**Tender NCCT43219**

**Provision of Sewage and Water Plant Maintenance**

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**1. Introduction**

Norfolk County Council (NCC) is seeking proposals from qualified providers to deliver comprehensive planned, remedial and reactive sewage and water plant maintenance works.

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

**2. What’s in the Scope**

1. **Sewage Treatment Plants** including package plants, septic tanks, and associated dosing systems.
2. **Pumping Stations** – foul and surface water pumps, including control panels and alarms.
3. **Grease Traps** – typically in kitchens or food service areas.
4. **Interceptors** – for oil, fuel, and silt separation.
5. **Holding Tanks** – including those for greywater or rainwater harvesting.
6. **Drainage Infrastructure** – including:
	* Surface and foul water drainage systems
	* Manholes, gullies, and inspection chambers
	* Soakaways and attenuation tanks
	* Pipework and rodding eyes
7. **Associated Electrical and Control Systems** – alarms, telemetry, and control panels linked to 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
4. In addition to Manufacture Instructions, ancillary equipment such as pumps, and dosing units and controls 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. 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, a suitable temporary solution (e.g., deployment of a temporary toilet or pumping system) must be implemented within 48 hours to ensure continuity of service and safety.
4. 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. Planned works achieved in the period including all remedial works.
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. A further objective in the asset identification is for the contractor to support NCC create a capital replacement plan for 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
	* 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. Specification Compliance Clause: Water Treatment and Sewage Systems
2. Statutory, Environmental and Regulatory Compliance
3. The appointed contractor shall be fully responsible for ensuring all services delivered under this contract comply with all applicable legislation, regulations, and industry standards relating to water treatment, sewage system maintenance, liquid waste extraction, and environmental protection.

**6.3 Health and Safety Compliance -** This includes, but is not limited to:

* Health and Safety at Work etc. Act 1974
* COSHH Regulations 2002
* Confined Space Regulations 1997
* Provision and Use of Work Equipment Regulations 1998 (PUWER)
* Risk Assessments and Method Statements (RAMS) to be submitted prior to all site activity
	1. **Environmental Compliance**
* Environmental Protection Act 1990
* Environmental Permitting (England and Wales) Regulations 2016
* Control of Pollution (Oil Storage) (England) Regulations 2001
* Duty of Care for Waste: Waste Transfer Notes (WTNs) and Hazardous Waste Consignment Notes where applicable
* Proper disposal at licensed waste facilities in accordance with Environment Agency requirements

**6.5 Water Quality and System Compliance**

* Water Industry Act 1991
* Water Supply (Water Fittings) Regulations 1999
* Private Water Supplies Regulations 2016 (where applicable)
* Testing, treatment, and reporting in accordance with relevant British Standards and manufacturer recommendations
	1. **Licensing and Certification**
1. Waste Carrier Licence (Upper Tier) — valid and registered with the Environment Agency
2. Confined Space Certification for operatives where applicable
3. WRAS-compliant components for water treatment installations
4. The contractor must maintain accurate records of all servicing, inspections, chemical use, and waste movements, and make them available to the Client upon request. Non-compliance with statutory obligations may result in suspension of works and be treated as a breach of contract.
5. 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
6. 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)
	* emergency procedures, first aid arrangements, and PPE requirements.

**6.7 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

**6.8 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.

**6.9 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.

**6.10 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.