

Fire and Security Periodic maintenance and defect rectification works

Contents

1.0 OVERVIEW 118

2.0 Client Requirements 118

2.1 Works Areas and Assets3

3.0 Standards and Compliance 119

4.0 Scope of Works 119

4.1 Preventative Maintenance 119

4.2 Remedial Works 119

4.3 Reactive Maintenance 119

4.4 Design and Installation of New
Systems5

5 Reporting and Documentation 120

5.0 Contractor Requirements 121

5.1 Qualifications 121

5.2 Experience 121

5.3 Resources 121

6.0 Key Deliverables & Targets 121

6.1 Completion
Targets6

6.2 Reporting and
Documentation6

7.0 Framework Agreement7

7.1 Forms of Contract and Procurement Routes 7

7.2 Framework Agreement Management 7

1.0 OVERVIEW

Bath & North East Somerset Council (B&NES) wishes to procure a single contractor Framework Agreement for the provision of estate wide Design, Installation and Planned and Reactive Maintenance of Fire & Security systems. The Framework Agreement will be titled B&NES Fire & Security Systems Framework DN768606.

As detailed within Invitation to Tender (ITT) Volume 1, the duration of this Framework Agreement will be a maximum of 4 years.

The anticipated value of the Framework Agreement is £6,000,000.00 over the 4 year term.

2.0 Client Requirements

The appointed contractor will provide comprehensive periodic maintenance and defect rectification services for fire and security systems and equipment within council-owned buildings. Additionally, the contractor may be engaged for the design and installation of new systems or the replacement of existing systems as required.

The contractor will also be responsible for the collation of associated data and maintenance of datasets. All contractors are required to utilise the Council's designated line of business system, whether accessed directly or via a portal, to update and record all relevant activities. Contractors must ensure that all data entered into the system is accurate, complete, and complies with our data privacy policies.

All costs for such works will be determined based on the contractor's submitted pricing schedule, ensuring transparency and cost-effectiveness.

The scope of services shall include, but not be limited to, the following systems and equipment:

- Fire Alarm Systems
- Alarm Receiving Centre (ARC) services (monitoring fire and intruder systems)
- Gas Extinguishing Systems
- Sprinkler Systems
- Intruder Alarm Systems, including personal attack alarms
- Access Control Systems (SALTO or equivalent)
- Intercom Systems
- Automatic Vehicle Barriers
- Automatic Rising Bollards
- Dry Risers
- Fire Doors

The contractor must demonstrate the capacity and expertise to deliver routine maintenance, reactive maintenance and provision of designing and installing new installations, ensuring full compliance with all relevant standards and specifications.

2.1 Work Areas & Assets

The Contractor may be working in occupied buildings in close proximity to building users and/or members of the public, some of them vulnerable (e.g. young or old). High standards of conduct, management, and supervision of sub-contracted services on site are, therefore, an essential requirement. As such all members of staff and sub-contractors working on projects will be required to obtain DBS clearance where required.

The services will be required across a wide range projects and properties and may include but not necessarily be limited to:

- Schools (including all Local Authority (LA), faith, maintained nursery, primary, secondary schools and Academies)
- Libraries
- Residential homes and social care facilities
- Council offices

Fire Alarm and Security Systems – Installation and Maintenance

- Community/Corporate buildings
- Waste, cleansing and recycling facilities
- Sport and Leisure facilities
- Peoples services facilities
- Buildings related to transport provision such as park and ride car park facilities
- Council dwellings
- Historic Buildings and/or Museums
- Other council owned or operated buildings or facilities i.e. farms
- Extra care housing
- Social housing / affordable housing

3.0 Standards and Compliance

The contractor must ensure all works comply with the latest statutory requirements, British Standards, and industry best practices, including but not limited to:

- Fire Alarm Systems: **BS 5839-1:2017**
- Gas Extinguishing Systems: **BS EN 15004**
- Sprinkler Systems: **BS EN 12845**
- Dry Risers: **BS 9990**
- Fire Doors: **BS 8214 and relevant Building Regulations**
- Intruder Alarm Systems: **BS EN 50131 and PD 6662**
- Access Control and Intercom Systems: **BS EN 60839-11-1**
- Alarm Receiving Centre: **BS 5979 and BS EN 50518**

The contractor must also ensure that the maintenance schedules and procedures align with SFG20, the definitive standard for building maintenance. Where specific tasks or frequencies are not detailed in the original manufacturer's recommendations, SFG20 should be used as the reference standard to ensure consistency, quality, and compliance.

The contractor must also comply with:

- **Health and Safety at Work Act 1974**
- **Control of Substances Hazardous to Health (COSHH) Regulations 2002**
- **Construction (Design and Management) Regulations 2015**
- **Local Authority building standards.**

Any deviations from these standards must be approved in writing by the client prior to implementation.

4.0 Scope of Works

4.1 Preventative Maintenance

The contractor shall provide scheduled maintenance as per manufacturers' recommendations and industry standards. This includes inspection, testing, cleaning, and adjustments necessary to maintain optimal performance and compliance.

4.2 Remedial Works

The contractor shall respond to faults or defects identified during maintenance or reported by the client. All remedial work must be completed in compliance in line with the timescales outlined within section 6.0.

4.3 Reactive Maintenance

The Help Desk system will be provided by B&NES. Notification to the Contractor of works required currently operates through a proprietary 'E-form' electronic system with email notifications. B&NES will provide the site and staff to operate the Helpdesk, and will manage the issuing of reactive led Task Orders. The Contractor will be expected to proactively liaise with the Help Desk as to workload, issues

The Contractor will provide a named representative, together with rota or other such contact details for the instruction of out of hours calls, whose functions will be to:-

- Please refer to Annex 1 for required response times and typical situations for Reactive Maintenance.
Please be aware the impact and associated categorization will be decided by the B&NES helpdesk team.

The Contractor shall provide Design, Supply, Installation, Testing & Commissioning services for all new and replacement installations.

4.5 Reporting and Documentation

1 1 100

5.0 Contractor Requirements

All documentation must be recorded accurately and where applicable, inputted into the Council's designated line of business system for asset management and reporting.

5.0 Contractor Requirements

5.1 Qualifications

The Contractor must be accredited by relevant bodies, such as: BAFE, FIA, NICEIC, or SSAIB. Engineers must hold appropriate qualifications and certifications for the systems being maintained.

5.2 Experience

The Contractor must be able to demonstrate experience in delivering fire and security maintenance contracts for public sector or comparable facilities.

5.3 Resources

The Contractor must provide sufficient skilled personnel, tools, equipment, and spare parts to meet the contract requirements.

6.0 Key Deliverables & Targets

6.1 Completion Targets

In conjunction with the reactive response times outlined within Annex 1, the following response targets apply to non-reactive works:

Urgent Remedial Works: Issues must be resolved within 5 working days unless otherwise agreed with the client.

Routine Defects: Issues must be resolved within 10 working days.

6.2 Reporting and Documentation

Maintenance Reports: Submitted within 48 hours of completed scheduled maintenance, detailing tasks performed, any defects identified, and recommended actions. All system maintenance shall be uploaded to BANES CAFM system by contractor (Concerto)

Fault Reports: Provided within 24 hours of remedial works, including cause, action taken, and any follow-up required.

Compliance Certification: Certificates for systems (e.g., dry riser testing, fire doors) must be provided within 5 working days of testing.

Annual Performance Review: Summary report detailing SLA compliance, issues resolved, and maintenance effectiveness.

7.0 FRAMEWORK AGREEMENT

A Framework Agreement will be signed by the respective Framework Contractor and B&NES.

7.1 Forms of Contract and Procurement Routes

The form of contract for all call offs from this framework will be NEC4 ECC/ECSC.

Whilst use of the framework will be encouraged by the Council to its Officers, the Contracting Authority is not required to use this Framework exclusively and reserve the right to review all other procurement options for any of the scope of works included within this specification.

7.2 Framework Agreement Management

The B&NES Fire & Security System Framework Agreement will be led by the B&NES Corporate Landlord team who will be responsible for the day-to-day interface of framework operations and will arrange and chair 1:1 meetings which will be attended by the Contractor's Framework/Contract Manager. The frequency of these meetings will be approximately every 6 weeks or by exception as required.

The Framework Agreement will be governed by the B&NES Commercial Management team who will act as an independent point of escalation in the instance of poor performance, dispute or any termination procedure initiated by either party. The aim of the Governance role is to ensure that the Framework Agreement operates compliantly and in the spirit of good faith.

7.2 Framework Requirements and Performance Management

The Contractor may be suspended from the Framework Agreement if there are consistent and documented incidences of under-performance or breaches of the Framework Agreement. The suspension criteria are:

- Failure to maintain financial stability, insurances, HMRC enforcement action, Health and Safety breaches, Environmental breaches or financial irregularity or any other reason which would result in Debarment.
- <85% adherence to response and resolution times.
- Failure to maintain consistency of resource and standards
- Consistent failure to meet KPIs

Further information regarding performance management procedures and KPIs will be agreed and outlined within a Framework Handbook upon contract award.

ANNEX 1

BANES Corporate Estate
Reactive Maintenance - Response Times and Priority Indicators

Response Times

Priority Level	Urgency	Description	Target Response Time (Time to site from the contractor receiving a call / instruction)
1	EMERGENCY	Repairs necessary to prevent damage or threat of damage to the asset, danger/risk to health, unacceptable risk of damage and or disruption of services from the asset.	2-4 hours
2	CRITICAL	Repairs typically associated with: 1 - Failure of client deemed critical plant and equipment that is required for the continued safe services delivery of services. 2 - Issues that impair function, are a threat to security / health, or that might cause further problems if not fixed within a short time frame.	8 hours
3	STANDARD	Repair / maintenance issues usually classified under general defects / wear and tear that would generally only cause minor disruption to the delivery of B&NES services.	2-5 working days
4	ROUTINE	Repair / maintenance issues usually classified under general defects / wear and tear that do not prevent the delivery of a service(s).	5-10 working days
5	PLANNED	Repair / maintenance issues where a pre-planned date is required. E.g. Out of hours working, specific 'follow on' jobs etc.	Date agreed with contractor

From receiving first initial contact/call / instruction the contractor will direct an appropriate competent resource(s) to an asset / site within the allocated target response time sufficient to return the plant / equipment back to 'normal service'. If at the time of the attendance this is not possible, then the plant / equipment should be returned to a usable condition or made safe until a permanent repair can be carried out. Additional work(s) required to return the plant / equipment back to 'normal service' will then be carried out in consultation with the BANES Corporate Estate Team as the availability of labour and materials allow.

Priority Indicators

Priority Level	Typical works will include, but not restricted to:
1 (2-4 hours)	• Confirmed or suspected fire within a building. • Failure of a fire alarm system in a client deemed critical area or building. • Total loss of intruder alarm or access control system compromising the security of a building. • Significant threat to or disruption of service provision. • Significant fault in a fire suppression system (e.g., sprinklers or gas suppression). • Emergency repairs to fire doors or compartmentation to restore life safety measures. • Critical CCTV system failure in high-risk or sensitive areas. • Immediate repair of escape route lighting or signage required for safe evacuation. • Imminent risk to personal safety due to compromised security systems.
2 (8 Hours)	• Partial failure of a fire alarm system (e.g., a single zone or device). • Faults in intruder alarm systems affecting building security. • Faulty or damaged fire doors that do not close or latch correctly. • Defects in emergency lighting requiring urgent attention. • CCTV system faults that impact critical monitoring. • Replacement or repair of compromised access control devices, such as door strikes or keypads. • Repair or replacement of damaged fire signage critical for evacuation routes. • Repair of minor faults in fire suppression systems not posing immediate risk.
3 (2-5 working days)	• Non-critical faults in fire alarm systems, such as faulty detectors or sounders in non-essential areas. • Faults in security systems not directly compromising building security. • Repair or replacement of damaged or missing manual call points. • Replacement of fire extinguishers found to be non-operational. • Repair of minor defects in fire compartmentation, such as small gaps or damaged seals. • CCTV camera issues affecting non-critical areas. • Adjustment of misaligned door closers on fire or security doors. • Minor repairs to access control systems not impacting functionality.
4 (5-10 working days)	• Replacement of non-urgent or outdated fire signage. • Repainting or repairing minor damage to fire doors. • Non-urgent replacement or repositioning of fire extinguishers. • Repairs to non-critical emergency lighting. • General maintenance of CCTV systems, such as cleaning lenses or adjusting positions. • Testing and servicing of fire suppression systems in non-critical areas. • General repairs to access control or intruder alarm systems where alternative measures are in place. • Inspection and testing of non-urgent fire alarm system faults. • This structure prioritises life safety and building security while ensuring comprehensive maintenance of fire and security systems.

Table 1: Typical Repairs and Expected Priority Response

The above list provides a guide to typical repairs and their expected priority response. Reactive jobs will be assigned an appropriate priority by the BANES Property Helpdesk team in line with the above table whilst also considering any relevant B&NES service area operational requirements.

