleaning

The Service Provider shall provide a comprehensive Cleaning Service throughout the areas of the Facilities, as identified in the Service Matrix, delivered in a safe and efficient manner. The Service Provider shall take responsibility for maintaining all internal and external cleanable areas including fixtures, fittings, furniture and finishes, to a standard which will minimise degradation, enhance asset life cycle and ensure the Client’s high standards and image are maintained.

The Service Provider is required to provide a high-quality service within the scope of this specification. The standard as specified is to be evident at the start of each working day or at a time that is agreed with the Client. The Service Provider should agree all cleaning schedules and working times prior to commencing on site.

The Service Provider shall undertake all tasks normally associated with a professional cleaning contract, to ensure that the office areas, circulation areas, toilets, meeting areas, and all other areas, furniture and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. The Service Provider shall be responsible for monitoring the provision of the Services on a daily basis to ensure a high-quality service is provided.

The Service Provider shall take special care and consideration when cleaning all fixtures and fittings within the Property. Agreed methods of cleaning should be established with the Client prior to Contract Commencement.

The Service Provider shall use reasonable endeavours and as far as is reasonably practicable, to specify and use cleaning materials that are Environmentally preferable throughout the entire product cycle.

* + 1. Cleaning Standards

To enable the requirements of the Client to be met as well as introducing an opportunity for the Service Provider to use their skills and judgement to achieve a cost effective and efficient service, three standards of cleaning have been developed which are listed below. These standards will be applied across the Facilities included in this contract as Basic, Normal, and Hygiene Standard. The standards are to be applied to routine and periodic cleaning activities.

All areas within the Facilities are allocated a cleaning standard (Basic, Normal, and Hygiene) as detailed within the respective standards application. The Service Provider shall be responsible for monitoring the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

* + - 1. Basic standard
* Basic standard of cleanliness and appearance required at all times. This standard will be applied to areas such as fire exits, secondary stairways, and storage areas.
* All floor surfaces shall be free from debris, clean and dry. Floors must be safe and not slippery. Particular care is to be exercised during Facilities opening hours. Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance.
* Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust and debris.
  + - 1. Normal standard

Areas to which this service standard applies include, but are not limited to, all office accommodation, service areas, and lockers areas. A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme. The following standards are in addition to Basic standard identified in clause 8.1.1.1.

* All hard floors, carpets and carpet tiles must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer’s recommended methods and recommended intervals.
* All walls, skirting, radiators, pipes, vents, grilles, doors, doorframes, fittings and internal glass panels, internal window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, Verdigris stains, runs, and cobwebs to full height.
* All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
* All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, desks, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
* All fittings shall be free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
* All waste receptacles shall be emptied daily. Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary, and bins placed in their original locations.
* All telephones, faxes and photocopiers; and audio-visual equipment including but not limited to televisions, video equipment and overhead projectors, shall be free of debris, stains, marks and dust, using an appropriate cleaning method for this equipment so as not to damage the equipment.
* All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees.
  + - 1. Hygiene standard

The requirements for these areas will be in addition to Basic and Normal standards. Hygiene Areas include areas such as toilets, shower rooms, and kitchens.

**Toilets and Shower Room Areas**

The Service Provider shall ensure that they identify by colour code all equipment and materials used in the cleaning of toilets, bathrooms and kitchens, and ensure that all these items are never used outside these areas.

* All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from soap scum, grease, hair, scale, dust, soil, spillages and removable stains.
* Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors must be clean and free from smears.
* Towel holders/dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted.

**Kitchens, Food Preparation Areas, Kitchenettes, Eating Areas, and Tea-Points/Vending Areas**

In addition to the Normal standard of cleaning, floors, walls and work surfaces shall be disinfected. Fridges within the areas shall be kept clean inside and out and defrosted when appropriate. Microwaves and ovens within the kitchenettes and tea-points are required to be cleaned inside and out.

* + 1. Routine Cleaning

The Service Provider is required to provide a high-quality service within the scope of the Specification. Routine cleaning of the internal and external areas will be provided to the required service standard. The Service Provider shall undertake all tasks normally associated with routine cleaning, to ensure that office areas, circulation areas, toilets, meeting areas, and all other areas, furniture and equipment within the Facilities spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

* + 1. Reactive Cleaning

A reactive service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables, and monitoring the cleanliness of the sanitary facilities.

The Service Provider shall ensure that individuals attending reactive call outs are sufficiently qualified and competent to execute the range of activities required to be undertaken. The Service Provider shall ensure that all call out activities are responded to and rectified in accordance with the Response and Rectification Timescales.

The Service Provider shall be subject to Key Performance Indicators in relation to the provision of reactive cleaning services and as such shall be required to report on their performance in relation to the provision of this service.

* + 1. Periodic Cleaning

Periodic and Specialist Cleaning scheduling shall be generated by the digital records system. This system shall be available for the Client to audit at any time.

The Contractor shall make the necessary arrangements with the Client for access to carry out the Periodic Cleaning. The Contractor shall carry out the Periodic Cleaning Service to ensure there is little or no disruption to the day to day business.

* + 1. External Cleaning
       1. External Hard Surfaces

The Service Provider is required to carry out cleaning of paving and all external hard surfaces, street furniture (e.g. bins, seating, lighting, walling, drainage gulley/channels/drains, gravel and bound gravel and bollards) and smoking terraces etc. using appropriate systems to ensure all engrained dirt is removed, using appropriate cleaning methods and products to remove organic and non-organic staining from surfaces, including but not limited to, paving, granite, metallic stains, oil and grease stains, paint, gum.

The required service standard is to be evident before the start of the business day. The following standard shall apply:

* All external areas (including car parks) to the Facilities must be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate. For the avoidance of doubt, this should include the cleaning of the car park, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards and immediate entrance.
* All external waste bins should be emptied to central rubbish collection/disposal arrangements and replaced by the Service Provider in their original locations.
* External signage, smoking shelters, bin stores, bicycle parking enclosures, sculptures and other decorative items external to the building shall be maintained in a clean and stain free manner.
* External furniture shall be maintained in a clean and stain free manner.
* In addition to the daily routine cleaning, the Service Provider shall ensure that the main entrance(s) to Facilities is checked throughout the day to ensure no build-up of debris or dirt and that external bins are not overflowing at any time.

The Service Provider must ensure that all cleaning solutions employed for the cleaning of external signage etc. is suitable for the purpose so as not to cause any damage to the finishes. The Service Provider shall ensure that cleaning methods will comply with any manufacturer’s recommendation for the cleaning of the external building fabric.

* + - 1. Window Cleaning

The Service Provider shall clean all internal and external panels of the Public Facing external glazing including frames and sills. The following cleaning standard shall be applied:

* All floors and furniture are to be adequately protected before the commencement of work.
* All windows and external glazing throughout the Facilities shall be cleaned. Glass shall mean both sides of glass of every description including but not limited to exterior glazing and exterior windows.
* The Service Provider shall leave glazing clean, dry and free from smears. There must be no evidence of run marks, Verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
* Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass shall be cleaned and also be left free from liquid spillage, smears and cleaning marks.

The Service Provider shall provide any specialist access equipment required. The cost of providing such access equipment shall be borne by the Service Provider.

Risk assessments must be carried out and a site-specific policy statement must be submitted and agreed with the Client prior to the commencement of service.

* + - 1. Cleaning of Exterior Building Fabric

The Service Provider shall provide a service for a regular external cleaning programme (excluding the bus canopy) using the appropriate equipment at all times, following Safe Working Procedures in accordance with all current relevant legislation. The Service Provider shall ensure that the cleaning of exterior building fabric is programmed within the digital records system.

The Service Provider shall advise as to their methodology and proposed frequency by type of exterior building fabric.

The Service Provider must ensure that all cleaning solutions employed for the cleaning of cladding and louvres is suitable for the purpose so as not to cause any damage to the finishes. The cleaning methods will comply with any manufacturer’s recommendation for the cleaning of the external building fabric.

* + - 1. Graffiti and Stain Removal

The Service Provider is required to provide a service for the removal of staining from the exterior of the building fabric as caused by such events as atmospheric pollution, the accidental spillage of material and the application of unauthorised artwork.

An appropriate cleaning method and materials will be applied to ensure the building fabric is not adversely affected and remains in its current condition.

* + 1. Sanitary & Washroom Consumables

The Client requires a complete washroom supplies service. The Service Provider shall provide all sanitary & washroom consumables within their Lump Sum Price and shall manage the stock levels to ensure availability of washroom consumables at all times at all sites. The Service Provider shall ensure that the quality of washroom consumables is no less than the quality of the existing washroom consumables. Any changes shall be agreed with the Client prior to implementation. These consumables shall include, but not be limited to:

* Paper Towels
* Roller Towels
* Toilet Rolls
* Liquid Soap
* Bin Liners
* Toilet Air Fresheners
* Feminine supplies vending machines

Feminine hygiene supplies vending machines shall be provided in all female toilets at the Bus Station. All costs associated with the provision, stocking and maintenance of these machines should be met through the vending charge, with no costs to the Client through the Agreement or any other mechanism.

The Service Provider shall ensure compliance with all relevant legislation, will ensure that all consumables used by them shall cause the least possible harm to the environment and comply with the Client’s environmental policies, and that all potentially harmful consumables are stored safely and securely under lock and key and the control of the Contractor.

## Waste Disposal

* + 1. Removal of Waste to a Central Location

The Service Provider shall ensure that all waste receptacles are emptied, and all waste removed frequently to the central waste collection point and shall ensure that each waste stream (e.g. general waste, recycled waste, hazardous waste, chemical waste and food waste) are deposited in the appropriate collection point. The Service Provider should ensure that the Client’s current approaches to waste streams are continued, and all waste should be appropriately stored in accordance with Good Industry Practice, legislation (where applicable) and to ensure there are no environmental impacts; complaints from neighbouring properties; foul smells etc.

The Service Provider shall provide all materials and consumables associated with the provision of this service, including waste bags and all other associated materials and supplies.

* + 1. General Waste

The Service Provider shall collect and dispose of general (non-recyclable) waste in an appropriate, secure and environmentally preferable manner, through collections by the relevant local authority or other reputable organisation that the Service Provider may contract with. The Service Provider shall take cognisance of the need of the Client to meet government targets on waste, will provide support to the Client in achieving this and will report on performance against these targets.

In fulfilment of its statutory duty of care, the Client will require the Service Provider to provide full information on the methods of disposal of waste. In particular, the Client 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.

* + 1. Recycled Waste

The Service Provider shall be responsible for recycling as a minimum; paper, cardboard, glass, plastic and cans. The Service Provider shall be solely responsible for the streaming, collection and disposal of all these items.

The Service Provider shall be responsible for the adequate provision of suitable receptacles for various types of recyclable waste and will publish any additional guidelines or strategies for recycling material. The Service Provider shall, through this promotion, continuously seek to increase the amount of materials able to be recycled.

The Service Provider shall be responsible for meeting the targets for increasing recycled materials, and for demonstration that these targets have been met. These targets shall comply with the Client targets for sustainable development. The Service Provider shall report on volumes, quantities and weights of waste in accordance with ISO 14001.

* + 1. Sanitary/Chemical/Specialist Waste

The Service Provider shall provide for the removal and disposal of Sanitary/Chemical/Specialist waste and ensure bins are not overflowing.

The Service Provider shall be responsible for the provision and maintenance of Feminine Hygiene receptacles and nappy waste. The Service Provider shall provide regular collections of the Feminine Hygiene/ nappy receptacles and will ensure receptacles are not overflowing or become foul smelling. The feminine hygiene receptacles are to be kept free of marks, stains and dust.

The Service Provider shall ensure at all times that staff coming into contact with sanitary, chemical and specialist waste have received appropriate and adequate training in the handling of such waste.

* + 1. WEEE Waste

The Service Provider shall provide for the removal and recycling/disposal of WEEE waste, in full compliance with the Waste Electrical and Electronic Equipment regulations.

* + 1. Waste Uplift

The Service Provider shall assess/survey the Facilities prior to the Commencement of Full Operations for optimising the best strategy for the storage and uplift of all waste. The frequency for all waste stream uplifts should ensure that bins and/or containers are not overflowing. The Service Provider should procure a suitable waste disposal contract which operates in line with all relevant legislation.

The Service Provider shall provide all materials and consumables associated with the provision of this service, including waste bags, containers, compactors and all other associated materials and supplies.

## Pest Control

The Client requires a pest control service that will control, if not eradicate all pests from their Facilities, including the removal of dead creatures. The Client will require the Service Provider to use the most effective and humane methods possible and to remove animal corpses immediately. The Service Provider shall also implement an effective and humane animal disease control service.

The Service Provider shall determine the site conditions through a detailed site survey and make a list of all the pests identified during the site visit, and then provide a full action plan for dealing with the range of pests encountered within the Facilities. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part. All Health, Safety and Environmental issues must be addressed, regarding access, dangers regarding the type of pest and possible treatments, and therefore the relevant legislation that has to be adhered to.

It is the responsibility of the Service Provider to ensure that all measures taken to prevent avian access and minimise their presence, such as nets and roosting wires are maintained to a high standard at all times. It will be the Service Provider’s responsibility to prepare a programme for the agreement of the Client, for the control of avian pests, and to clean the exteriors of Facilities and prevent the damage their droppings may do to the Facilities.

Pest Control visits will be of three types and conditions shall be developed covering each:

* A pre-arranged number of regular inspections shall be negotiated. The Service Provider shall propose a number of planned visits that will be sufficient to prevent infestations from developing.
* Emergency call outs and follow up treatments shall be regarded as additional to routine inspections. The Service Provider may include a routine inspection during an emergency call out or follow up only if a routine visit is due and if all inspection points are covered in addition to emergency or follow up work.
* Additional follow up visits may be required to reinforce control measures. These will often occur at the beginning of a contract to rid Facilities of existing infestations and following emergency call outs to ensure that actions taken prevent infestations from developing.

The Service Provider shall institute a system of written reports on all pest control site visits. These shall be dated and describe the extent of treatments undertaken, and may need to be supplemented by annotated maps, plans or sketches. The reports shall be clear, concise and complete. They shall contain a summary of what was found, including the species involved, the degree and extent of infestation and its significance, and possible origin. Comments on hygiene, proofing, structure, design and management practices as they affect pest infestation or control shall be included.

Only adequately trained personnel may use pesticides or make decisions about how they are used, and only approved pesticides must be recommended and used in accordance with the label instructions and conditions and relevant legislation. The identity of all pesticides applied shall be recorded, together with any warnings/precautions to be undertaken by the Client’s staff in relation to the pesticides applied/work carried out. In compliance with the Client’s Environment Policy Statement, the Service Provider must make every effort to use Environmentally Preferable materials and equipment if available, provided that their efficacy is adequate for the purpose for which they are intended.

Certificates must be provided showing each of the technician’s qualifications and aptitudes in the Pest Control techniques and processes.

The Service Provider shall provide all materials and equipment associated with the Pest Control service. No material or equipment, with the exception of bait boxes, associated with this service is allowed to be stored at any of the Client’s Facilities.

# Grounds Maintenance

The Client requires a grounds maintenance service for all external hard and soft landscaping within the site boundary. Landscape maintenance shall cover the full extent of the sites up to and including boundary walls and fencing.

The Service Provider shall produce a regular report for the Client, and this should include any reported or identified defects relating to the following, including a recommendation for rectification:

* Ruts, holes and other damage to grass/paving areas caused by the activities of the Client or other third party which may constitute a hazard to health and safety
* Trees of any size which have fallen, or are broken, damaged, diseased or otherwise may constitute a hazard to health and safety
* Areas which are continuously water-logged
* Areas which fall below specification
* Evidence of disease or pests
* Damages to fencing

The Service Provider will give due regard to the prevailing weather conditions in the execution and timing of their operations. This is especially relevant to mowing e.g. too severe a cut in times of drought, avoiding operating machinery over waterlogged ground, and inspecting trees and tree supports following adverse weather.

The Council currently has an agreement with the Probation Service to enable the delivery of very low-cost landscaping services at the Park & Ride sites. The work plan is agreed between the Council and the Probation Service on a quarterly basis however this agreement is not guaranteed. The Service Provider will be expected to continue this arrangement through the Council and to coordinate the works. The current list of tasks undertaken is at Appendix 7.

## Hard Landscaping Maintenance

Hard Landscaping Maintenance may include but shall not be limited to:

* Footways/footpaths/road surfaces (including road drainage)
* Courtyard, terrace paving and decking
* Steps to entrances
* Wooden decking and steps
* Kerbs, edgings, gullies and pre-formed channels
* Fencing/gates and boundaries
* External furniture including but not limited to wooden furniture, bicycle shelters, sculptures, bike racks, smoking shelters etc.

The Service Provider shall ensure that:

* All external hard surfaces are kept safe, clean and tidy, inclusive of road sweeping of main site access roads
* Appropriate maintenance activity should be planned to ensure that paths and channels are kept tidy, weed free, and free of encroachment by grass and other plant material including moss control should place
* Planned and reactive maintenance activities shall ensure that areas of hard landscaping are safe, free of defects and present no dangers or hazards to the Client staff or visitors
* Fences, gates and boundaries shall be maintained and replaced to deter unauthorised access and to retain the appearance of well-kept facilities
* All external furniture, bicycle stores, bus shelters and the like are maintained and kept in good repair
* Appropriate cleaning activities and frequencies must be scheduled to ensure that the facilities are maintained to a high standard throughout the year.

The Service Provider shall ensure that a pro-active approach is taken to maintenance of hard landscaping.

## Soft Landscaping Maintenance

The Service Provider shall provide a fully comprehensive soft landscaping service at the premises. The service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. The Service Provider shall maintain all external planted areas and shall ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance.

The Service Provider shall ensure that:

* All plant specimens shall be kept to a height and form, which is safe and accords with good horticultural practice
* All pots/ containers shall be cleaned and replaced where necessary
* All external soft landscaped areas are kept safe, clean and tidy. Planned and reactive maintenance activities shall ensure that areas of soft landscaping and planting are safe, free of defects, and present no dangers or hazards to the Client or its staff
* All external hard surfaces shall be kept reasonably free of weeds, moss, lichen or any other organic growth so as to present a tidy appearance at all times
* All areas must be kept free of a large accumulation of leaves, weeds and any other solid matter
* Litter picks are to be performed across external areas as agreed with the Client and as required to meet the service standards
* All trees are maintained to ensure the safety of the Client and their staff
* Suitable inspections are carried out to ensure that watering levels are adequate to ensure plantings and trees are kept suitably nourished, and in drought conditions the Contractor should consult with the Client regarding alternate supply or other action proposed
* Maintenance operations shall be undertaken in adherence to the Client’s Health and Safety and Environmental policies and all relevant legislation, and with due cognisance of the safety of staff, and visiting public in the area

All debris arising from the performance of the Works shall be removed from the site on the same day. and disposed of in an environmentally preferable manner. The burning of any arisings on site is strictly forbidden.

The Service Provider 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 Service Provider must only use chemicals specifically approved for the purpose for which it is intended as dictated by relevant codes of practice and legislation, and approved for usage by the Client in advance of every application. All chemicals shall be applied in accordance with manufacturers’ instructions.

All chemicals, pesticides and artificial fertilisers must be stored safely and securely in a lockable storage area, under the strict control of the Service Provider.

Dead weeds and any untreated vegetation shall be cleared by hand or mechanical means from all treated areas. This operation will be carried out no sooner than four weeks after the application of chemical, and the process repeated as required to maintain the required standard. Suitably detailed records of herbicide/ pesticide use must be kept and made available to the Client on request.

Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. The Service Provider shall substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Service Provider shall maintain the Grounds of the Client’s premises by using good husbandry and encouraging native flora and fauna.

* + 1. Trees

The Service Provider shall provide a service which maintains healthy tree cover across the site, with a clear stem of 2.2m (where practical) to allow free-flowing pedestrian movement beneath.

To ensure that they are in good health and in a safe condition, all trees are to be inspected on a regular basis, and immediately following any incidents that are liable to have a significant negative impact upon their integrity e.g. incidents of unusually inclement weather. The inspection may show that tree surgery is required to make a tree safe or prevent a potentially dangerous situation developing. Pruning shall be limited to the minimum necessary to maintain good form and vigour and to remove dead, diseased or dying branches. The Client must be notified if tree surgery is required, as this function is outside the scope of the contract.

The Service Provider shall be responsible for the removal and control of so called 'invasives' which exhibit distinctly invasive growth. Throughout the leaf - fall period, all grassed areas; roads, paths and other hard surface areas shall be maintained in a substantially leaf - free condition.

The Service Provider shall provide all materials and consumables to provide this service inclusive of fertiliser and woodland mulch. Mulch should be applied as required using the same material as was originally specified, to maintain 50mm depth until such time as canopy closure occurs.

* + 1. Grassed areas

The Service Provider shall maintain external grassed areas so as to ensure the maintenance of healthy, close textured, weed free sward, and the ability to withstand pedestrian use. Reseeding should take place where required to prevent areas of grass appearing ‘thin’.

The height of the grass shall be maintained at a height of 35mm and not exceed 50mm at any time. The Service Provider must ensure that cut heights are appropriate to prevent ‘scalping’ at any time. Where the grass abuts a horizontal surface, it shall be cut back to the inside of the hard surface without forming a channel. All arisings to be collected, removed and disposed of to an offsite location, unless agreed otherwise by the Client.

No growth regulators of any form shall be applied to any area of turf without the Client sanctioning the activity.

## Snow & Ice Clearance

The Client requires the provision of a professionally managed snow and ice clearance service to the premises identified within the service matrix. Where snow or heavy frost is forecast, the Service Provider shall take reasonable preventative measures to maintain safe surfaces for pedestrian users. All footways, boarding/ alighting/ waiting areas, entrances and other affected surface areas of the premises shall be free of snow and ice and kept in an anti-slip condition.

This service shall be executed as required before and during site operational periods as agreed with the Client, and throughout the day as appropriate. The Service Provider shall provide all necessary equipment to provide the snow and ice clearance.

Particular care shall be taken during snow clearance not to damage the Client’s property including, but not limited to, barriers, stonework and paviours. Vehicular running areas will be treated by the Client.

The Service Provider shall make every reasonable effort to keep the Bus Station open in adverse conditions of snow, ice, fog, flood or any other extraordinary conditions. The final decision on whether to close the Bus Station in these circumstances is left to the judgement of the Service Provider however they should advise the Client as soon as possible of any decision to close the Bus Station in such extreme circumstances, and the Service Provider is responsible for putting into action emergency diversion plans for operational bus services.

The final decision as to whether a Park & Ride site is closed due to adverse weather lies with the Client. The Service Provider shall advise the Client as soon as possible if they believe the site is not safe enough to keep open.

# Annexes

Annex 1 – Response & Rectification Times

As set out in Appendix 10 ‘KPI Process’, Annex B – Response and Rectification Times.

Annex 2 – Exception Report

**1. Introduction**

The purpose of the Exception Report process is to ensure that the Service Provider has an accurate understanding of which assets are within each building and has a maintenance strategy and cost which reflects this.

In recognition that no asset register will ever be 100% accurate, the Exception Report provides a facility for the Service Provider to undertake a detailed survey of the Facilities, and to identify any material variances from the information provided during the tender stage, namely in the form of the asset register, Service Matrix and any subsequent clarifications.

Through this facility to undertake due diligence prior to Contract Commencement, both the Service Provider and the Client is protected from “risk pricing” being applied to the information provided during tender stage. Further as this process is completed prior to Contract Commencement there is no potential for the Service Provider to be exposed to the risk that the Client considers any determination to the asset has occurred due to a lack of maintenance by the Service Provider.

**2. Contractual Requirements**

The Client requires the Service Provider, whilst undertaking the setting up of operations, to carry out a detailed verification of the plant, equipment and building fabric described in the asset registers/Data Pack and its criticality.

It is the responsibility of the Service Provider during this mobilisation period to provide an exception report for the asset register and other information provided by the Client within the mobilisation period and prior to the commencement of full operations, and thereafter ensure all plant identified is maintained according to all statutory obligations and other requirements.

The Service Provider shall use the exception report to include for all aspects of internal and external building fabric maintenance.

For the avoidance of doubt, any asset not picked up by the survey, but later identified will be maintained by the Service Provider for the duration of the Contract as part of their Lump Sum Price.

**3. Practical Interpretation**

The asset register is not designed to provide the level of granularity that the Service Provider will obtain through the operational period of any Contract; rather it is designed to provide sufficient information on the Clients’ property to allow the Service Provider to provide reasonably accurate costing during the tender period, taking into account the Service Provider’s experience of maintaining similar facilities.

Therefore whilst the asset register may contain certain information on ‘routine’ Parent and Child assets, which have limited impact on the Service Provider’s price/delivery solution e.g. No of Distribution Boards, No of Light Fittings etc., these are provided for information only and are not warranted for the purpose of the Exception Report. The intention for these routine assets is that the bidder utilises the information available from the data pack, site tours and their wider experience to determine the required labour time/ sub-contractor costs to be applied.

However the asset types which are known to have a material impact on the Service Provider’s price/delivery are warranted based on the information provided in the Asset Registers. These are predominately the Parent HVAC assets, and Service Providers should base their tender submission on the provided information/quantity

Where through the asset verification process, undertaken in accordance with the Exception Report process, the Service Provider identifies that the quantum data provided was incorrect, either negatively or positively then the Service Provider shall identify the additional cost and/or saving as a result of the change using the same methodology as the original tender submission was made against.

The Exception Report shall also identify any assets which were noted in the asset register as either condition A-C, where the Service Provider believes are beyond their economic life, along with the costs to either replace these assets and/or the reduction in their costs (based on the same methodology as the original tender submission was made) should the Service Provider no longer be responsible for maintaining/having the Semi-Comprehensive Reactive Repair Threshold against.

Where the Service Provider deems assets to be beyond their economic life, they will be required to provide photographic evidence to support this position and/or written submission clearly explaining their rational for deeming the asset to be life expired. For the avoidance of doubt an asset being beyond the theoretical design life denoted by CIBSE and/or any other industry body, shall not be considered as proof that an asset is life expired, and any assessment must be based on operational condition.

Where the Service Provider and the Client do not reach mutual agreement on the condition and/or quantity of an asset this matter shall be referred to an independent adjudicator under the Dispute Resolution Process of the Contract, whose decision shall be deemed final.

In accordance with the Output Specification, it is the sole responsibility of the Service Provider to ensure that their survey process is robust enough to accurately capture all assets within their remit during the mobilisation period. Therefore should the Service Provider identify further assets during the life of the Contract (excluding those installed by the Client after Contract Commencement) they will be responsible for ensuring they are subject to a robust maintenance regime within their Lump Sum Price.

The below table denotes the main asset types and whether they are subject to price/delivery variation, or whether the Service Provider is deemed to have taken full price risk as part of their tender submission regardless of quantity. For the avoidance of doubt the Service Provider shall not be responsible for the maintenance of any asset, where the Service Provider/Client have agreed as part of the Exception Report that it is beyond its economic life (Condition D).

**4. Asset Categorisation**

For any asset type identified in the Service Matrix as being part of the Service Provider’s Lump Sum Price (denoted through a Y against the respective asset type and building), the following conditions applied around whether quantity changes enable price variations.

| Asset Type | Data in Asset Register Warranted and Price Variation allowed for differences in Qty? |
| --- | --- |
| All Building Fabric Elements (including FF&E) | No |
| General Sanitary Ware (WC, WHB, Urinals, Cleaner Sinks, Showers etc) | No |
| Specialist Units (Drench Showers, Plumbed Water Coolers, Plumbed Eye Wash units) | Yes |
| Boilers (Heat Source) | Yes |
| Water Booster Set | No |
| Water units (Electric and Gas fired) | No |
| Leak Detection System | No |
| Chilled Beams | No |
| Chillers | Yes |
| Compressors | No |
| Pressure Systems | No |
| Fan Coil Units | Yes |
| Air Handling Units | Yes |
| Hot Air Blowers | No |
| A/C Units | Yes |
| Humidifiers | No |
| Local Exhaust Ventilation | No |
| Kitchen Equipment | Yes |
| Smoke Dampers | No |
| Fixed Installation/Distribution (including Variable Speed Drives) | No |
| PAT testing | No |
| Earthing and Bonding | No |
| Emergency Lighting | No |
| Lighting | No |
| Signage | No |
| Lightning Protection | No |
| Electric Heaters/Radiators | No |
| Supply/Extract Fans | No | |
| Kitchen Extract Fan | No | |
| UPS | Yes | |
| Generators | Yes | |
| Transformers | No | |
| Battery Charger | No | |
| CCTV | No | |
| Intruder/Fire/Access control Systems | No | |
| Disabled/PAVA/Panic Alarms etc. | No | |
| Evacuation Chairs | Yes | |
| Lifts/Disabled Hoists | Yes | |
| Roller Shutter (manual) | No | |
| Roller Shutter (electronic) | Yes | |
| Fire Shutter | No | |
| Automatic Electric Doors | No | |
| BMS | No | |
| Turnstile/Speed Gate | No | |
| Fume Cupboards | Yes | |
| Cold Rooms | Yes | |
| Induction Loop | No | |
| Window Cleaning Equipment | No | |
| Eyebolts, Latchways & Gantries | No | |
| Fire Extinguishers | Yes (10% tolerance applied before variation) | |
| Other Fire Fighting Equipment, including Sprinklers/Gas Systems etc | No | |
| Water Tanks/Distribution, Pumps etc | No | |
| White Goods | No | |

**5. Worked Examples**

| **Variation Noted** | **Price Variation Allowed** | **Calculation** |
| --- | --- | --- |
| 5 No. Boilers found in Building “Bravo”: Asset Register Notes 3 | Yes | Service Provider allowed £3k for Boiler Maintenance (circa £1k per boiler). Cost increase allowed for additional 2 Boilers @ £1k each = £2k |
| 5 No. Boilers found in Building “Bravo”: Service Matrix shows E for Boiler Maintenance at this building. | Yes – Subject to the Client confirming they want asset maintained | Service Provider allowed an average of £1k across other buildings per boiler. Cost increase allowed for all Boilers = £5k. |
| 5 No. Generators found in Building “Bravo” 4 condition B, 1 condition D. Asset Register notes 5 units but all condition B | Yes – Subject to the Clients’ confirmation that they want to remove the 5th unit from the Contract | Service Provider allowed £5k for generator maintenance (circa £1k per generator). Cost decrease by £1k |
| 20 No. Distribution Boards in Building “Alpha”. Asset Register detailed 30. | No | N/A |
| 20 No. Distribution Boards in Building “Alpha”. Asset Register detailed 0. | No | N/A |
| Service Provider had made an assumption on type of BMS system in building “Charlie”, which on survey turned out to be a different system which is more expensive to maintain. | No – This type of pricing assumption is bidders’ risk. | N/A |
| Any Asset which is life expired (Condition D) | Yes – Subject to the Clients’ confirmation that they want to remove the item from the Contract | Using the same methodology as how the original asset type was priced for the building/portfolio. |
| Component included in electrical infrastructure but not included in asset register e.g. distribution boards, Variable speed drives, voltage control units etc. | No - This type of pricing assumption is bidders’ risk. | N/A |

**6. General Guidance**

Please note the Exception report should cover all assets (Mechanical, Electrical, Plumbing, Building Fabric, External landscaping etc) that are the Client’s responsibility, and the Service Provider is responsible for ensuring that they detail any gaps between what has been requested in the Service Matrix compared to what their survey discovers within the respective property.

Annex 3 – £1,000 Semi Comprehensive Reactive Repair Threshold

**1. Introduction**

The purpose of this requirement is to incentivise the Service Provider to undertake a robust planned maintenance programme on all assets for which they are responsible, thereby minimising the incidence of reactive repairs.

Where a reactive repair is required, the risk associated with the repair lies with the Service Provider to ensure that the repair is undertaken within the required timescales and that the repair in concluded on the initial visit to site without a need for a follow up.

**2. Contractual Requirements**

As a requirement of the Specification document (see extracts below) there is a requirement for the Service Provider to be responsible for the first £1,000 of each and every reactive repair.

Specification: 8.3 Reactive Repairs and Maintenance

’The Service Provider shall provide a professionally managed service, recorded at all times via the digital records system, for reactive repairs and maintenance. The first £1,000 of the value of each and every reactive repair (including labour, materials, profit, overheads and any other relevant costs) shall be carried out within the Service Provider’s Lump Sum Price and is referred to as the Semi-Comprehensive Reactive Repair Threshold....’

**3. Practical Interpretation**

As part of this requirement the Service Provider must accept the need to provide the Client with transparency and value for money at all times. As such the following should be fully considered when making a claim for items in excess of £1,000.

**Items not permitted within the £1,000 Threshold**

* The Service Provider shall not be permitted to combine multiple repairs in order to create an overall repair cost in excess of £1,000.
* The cost of consumables such as filters, belts etc. will have been allowed for within the on-going maintenance cost lump sum and will therefore not be permitted in the overall repair cost
* Where a repair in excess of £1,000 occurs due to a lack of maintenance the Service Provider shall not be permitted to claim the Client
* The Contactor will not be permitted to include for additional overhead and profit out with the tendered rates. All rates for labour, management etc. will as detailed in the Lump Sum Price cost plan as submitted by the Service Provider during the bid process.

**Exception to £1,000 threshold application**

* Where the Service Provider can demonstrate that a reactive repair requires replacement of a life expired item which has been fully maintained, then the Service Provider shall follow the requirements of the Forward Maintenance Programme in respect of lifecycle replacement (as detailed in the Specification) and notify the Client of any unscheduled activities as soon as they become aware of them. Approval to proceed must be provided in writing by the agreed representative of the Client and invoice for additional payment submitted upon completion.

**4. Typical Worked Examples**

The following table provides examples of issues which may arise which do not fall under the category of Asset Lifecycle Replacement: -

| **Issue** | **Resolution** |
| --- | --- |
| Reactive repair to replace a PCB unit in an external condenser at one location with a total repair cost of £700. | No additional payment to Service Provider as repair cost is contained within the Lump Sum Price |
| Reactive repair to replace boiler element unit with a total repair cost of £1,300. | Service Provider submits full documentation, and where agreed by the Client, £300 additional payment made to Service Provider |
| Reactive repair to replace two PCB units in external condensers in different locations with a total repair cost of £1,350 | No additional payment to Service Provider as each item/incident is standalone |
| Service Provider submits account which includes for additional overhead, profit or consumables normally included for within routine maintenance or uses labour rates outside agreed tendered rates | Service Provider submits full documentation and only elements allowed within the Contract for reactive repairs at the agreed rates in excess of £1,000 are paid to Service Provider where the allowable costs for a single reactive item exceed £1,000 |
| Reactive repair resulting from failure to clean burners on boiler as part of PPM which results in a repair in excess of £1,000 | No additional payment to Service Provider due to failure to undertake planned preventative maintenance associated with boiler plant |
| Reactive repairs resulting from the fixed wire testing. | All category 1 & 2 repairs to be completed by the Service Provider (at their cost) up to £1,000 collectively meaning that the Service Provider is liable for the first £1,000 for the reactive repairs for each and every year.  Scenario 1 – Service Provider adopts a 20% FWT strategy every year. This means that the Service Provider is liable for the first £1,000 for every category 1 & 2 repair.  Scenario 2 - Service Provider adopts a 100% FWT strategy every 5 years. This means that the Service Provider is liable for the first £5,000 for every category 1 & 2 repair.  Any recommendations to upgrade to current standards or legislation are not to be included but these have to be reported and discussed with the Client. |

**5. Asset Lifecycle Replacement Classifications**

The Service Provider shall be responsible for the replacement of all assets which fall under the Semi – Comprehensive Reactive Repair Threshold.

The Semi – Comprehensive Reactive Repair Threshold shall not apply where the cost to replace a component part (child) of an asset is greater than 50% of the overall cost to replace the asset (parent). For the avoidance of doubt, this only applies when the cost to replace full assets is greater than £1,000.

Worked example 1:-

Boiler breaks down and the Service Provider determines that replacement burners are required.

Cost to replace burners = £1,500 (including fault diagnosis)

Cost to replace boiler = £5,000

The Service Provider responsible for the first £1,000 (excluding fault diagnosis) as the cost to replace the burner is less than 50% of the overall cost to replace the boiler. The Service Provider is responsible for providing all back up evidence to the satisfaction of the Client.

Worked example 2:-

Split A/C breaks down and the Service Provider determines that a replacement component within a wall mounted unit is required.

Cost to replace component = £850 (including fault diagnosis)

Cost to replace wall mounted unit = £1,500

The Service Provider is responsible for determining the fault at their cost and the Client is responsible for the full cost of the component or the wall mounted unit (at the Client’s discretion) under lifecycle. The Service Provider is responsible for providing all back up evidence to the satisfaction of the Client.

Worked example 3:-

Heating breaks down and the Service Provider determines that a replacement pump head is required as there are no component parts that can be replaced (e.g. Seals, impellers, pump-shafts, pump-bearings, drive couplings, stators, motors, windings, etc.)

Unable to carry out component repair

Cost to replace pump = £1,500 (excluding fault diagnosis)

The failure is a child of the main asset (component) and therefore the Service Provider is responsible for the first £1,000 of the cost of replacing the pump head.

Worked example 4:-

Heating breaks down and the Service Provider determines that a replacement pump head is required as there are no component parts that can be replaced (e.g. Seals, impellers, pump-shafts, pump-bearings, drive couplings, stators, motors, windings, etc.)

Unable to carry component repair

Cost to replace pump = £950 (including fault diagnosis)

The Service Provider is responsible for the full costs (including fault diagnosis) as the cost to replace the pump is below the Semi–Comprehensive Reactive Repair Threshold. The Service Provider is responsible for providing all back up evidence to the satisfaction of the Client.

Annex 4 – Cleaning Monitoring Points

|  |  |  |
| --- | --- | --- |
| **Site** | **Days** | **Monitoring Points** |
| Norwich Bus Station (All Areas) | Monday - Sunday | Prior to building opening |
| Norwich Bus Station (Toilets, Cafe and Customer liaison areas) | Monday - Sunday | 10am, 1pm and 4 pm each day |
| Sprowston Park & Ride (All Areas) | Monday - Sunday | Prior to site opening |
| Sprowston Park & Ride (Toilet Areas) | Monday - Sunday | 1pm each day |
| Postwick Park & Ride (All Areas) | Monday - Sunday | Prior to site opening |
| Postwick Park & Ride (Toilet Areas) | Monday - Sunday | 1pm each day |
| Harford Park & Ride | Monday - Sunday | Prior to site opening |
| Postwick Park & Ride (Toilet Areas) | Monday - Sunday | 1pm each day |
| Thickthorn Park & Ride | Monday - Sunday | Prior to site opening |
| Thickthorn Park & Ride (Toilet Areas) | Monday - Sunday | 1pm each day |
| Costessey Park & Ride | Monday - Sunday | Prior to site opening |
| Costessey Park & Ride (Toilet Areas) | Monday - Sunday | 1pm each day |
| Airport Park & Ride | Monday - Sunday | Prior to site opening |
| Airport Park & Ride (Toilet Areas) | Monday - Sunday | 1pm each day |

Annex 5 – Customer Information Desk Hours

|  |  |  |
| --- | --- | --- |
| **Site** | **Days** | **Opening Hours** |
| Norwich Bus Station | Monday – Saturday | 08:30 – 18:00 |
| Norwich Bus Station | Sunday | 09:30 – 16:00 |

Annex 6 – Security Hours

|  |  |  |
| --- | --- | --- |
| **Site** | **Security Days** | **Hours** |
| Norwich Bus Station | Monday – Saturday:  2 security officers at all times | 07:00 – 19:00 |
| Norwich Bus Station | Sunday:  2 Security officers at all times | 09:30 – 16:30 |

Annex 7 – Park and Ride Sites – Grounds Maintenance Community Payback Tasks

|  |  |  |  |
| --- | --- | --- | --- |
| **Community Payback – Service Provider to co-ordinate and check Payback works once per week 7 hour day including breaks** | | | |
| **Asset** | **Task** | **Requirement** | **Notes** |
| Vegetation | Cutting and trimming | Low level and clearance see above for removal |  |
| External Seating, Information boards and signage | Cleaning | When required |  |
| Litter | Litter picking – they will dispose of rubbish in large bins. | When on site once other tasks carried out they can help with this |  |
| Wood treatment | Staining of posts in main areas of site and wooden fencing around the site | 6 monthly | Maintenance supplier to supply the wood stain treatment around £500 |
| Grass cutting, shrub/ hedge pruning, edging of kerb areas, footpaths, and block work to be cleared when needed | On site (not external areas) | Lawn mowing: Service Provider will be required to supply the two stroke oil and petrol to payback for their equipment. |  |
| Bus Shelters | Wash down the side panels when required | Roof cleaning to be completed by Service Provider |  |

Annex 8 – Park and Ride Sites – Current Site Opening and Closing Hours

Current bus schedules -

**Monday to Friday**

|  |  |  |
| --- | --- | --- |
| **Site** | **First Bus Arrives** | **Last Bus Arrives** |
| Sprowston Park & Ride | 05:15 | 23:28 |
| Postwick Park & Ride | 05:55 | 22:20 |
| Harford Park & Ride | 05:40 | 22:34 |
| Thickthorn Park & Ride | 05:57 | 18:20 |
| Costessey Park & Ride | 06:30 | 20:55 |
| Airport Park & Ride | 05:55 | 20:30 |

**Saturday**

|  |  |  |
| --- | --- | --- |
| **Site** | **First Bus Arrives** | **Last Bus Arrives** |
| Sprowston Park & Ride | 05:18 | 23:28 |
| Postwick Park & Ride | 05:55 | 20:32 |
| Harford Park & Ride | 05:45 | 22:39 |
| Thickthorn Park & Ride | 06:40 | 17:58 |
| Costessey Park & Ride | N/A | N/A |
| Airport Park & Ride | 07:30 | 20:28 |

Annex 9 – Key Performance Indictors

Please refer to Appendix 10 ‘KPI Process’