**Tender NCCT43213**

**Electrical and Mechanical Servicing for Hot Water and Heating Systems**

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**1. Introduction**

Norfolk County Council (NCC) is seeking proposals from qualified providers to deliver comprehensive compliance inspections, maintenance, and certification for our Hot Water and Heating Assets and Associated Plant.

This tender covers a wide range of systems, for example, Gas Boilers, Oil Fuelled Boilers, Biofuel Fuelled Boilers, Vented/Unvented Water Heaters, Electrical Water Heaters, as well as Air Source and Ground Source Heat Pump Systems. Our assets range from domestic systems to large commercial systems and associated plant.

The NCC estate covers over 200 properties including libraries, museums, fire stations, residential and semi residential properties for Children’s and Adult Social Services, offices, Traveller sites, farms, surplus and vacant properties. For a full list of properties, please see annex 2.3.

**2. What’s in the Scope**

1. Gas Boilers
2. LPG Boilers and Storage Tanks
3. Oil Boilers and Storage Tanks
4. Biofuel Boilers
5. Unvented/Vented Water Heaters
6. POU Water Boilers
7. Air Source Heat Pump Systems
8. Ground Source Heat Pump Systems
9. Underfloor Heating Systems
10. Expansion Vessels/Pressure Vessels
11. Carbon Monoxide Detection and Testing
12. Any other plant associated with the above

**3. What We Expect**

**3.1. Planned & Remedial Work:**

1. The requirement covers the planned annual servicing, inspection, maintenance, and testing of plant listed above.
2. The Contractor shall provide a compliant, safe, and efficient maintenance service that ensures the continuous, reliable, and legally compliant operation of all relevant plant and equipment.
3. The successful provider will be expected to ensure that all systems are maintained for each planned inspection in line with manufacturer’s instructions as well as SOP’s **11, 12, 13, 14, and 19** as applicable. The provider must inform NCC if there is a conflict between the requirements of the manufacturer instructions and the SOPs.
4. In addition to the requirements of the SOP, ancillary equipment such as pressurisation units and vessels, flues, pumps, and dosing units must also be inspected and serviced as part of the annual service visits.
5. All operatives must hold the appropriate qualifications for the specific system they are working on.
6. Carbon Monoxide Detection – Boiler Rooms and High-Risk Areas. The Service Provider shall ensure that carbon monoxide (CO) sensors are installed in all boiler rooms and other enclosed areas where combustion appliances or hazardous gases may be present. These sensors must be:

* Tested annually by a competent person, including functional and calibration checks. Monitored regularly, with any faults or activations reported immediately.
* Assessed for presence: where no CO detection exists, the provider must make written recommendations for installation.
* All testing and recommendations must be documented and made available to NCC upon request**.**

**3.2. Reactive Call-Out and Maintenance Service Requirements:**

1. The successful contractor must provide a comprehensive 24-hour, 7-day-per-week reactive call-out service. All call-outs, whether emergency or non-emergency, require a response within 4 hours of notification**.** This response time applies consistently across weekdays, weekends, and out-of-hours periods.
2. Upon attending, the contractor is expected to make the situation safe. If immediate rectification is not possible (e.g., due to parts unavailability), the contractor must promptly notify the relevant NCC FM contact.
3. In the event of a system failure that cannot be repaired within the initial response such as a heating system failure in a children’s home a suitable temporary solution (e.g., deployment of a temporary boiler system) must be implemented within 48 hours to ensure continuity of service and safety.
4. When attending to gas or oil systems, contractors must inspect all appliances for safe operation before leaving the site. Additionally, where similar appliances are installed across multiple locations, contractors are expected to maintain a stock of common spare parts to support first-time fixes.

**3.3. Monthly Reporting**

On a monthly basis the contractor is to provide a reporting summarising progress in the period and their planned works for the next two months. The report is to cover at a minimum:

1. Works planned for the period
2. Works achieved in the period
3. Explanation of any differences
4. KPI progress in period (response times, documentation issued, downtime etc)
5. Summary of any health and safety issues or actions
6. Any issues, information or other action required from NCC
7. Two months forward look on planned work

**4. Documentation and Certification**

We require that certification and inspection documentation be received no later than 10 working days following each planned inspection.

**5. Asset Identification**

1. Asset values within Annex 2.4 are indicative, and we do expect there to be some variation. It is a requirement that the contractor will provide and maintain a full asset list for all plant and equipment they undertake works to. All assets are to be tagged with a unique reference number which will be agreed during mobilisation.
2. Annex 2.5 provides an example of the template that will need to be completed, further instruction on completing will be given once the contract has been awarded.
3. The objective in the asset identification is for the contractor to support NCC create a capital replacement plan for heating and hot water assets. The contractor will need to complete the make, model, and serial number information as well as including the approximate install date and suggested end of life of the asset.
4. An updated asset register will be issued by the contractor with 10 working days of completing any works.

**6. Instruction for Site Attendance and Health & Safety**

Site Access and Attendance Instructions

1. The Contractor must book all site visits in advance through the Council’s nominated representative or CAFM system, where applicable.
2. Upon arrival, engineers must report to site reception or designated contact, sign in and out, and comply with local access control procedures.
3. No site access is permitted without prior agreement except in emergency situations.
4. All personnel must carry:
   * Valid photo ID
   * Relevant trade and competency cards (e.g., Gas Safe, OFTEC, CSCS, F-Gas if applicable)
   * Proof of DBS clearance where required (e.g., schools, care homes)
5. Operatives must be familiar with site-specific risk factors including asbestos registers, confined spaces, working at height zones, or vulnerable occupants.

**6.1. Hours of Work**

1. Normal working hours are 08:00–17:00, Monday to Friday, unless otherwise agreed.
2. Any planned works outside of these hours, including weekends and public holidays, require prior written approval.

**6.2. Health and Safety Requirements**

1. The Contractor shall ensure all works comply with the Health and Safety at Work etc. Act 1974, CDM Regulations 2015, and all other relevant UK legislation.
2. Prior to any works being undertaken, a site-specific Risk Assessment and Method Statement (RAMS) must be:
   * Submitted at least 48 hours in advance (for planned visits)
   * Approved by the Client’s representative before commencement
3. RAMS must cover all foreseeable hazards, including but not limited to:
   * Hot works, working at height, electrical safety
   * Manual handling, COSHH substances, pressure systems
   * Site-specific risks (e.g., asbestos, lone working, restricted access)
4. RAMS must include emergency procedures, first aid arrangements, and PPE requirements.

**6.3. Contractor Obligations**

1. All operatives must always wear appropriate PPE, including:
   * High-visibility clothing
   * Safety footwear
   * Gloves, eye protection, and face coverings where necessary
2. The Contractor is responsible for:
   * Maintaining a clean, safe working area
   * Isolating plant and systems safely in accordance with lock-out/tag-out (LOTO) procedures
   * Minimising disruption to building users
   * Displaying appropriate warning signage and barriers
   * Reporting any near misses, incidents, or unsafe conditions to the Client immediately

**6.4. Permits to Work**

1. High-risk activities (e.g. confined space entry, roof access) must be supported by a Permit to Work (PTW), issued and signed off by the site duty holder or nominated officer.
2. The Contractor must not commence any notifiable works without an approved PTW and, where required, coordination with the site’s Responsible Person.

**6.5. Asbestos Awareness**

1. All operatives must have valid UKATA or equivalent asbestos awareness training.
2. Before intrusive works are undertaken, the Contractor must consult and sign the asbestos register.
3. No work shall proceed if suspect materials are encountered—these must be reported immediately, and the area made safe.

**6.6. Witnessing / inspections**

1. During the works NCC will attend sites during planned activities to witness the works and check whether any permits are in place and whether RAMs are being followed.
2. It is anticipated for this to occur once per month, but the frequency may increase if frequent issues are found.
   1. **Portfolio and Property Changes**
3. The portfolios and properties that NCC manage will change over time and as new sites are added to this contractor, the parties will agree the additional scope of works and costs on a case-by-case basis.
4. For the avoidance of doubt the rates for new properties will be based upon the costs agreed for the most similar sites already priced as part of this tender.
5. If scope of work cannot be agreed at Value for Money Costs NCC reserve the right to buy from alternative sources without liability.