**Tender NCCT43223**

**Water Hygiene Legionella Management and LTHW Testing (Low Temp Hot Water Testing and Treatment)**

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**1. Introduction**

Norfolk County Council (NCC) invites proposals from reputable providers for the provision of Legionella management services, low temperature hot water (LTHW) testing, and chemical dosing across various NCC properties.

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, surplus and vacant properties. For a full list of properties, please see annex 2.3.

The successful provider will be expected to deliver the service in such a manner that it complies with the following:

* SOP010 Legionella Management annex 2.2
* NCCs Legionella Bacteria Policy annex 2.6
* NCCs Legionella Bacteria Procedures annex 2.7
* NCCs Written Schemes of Control annex 2.8

**2. What’s in the Scope:**

1. Weekly Flushing of seldomly used outlets
2. Monthly Temperature Monitoring
3. 3 Monthly Clean of Showerheads
4. 3 Monthly Descale of Taps
5. Annual/biannual Risk Assessment/Monitoring
6. TMV Service & Inspection
7. CWST Inspection/clean
8. Expansion Vessel Drain & Blow Downs
9. Calorifier Inspections
10. LTHW Quality Sampling to a range of heating systems
11. Inhibitor & Biocide Dosing
12. Full system drain-down for closed buildings

**3. What We Expect**

**3.1. Planned & Remedial Work:**

1. The requirement covers the planned servicing, inspection, maintenance, and testing listed above.
2. The Contractor shall provide a compliant, safe, and efficient maintenance and inspection 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 **SOP010**. as applicable. The provider must inform NCC if there is a conflict between the requirements of the manufacturer instructions and the SOPs.
4. Operatives are required to possess the necessary qualifications and training relevant to the specific service being performed.
5. We expect all inspections to be carried out within the prescribed statutory deadlines. Providers must deliver clear, formal certifications and detailed reports for every inspection, and they should promptly notify NCC of any defects or urgent safety concerns.
6. NCC has identified heating and hot water systems not currently tested for water quality. We require providers to annually sample these systems and recommend measures to prevent pipework corrosion and bacterial growth. Additionally, we seek a contractor to identify sites that would benefit from monitoring so we can develop a protocol for regular testing and dosing.
7. For tendering purposes, providers must demonstrate in-house expertise in Low Temperature Hot Water (LTHW) water quality testing and treatment. Specifically, a provider must demonstrate they can:
	* Demonstrate in-house capability to interpret water quality testing results:
	* Interpret sampling and testing results to assign appropriate chemical dosing protocol.

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

1. 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. When attending site, contractors must inspect all appliances that has been worked on and within the associated area 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. All tasks and remedial works must be completed in a timely and efficient manner. Providers are required to complete any necessary tasks during the scheduled service and inspection visits.

**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 including remedial actions carried out.
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.
5. All relevant water system components, such as:
	* Hot and cold-water outlets
	* TMVs (Thermostatic Mixing Valves)
	* Calorifiers
	* Expansion vessels
	* Tanks
	* Water heaters
	* Sentinel points
6. Each asset shall be:
	* Tagged with a durable, unique asset ID/reference number
	* Photographed and logged with visual confirmation
	* Mapped to the specific location reference or room number within the building

**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
	* 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. Guidance and Codes of Practice
3. HSE Approved Code of Practice (ACOP) L8
4. HSG 274 Parts 1–3
5. BS 8580-1:2019 – British Standard for Legionella risk assessments
6. BS 7592:2022 – Code of practice for sampling water for Legionella
7. 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
8. 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)
* 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.