



# **UKRI-2938 Specification for**

**STFC Security Access Control - maintenance, reactive, remedial  
and project works**

**FOR**

**SCIENCE TECHNOLOGY FACILITIES COUNCIL (STFC) AT  
DARESURY LABORATORY**



## **Specification Document**

<b>Title of Request:</b>	UKRI-2938 STFC Security Access Control maintenance, reactive and remedial works at STFC, Daresbury Laboratory
<b>Duration of Engagement:</b>	2 +1+1 years
<b>Required Commencement Date:</b>	29 <sup>th</sup> July 2023

### **1.Introduction**

The aim of this procurement is to contract with a Service Provider to complete all Planned, Preventative Maintenance (PPM), reactive and remedial works pertaining to Security Access Control across STFC's Daresbury Laboratory Estate (see '**Annex B Asset List**' for the assets that shall be maintained in this contract).

This contract is for 2 years, with two optional extensions of one year starting from 29<sup>th</sup> July 2023, and the agreement shall be in place until 28<sup>th</sup> July 2025 with optional extensions to 28<sup>th</sup> July 2026 and 28<sup>th</sup> July 2027. A 1-month mobilisation period will take place for the Service Provider, which will commence 30<sup>th</sup> June 2023.

We are looking to contract with a specialist Security Access Control Maintenance Service Provider who has technical capability to deliver all aspects of the services. Preferably, they should have the direct in-house labour to be able to maintain a variety of brands of Security Access Control (Manufacturers are listed in the '**Annex B- Asset List**').

The estimated contract values are below:

Anticipated annual spend

	Planned Preventative Maintenance (PPM)	Reactive and Remedial Works	Estimate of PPM/ reactive for new assets in existing and new buildings	Project works	Total
Security Access Control	£10,000	£40,000	£5,000	£50,000	£105,000

Anticipated total contract spend (maximum 4 years)

Total contract term
£420,000

All reactive and remedial works, and any costs associated with new assets are an estimate and they are not guaranteed. Whilst it is STFC's intention to purchase the majority of its requirements under this Contract Arrangement from the Service Provider appointed, this does not confer any exclusivity on the appointed Service Provider. STFC reserve the right to purchase any requirements (including those similar to this and covered by this procurement) from any Service Provider outside of this Contract.



## 2. Aims & Objectives

The main aims are outlined in **3. Background to the Requirement**  
Full details of the outcome & expectations are included within **4. Scope** and **5. Requirements** sections

## 3. Background to the Requirement

The services under this contract will cover the facilities at this site;

**Daresbury Laboratory  
Keckwick Lane,  
Daresbury  
Warrington  
WA4 4AD**

From the day it opened in 1962, Daresbury Laboratory (DL) has pushed the boundaries of modern science. Over 50 years on, it is internationally recognised for world-leading scientific excellence in a diverse variety of fields, from nuclear physics to supercomputing, and its achievements, which consistently deliver impact on a human scale and have inspired scientists, adults and children alike.

We employ around 300 staff, and scientists and engineers, from both the university research community and industrial research base, use our facilities.

Daresbury Laboratory is part of Sci-Tech Daresbury campus.

Estates Services provides valuable support to the front-line, scientific activities of the STFC. This support is wide ranging, from the provision of suitable sites, buildings, workplaces and information and communications technology connectivity, through to an exceptionally wide range of business and staff support services.

There is an existing, established in-house maintenance and design team that operate and maintain much of the establishment's Building Services, Plant and Equipment.

Safety and Asset uptime is critical to the operation of the facilities; access to the operational facilities is restrictive due to the nature of the operation facilities. Several laboratories have internal safety protocols that work in parallel to DL permit to work systems, especially in controlled areas. It is an essential requirement to have operationally aligned, and specific building risk assessments, maintenance method statements and isolation plans in place.

The Service Provider is to be proficient in working in environments where detailed isolation prior to testing is planned and executed to ensure maximum safety, efficient testing, remediation of defects, and minimum disruption to the operation.



Please see '**Annex A**- Service Schedule' for the maintenance regime, this is based on SFG20 tasks, excluding weekly/monthly tasks. The tasks shall be allocated utilising a Client supplied CAFM system for the Service Provider to use.

This contract lies within the Estates team. A structure will be shared once the contract is awarded, but the main contact through the life of the contract shall be the Service Manager.

TUPE does not apply on this contract.

#### 4. Scope

This contract will cover all Security Access Control maintenance, reactive and remedial works at the following STFC sites:

- Daresbury Laboratory in Warrington (DL)
- The contract type shall be FM Services Contract (**Appendix C**)
- Payment will be based on evidencing completion of agreed maintenance schedule PPM, reactive calls and other Services in this requirement, and in-line with the Key Performance Indicators (KPIs) and Service Credits seen in Appendix C- Contract Terms and Conditions, Schedule 6.
- Applications will be made through the Helpdesk. Once agreed the invoice shall be submitted to UKSBS Finance. They are typically 12 x monthly applications for works completed in the prior month.

For full scope details please see

#### **Annex A - UKRI-2938 Service Schedule**

#### **Annex B - UKRI-2938 Asset List (with corresponding SFG20 service schedule codes)**

Service Providers must be able to provide PPM on all assets. This PPM can be provided either by the Service Provider's own in-house engineers, or sub-contracted engineers.

Please note that although site familiarisation will be provided during mobilisation and the first round of PPM, thereafter it is the Service Provider's responsibility to ensure engineers are familiar with the site. Please see 5.5 Site Familiarisation for details.

STFC is constantly evolving with construction works; therefore, we do not yet know all of the assets that will be required to be serviced under this contract. As they come into service, we will require the Service Provider to add these onto the assets to be serviced. An approximate cost is included in the overall contract value, but any actual costs shall be agreed between both parties and the contract varied to record such changes.

Through the term of this contract, assets may be added or removed, these changes will be managed through contract change notices.

## 5. Requirement

**5.1 The services** shall include PPM, reactive and remedial works for all assets on the **Annex B-** Asset list. The Service Provider shall provide routine maintenance in accordance with the **Annex A-** Service Schedule for the assets listed in **Annex B-** Asset list to include:

Security Access Control Maintenance, reactive and remedial, which will encompass:

- Routine maintenance in accordance with attached '**Annex A-** Service Schedule' to all Security Access Control Systems, Safety Protection Systems, and Control Systems. This Service Schedule is based on non-weekly/monthly SFG20 tasks. SFG20 codes may be updated from time to time, so the Service Schedule is for reference only and to support pricing the service (49-01, 49-02, 49-03, 63-02) The Service Provider must ensure they are adhering to the latest SFG20 codes when performing the service, excluding weekly/monthly tasks.
- To be able to provide a **four hour response** time based on receipt of call from site to physical engineer attendance on site.
- Reactive maintenance to all Security Access Control Systems.
- Remedial maintenance to all Security Access Control Systems. All quotes for such works shall be provided within 5 working days of receiving the quotation request.
- To be able to provide response times based on those outlined in the Priority Response times, based on receipt of call from the Helpdesk or Service Manager to the physical engineer attendance on site.
- Statutory Testing and Planned system Maintenance under permit control.
- Supporting Security Access Control Insurance Inspection, Repair & Replacement.
- Security Access Control Risk Assessments, report findings and recommend actions (where known deficiencies exist).
- Provide facility specific RAM's and operation/maintenance plans.
- Manufacturer's recommendations.

Project works: No guarantee of volumes or value of work per annum is given. A project includes;

**The supply only of an asset** (supply of 'parts' is covered within the 'reactive and remedial (and parts)' value)

**Replacing parts of an asset-** includes the removal and disposal of parts of an asset, and the supply and installation of a new part/s of an asset.

### Other requirements

- Consistent use, support, and development of STFC's CAFM system and asset schedule/condition register.
- To provide service support 365 days per annum and 24 hrs per day. Emergency phone number to be made available in advance for weekend work and Christmas breaks.
- An agreed schedule of rates applies for all aspects works undertaken.
- New build/Project pre-handover support prior to start of maintenance support.
- To provide as required technical support and advice on Security Access Control.

- All persons undertaking the specified works on behalf of STFC shall fully comply with all current and relevant British Standards, plus all statutory instructions, regulations and specific instructions from relevant authorities (where applicable). This may also include any special regulations required by the local electricity provider or any industry Standard / Code of Practice / Manufacturer's Recommendations that may be applicable.
- The Service Provider agrees to comply with all site training requirements, and as standard all staff will complete and update as required, the site-specific training for STFC Radiation / Asbestos / Site systems/ Covid 19 (if applicable).
- At the commencement of the period covered by the contract, the Service Provider will produce and provide a 52 week calendar / planner, listing service works to be completed and dates of due completion. This calendar is to be agreed by both parties.
- Random audits of up to 10% of assets will be completed in each contract year (carried out by either party) during and after service rounds, to ensure that all aspects of Quality Control are maintained.
- Site specific risk assessments have been completed for all asset areas, these will be reviewed annually, and where any changes to the methods are required, new method statements will be issued.
- All servicing will be completed with Original Equipment Manufacturer (OEM) or compatible parts, and in accordance with the equipment manufacturer's recommendations.
- **The Service Provider must have experience with C-Cure Systems**

## 5.2 SHE

The Service Provider will be required to;

- have a strong and demonstrable commitment to Health and Safety throughout all aspects of its organisation, this will be particularly important as it relates to the provision of robust record management and auditing processes to ensure statutory and best practice compliance. STFC operate a stringent Health and Safety Management regime, with defined Codes of Practice (SHE Codes) and the Service Provider is to engage and adhere to these policies and procedures.

The majority of SHE codes are available on the following website:

<https://www.she.stfc.ac.uk/Pages/Codes.aspx>

## 5.3 Security Checks

- It is a condition of appointment to this Agreement that the Service Provider employs on the STFC sites, only persons (direct employees and sub-contractor employees) who have satisfactorily completed a Basic Personnel Security Standard (BPSS) clearance. Information on these requirements can be found in the following links below:

<https://www.gov.uk/government/publications/hmg-personnel-security-controls>

[HMG Baseline Personnel Security Standard document](#)

BPSS includes Criminal Records Checks; this shall be in the form of a valid DBS Certificate. Full information can be found here [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service).

- The method STFC will use to monitor and audit this will be advised before mobilisation.
- To comply with the above security policies and procedures, all operatives including sub-contractors nominated for this contract are to be security cleared before accessing site.



All Service Providers undertaking work for STFC shall:-

- Carry Company Photo ID cards detailing DBS numbers and company contact details.
- Carry relevant CSCS cards if visiting development / new build schemes.
- Follow the requirements and principles of STFC's site requirements and working practices.
- Report all completed service records, findings and recommendations back to the web portal/ CAFM within 3 working days of attending site.
- Be required to wear liveried clothing (identifiable with the selected Service Provider);
- Drive liveried vehicles (identifiable with the selected Service Provider), that shall clearly detail the Service Provider's contact details.

## 5.4 Training

All Service Provider staff shall be nominated to work on electrical equipment by the Site Authorising Engineer (electrical) prior to any works commencing.

All Service Provider staff to have completed site specific training for; -

- COVID-19 Site access (when applicable)
- Radiation risks all areas- As some of the assets are located in a radiation-controlled environment (RTF) there is a specific requirement to ensure that any engineer or sub-contractor receives the training outlined in Section 10 ISIS of the 'SHE\_Booklet\_Contractors\_DL' PDF that can be found in **Annex D**. This must be completed prior to commencing any works
- Asbestos risk all areas
- Site induction and familiarisation. Copies of the 'Safety, Health and Environmental Essentials for Contractors Working at the Daresbury Laboratory' can be found in **Annex D- SHE Booklet Contracts DL**: It may be updated from time to time and the latest version is always on the SHE website



DL\_Contractor\_SHE\_Booklet.pdf

- Manufacturer's Instructions and Recommendations
- Specification requirements detailed in this document.

All Service Provider staff to have completed either in house, via a specific training programme, or off site at specialist training providers.

These requirements may include (but are not limited to) the following (or as subsequently amended and/or updated or replaced): -

- Manual Handling / Working At Heights / Risk Assessments / Method Statements / COSHH / PUWER
- Manufacturers Technical Training: '**Annex B**- Asset list' for Manufacturers
- First aid
- Health and Safety at Work etc. Act 1974;
- PUWER/ LOLER
- BES SFG20
- Regulatory Reform (Fire Safety) Order 2005.

- Offices, Shops and Railway Premises Act 1963;
- Occupiers Liability Act 1984;
- Consumer Protection Act 1987;
- The Environmental Protection Act 1990;
- The Clean Air Act 1993;
- Energy Conservation Act 1993;
- Electricity at Work Act 1989;
- REGULATIONS, STANDARDS AND ORDERS:
- Building Regulations: Approved Document B;
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Fire Safety Signs (BS 5499, BS 5378 & BS EN 60598)
- Standard for Smoke Control Systems (NFPA 92)
- Electrical Equipment (Safety) Regulations;
- Institute of Electrical Engineers Wiring Regulations (BS 7671);
- Electricity at Work Regulations;
- The Electricity Supply (Amended) Regulations;
- Chartered Institute of Building Services Standards;
- Work at Height Regulations (2005) and any amendments there to;
- Control of Substances Hazardous to Health (COSHH) Regulations;
- Construction (Design and Management) Regulations 2007;
- Control of Noise at Work Regulations;
- Control of Noise (Code of Practice for Construction Sites) Orders;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR);
- Manual Handling Regulations;
- Provision and Use of Work Equipment Regulations;
- The Collection of and Disposal of Waste Regulations;
- Batteries and Accumulators Regulations;
- Waste Electrical and Electronic Equipment Regulations 2006 (WEEE);

The Service Provider shall provide, upon request, a completed training matrix for all engineers who work on site

All appropriate / reasonable requirements of the Local or Governing Electricity, Gas and Water Supply Company;

- Manufacturer's Instructions and Recommendations;
- Specification requirements detailed in this document.

### **5.5 Site Familiarisation**

It is the responsibility of the Service Provider to ensure that all engineers sent to site are familiar with asset locations. STFC will provide details/plans of buildings, asset locations and initial site familiarisation with the Service Provider. This familiarisation will be provided during the Service Provider's first visits to conduct PPM after contract start date and when new assets/buildings are added to the Service.

Once the first rotation of assets has been visited and serviced by the Service Provider (i.e., an asset has been serviced at least once), along with any documentation shared by STFC, this shall deem the site familiarisation complete (with the exception of future assets to be added to the service).

The site knowledge, plans and details gained during familiarisation are to be cascaded by the Service Provider appropriately to all visiting engineers and sub-contractors that would be involved in all activities relating to the contract. There are secure areas on site that STFC will mandate that the engineer is escorted. These areas shall be stated upon site familiarisation.

Due to the size and complexity of site, it is of utmost importance that the Service Provider ensures the engineers they send are proficient in finding their way to the correct asset/servicing location. STFC may be unable to provide escorting to engineers once site familiarisation has been completed.

We wish to make it clear that it is the Service Provider's responsibility to ensure that the site information is cascaded appropriately to their staff to ensure the service can be carried out without the need for escorting by a member of STFC.

STFC has stated KPIs to capture any instance when an engineer attends site and requires unplanned escorting to site locations. These instances shall be recorded against the KPIs set out in the contract (located in Appendix C- Contract Terms and Conditions, Schedule 6).

UKRI STFC will be holding a site tour for this requirement. It is strongly recommended that Potential Service Providers attend the site tour at Daresbury Laboratory (DL) to gain complete clarity of the requirements and the environment you would be working in. Details of the Site Tour can be found under **Section 2- Information About This Procurement** in the **Invitation to Tender** Document.

## 5.6 Site Inspection

- Where a Service Provider identifies faults, defects or wants of repair which in its opinion require substantial remedial works and fall outside of the scope of routine maintenance, these are to be detailed within the post tender 90-day Service Provider's report. If beyond the 90 days, the Service Provider should report on CAFM.

## 5.7 'CAFM' System

Any process changes to the below will be communicated to the Service Provider by STFC.

### General Principles

- STFC operate a CAFM system that manages workflow for reactive and planned maintenance.
- As this is the primary system, all work instructed between STFC and the Service Provider will be processed and reported through this system.
- As this is an output specification, the Service Provider is responsible for training, operating, updating/inputting information into this CAFM system. Initial training will be provided by STFC, this may be in the form of training documents, or where required, 'in person' training.
- The Service Provider is to jointly work with STFC to use and develop the CAFM system, to its potential.
- All Planned and Reactive jobs will be logged, assigned, accepted and closed off on the CAFM System. This will include jobs raised by STFC staff but, will also include jobs that are raised by the Service Provider either as a result of planned activity or because the failure is noticed by their staff.

- Communication /notifications- all works will be allocated via a back office system / the App
  - PPM works will be communicated through the App as a Help Call which is linked to the parent Inspection
  - Reactives
    - any urgent/emergency jobs (P1.1 and P1) are communicated directly via Helpdesk (the STFC Service Manager may also contact the Service Provider in extreme circumstances)
    - non-urgent/ emergency works (P2) will be communicated through the App as a Help Call
- All O&M Manuals, drawings, asset registers, maintenance and service records, test and compliance certificates, inspection programmes, orders, logbooks and the health and safety file(s) for the site will be maintained by and held by STFC.
- STFC shall update the Service Provider when there are changes to the process or system changes.

### **PPM Process**

- STFC is responsible for inputting, and continuously updating, all PPM scheduling (as agreed with the Service Provider) and assigned SFG20 task specifications into the system. It is the Service Provider's responsibility to advise on any scheduled dates needing to be changed. Such changes must be agreed between both parties and ideally no changes to be made within 4 weeks of previously scheduled dates
- The PPM tasks will be assigned by a CAFM system generated record to the Service Provider
- All SFG20 tasks are completed on the CAFM system against each Inspection/plant item. Tasks will only be considered as completed once this is actioned by the Service Provider.
- Any additional tasks considered to be urgent or safety critical will be notified on the day of service. The Service Provider can complete any urgent safety critical works up to the value of £500 at the time of the service, with approval from the Service Manager
- All recommended 'follow on' work can be added, by the Service Provider, using the Help Call function in the App. A quotation must be sent as per timescales in the Priority Section to the STFC Helpdesk and Service Manager for approval prior to any works commencing.
- Once works are completed, all work related documents including service sheets and certificates should be uploaded onto the CAFM system where applicable, by the Service Provider, within 72 working hours of completing the work.

### **Reactive Process**

- Reactive jobs will be logged according to the priorities set out in within the specification
- The job will be assigned by a system generated e-mail (telephoned first in the event of emergency) to the Service Provider via the CAFM system.
- The Service Provider must keep STFC's helpdesk updated on changes to status and any delays in completion, within the CAFM system. This is via the 'On Hold' function (see User Guide). The Service Provider is also responsible for keeping the STFC Helpdesk and Service Manager updated on delays.
- Any additional tasks considered to be urgent or safety critical will be notified on the day of call out. The Service Provider is authorised to complete any urgent safety critical works up to the value of £500 at the time of the service.
- All recommended 'follow on' work can be added using the Help Call function in the App. A quotation must be sent within 72 working hours to the helpdesk, which will be sent to the STFC Service Manager for approval prior to any works commencing.
- All work related documents should be loaded onto the CAFM system where applicable, by the Service Provider, within 72 working hours of completing the work. Copies of all certificates must be emailed to

STFC Helpdesk and Service Manager.

- The Service Provider is to upload into the CAFM System all certificates associated with the work within 72 working hours. This is a measured KPI for the closure of reactive works
- To fully close a reactive/ remedial job the Service Provider will also need to submit a monthly Payment Application. STFC will share this process

### **Asset Changes**

- The Service Provider is responsible for informing STFC if they are aware of any asset changes (additions, removals and condition). This should be communicated via CAFM and email to the STFC Service Manager
- STFC will also inform the Service Provider of any changes in assets where applicable.

### **5.8 Working on Site**

- The Service Provider must supply competent and fully trained personnel to perform the Services and inform STFC of their names and of the names of all sub-contractor personnel. This includes details of staff qualifications, accreditations etc. The Service Provider's Responsible Person is to be qualified to isolate mechanical and electrical installations, review safety processes but, this is a coordinated approach with the Employers Authorised Person and STFC Service Manager.

### **5.9 Construction Works under CDM15**

All construction works carried out for the Client must refer to the appropriate SHE Code 13,15,19,32.

Health and Safety Executive will complete all construction works undertaken under the Managing Health and Safety in Construction (Design and Management) Regulations 2015 (CDM15) as set.

Construction works as defined within these regulations includes installation, commissioning, maintenance, repair, replacement and demolition.

Unless otherwise stated formally in writing, Daresbury Laboratory Estates Services will perform the role of Client on behalf of UK Research and Innovation -Science and Technology Facilities Council.

Under this duty holder role, the Client will ensure that sufficient time and resources are made available to allow for the construction works to be completed safely and supported by welfare facilities. All appropriate preconstruction information will be provided as requested.

Unless otherwise stated formally in writing, the Contractor will perform the role(s) of Principal Contractor (PC) and Principal Designer (PD). The PC will confirm and inform the Client of all appropriate construction competencies in writing and via Construction Phase Plan (CPP).

The same approach will be completed by PD via Pre – Construction Plan (PCP) ensuring continuous liaison with the Client throughout the construction works.

Appointed Designers will ensure all reasonably foreseeable risks have been addressed by a design risk assessment. The risk assessment must be completed under mandatory guidance and refer to the general duties of prevention / general requirements for all construction sites. Any residual risk, which cannot be controlled, by the PC, PD or the Designer, the duty holder must inform the Client.

All duty holder roles, other roles (subcontractors etc.) and responsibilities required under CDM15 must be clearly defined and communicated as referenced above.

All PCP's and CPP's must be agreed by the Client before any construction phase begins. During construction, the Client before commencement must approve any variations.

Some construction works will be complex thus attracting the requirements to notify the enforcing authority HSE. Unless otherwise stated, the F10 process will be carried by the PD in liaison with the Client.

Once construction works have been completed, a well-managed and updated health and safety file will be provided by the PD. The PD will identify any residual risk and certify all appropriate information is provided i.e. as built drawings, maintenance schedules etc. On handing over the file, the Client in liaison with the PD will confirm the file is complete within an agreed time frame.

### **Other construction works on the Client Site**

Construction contractors who may be working independently on the STFC site, the PM, Tenant, Contract Manager must inform the Client. Under CDM15, any construction works must be controlled, where works may compromise the integrity of STFC critical infrastructure, fabric or facilities. No construction works must be completed without the authorisation of the Client.

Authorised alterations must have CPP/ Risk assessment completed and agreed before any construction phase begins.

### **5.10 Health and Safety Precautions**

- Prior to the commencement of Service, the Service Provider must submit and have approved Risk Assessments and Method Statements in place. Application for a Permit to Work is made through STFC's SHE PTW system. Additional controls i.e., "Permit to Access" may be enforced dependant on the workspace conditions, equipment etc. Familiarity and adherence to the STFC SHE codes of practice within restricted "Science" spaces are required.
- The Service Provider shall inform the STFC's Service Manager, in the first instance, of any and all breaches of these regulations together with a programme for rectification and measures/improvements to safeguard against a repeat.
- The Service Provider is responsible for providing and maintaining all security and protective barriers in relation to the performance of the Services necessary to protect all persons including owners and occupiers of adjacent property, members of the public and others from injury during the execution of the Works.
- The Service Provider must not isolate or otherwise interfere with life safety systems without prior written approval from STFC.
- When the Services may involve the presence of flame or sparks the Service Provider must obtain a 'Hot Work Permit' from STFC, comply with its conditions and safeguard and take all necessary precautions against damage by fire or explosion.
- Petroleum products and other inflammable or vaporising liquids, gases, solids and hazardous chemicals must only be used in accordance with applicable regulations. When equipment and vessels containing those items are not in use they and their contents must be removed to a safe place for storage.



- Where the Services involve working in a confined space (as defined in the Confined Spaces Regulations 1997) the Service Provider must at all times observe, perform and comply with the legal requirements set out in these Regulations (including making a suitable and sufficient assessment of the specific risks arising from working within the confined space, implementing a Safe System of Work, having appropriate procedures for supervision and rescue arrangements, and providing suitable training to operatives).
- The Service Provider must at all times keep the Site free from surplus materials, rubbish and debris and on completion of any Services (and also on termination of the Contract) remove all Service Provider's equipment and leave the Site in a clean and workmanlike condition to the satisfaction of STFC .
- Protective clothing must be worn and other recognised safety precautions must be taken to safeguard the person.
  - Working areas associated with sumps, pits, wells, service ducts and machinery etc. must be guarded and warning notices displayed.
  - Safety guards must be securely fixed and safety devices left operational.
  - All defects in tools, steps, ladders and other items which impair safety must be reported immediately. Equipment must not be used until defects have been rectified.
  - Full sets of specialised tools should be kept available for correct maintenance and operation of equipment.
- When requested by STFC , the Service Provider shall provide a professional advice service on all matters relating to the Health and Safety at Work Act 1974, Construction and Design Management 2015, and any subsequent re-enactments. The Service Provider shall work with STFC's health and safety team and STFC's Maintenance Manager to ensure that a holistic "best practice" approach is taken to the execution of health and safety management. This includes a commitment to STFC's on-site safety and hazard management, induction, and escalation processes.
- The Service Provider shall provide a "competent person(s)" for the Building, as appropriate, who shall work in association with STFC's "Responsible Person"(s) with a view to protecting staff and members of the public on the building through compliance with all relevant statutory obligations and legislation and with STFC's policy as it supports this legislation. The Service Provider must have the depth of technical and professional advice to assist STFC's "Responsible Person"(s) on all health and safety matters relating to the assets that the Service Provider maintains. The Service Provider is responsible to familiarise themselves and their sub-Service Providers with any confined spaces, areas working at height, lone working situations, etc.
- Prior to the commencement of Services, the Service Provider must submit and have approved Isolation plans, Risk Assessment and Method Statements in place. If the Service Provider deems there to be any risks associated with asbestos, radiation or any other potential risk they must communicate to the relevant person at STFC prior to any commencement of works. Specifically, for Asbestos they should ask for the Asbestos Register. All detail on how to use the register or report any H&S/ risk concerns are covered in STFC Contractor Induction.
- The Service Provider is required to have Performance and Quality Management Systems in place (for the services / works being provided), that are accredited to BS EN ISO 9001:2015, and which are tested by an independent body twice a year.

- The Service Provider shall participate fully in the compilation, planning, testing and implementation of STFC's emergency evacuation drills.
- The Service Provider shall take all practicable steps to ensure that the assets for which it is responsible comply with all health and safety legislation and any other statutory obligations at all times. The Service Provider shall promptly advise STFC on any areas which in its professional opinion, do not comply with current legislation.
- The Service Provider shall include in their quarterly Service Provider Performance Report a commentary on health and safety matters including performance (accidents and near misses) any matters outstanding, recommended works programmes and exception reporting. The Service Provider shall attend STFC's regular health and safety meetings as required.
- The Service Provider shall comply with STFC SHE codes when undertaking his responsibilities in relation to health and safety. SHE codes can be found here:  
<https://staff.she.stfc.ac.uk/pages/staff/home.aspx>

#### **5.11 Business Continuity**

- The Service Provider, whilst performing the specification requirements, i.e. reactive works, planned maintenance; will take all necessary steps to ensure that there is no operational disruption to service and to formally communicate as part of the joint business continuity plan for any remedial actions.
- The Service Provider shall supply (within 60 days), maintain and regularly update (at least annually) its own business continuity plan to ensure that it can continue to deliver the Services at STFC's site in situations such as, but not limited to, temporary closure of the Service Provider's own building, failure of the Service Provider's IT systems etc. at all times
- The Service Provider shall support STFC's business continuity planning process by offering practical advice on issues such as the operation of emergency systems. The Service Provider shall assist STFC by ensuring that all Service Provider's 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 STFC's emergency management procedures.
- The Service Provider shall, if requested, participate fully in the operation of emergency procedures such as but not limited to emergency evacuation of buildings in the event of fire.
- The Service Provider shall comply with the provisions of this Specification in conjunction with STFC in managing the implementation of any business continuity plan developed by STFC . This plan shall include but not be limited to:
  - Responses to all potential emergencies,
  - Allocated actions and execution of contingency plans for each of STFC's buildings,
  - Compliance with legal requirements,
- The Service Provider shall inform and train its staff and sub-contractor staff in the relevant procedures and methods to ensure business continuity for STFC at all times.

#### **5.12 Exit Plan**

- In addition to a business continuity plan the Service Provider shall supply an Exit Plan within 60 days of the contract start date. This shall include details around staffing, finance and operational management in the event of the contract termination.

#### **5.13 Insurance Documentation**

- The Service Provider shall supply copies of all insurance documentation as required under the Terms & Conditions. This shall be provided prior to any service commencement and shall be issued annually at



the start of each contract year (or when the insurance policy renews/ starts).

#### **5.14 Waste Management (as relevant)**

- All reasonable efforts will be made to minimise waste and the Service Provider shall provide facilities to maximise opportunities for re-cycling. If the Site produces specialist and hazardous waste products, including oil, fuels, batteries, battery acid, fluorescent lamps, paints and metals, the Service Provider will ensure that these are disposed of using licensed waste disposal Service Providers and those records are kept and made available for audit.
- The Service Provider will implement a waste management and recycling process for the waste and Recycling media arising from the Works and their access to the Site, compliant with Legal Obligations, the Employer's and landlord's policies. This will include but may not be limited to:
  - Identification of all waste streams on Site
  - Dealing with waste streams in the appropriate manner
  - Segregation of waste streams
  - Collection and storage in appropriate receptacles
  - Removal from Site by appropriately licensed Service Providers
  - Retention of documents relating to the inventory, storage and transportation of waste/recycling in accordance with both Legal Obligations and the Employer policies

#### **5.15 Service Provider's Defects Report**

The Service Provider must validate the issued asset register and notify STFC of changes, inspect the Plant to confirm its operational status and condition, and provide STFC with a report on any defects together with costed proposals for any remedial works considered necessary to restore the Plant to a condition which allows its maintenance as part of the Standard Works. This Defects Report is to be submitted in the format in of a word/ excel document within 90 days of the contract start date

- The Service Provider is to bring to the notice of the Employer any discrepancies or variations from the Plant described in the Asset Register found in their inspection and append these to the Defects Report.
- No items are to be included in the Defects Report which, in the opinion of STFC, could reasonably have been identified before and included within the Tender. Nor are any items to be included that would be dealt with as Routine Maintenance. Any dispute on this will be resolved by the method stated within the Contract Terms.
- The Service Provider is to provide a 5-year Forward Maintenance Register, and Asset Replacement Plan for assets that are included within the issued asset register. This is to be produced within the 120 days, post contract award.
- The ARP (Asset Replacement Plan) is to be fully costed, to include Labour, Materials and Plant, age and condition of asset, description why the asset is to be replaced i.e. efficiency, criticality, parts availability, risk, H&S, etc.



- The ARP is to include estimated programme of works, and highlight any business impacts, STFC decision making requirements, and any enabling factors that will affect the asset replacement/programme of works.
- The Service Provider is to demonstrate value for money by utilising contracted rates for their direct labour and sub-contractors. These rates are to be included within the Tender. The Service Provider will be required to quote for these works, and maybe asked for supporting quotations and back up for full cost transparency.
- Assets can be added and removed from this schedule, and the Service Provider is to update STFC , and report any changes when they discovered them, to STFC . Any associated price changes shall be managed through a Contract Change Notice

## Service Level Requirements

SERVICE LEVEL REQUIREMENT				
Property Operation				
General Times of Occupancy defined as Normal Working Hours	Mon - Thurs	Fri	Sat/Sun	Bank Holiday
	08:00 – 17:00	08:00 – 16:00	-	-
Note: Those hours <b>not</b> included in the above are defined as Outside Normal Working Hours and all arrangements for access must be pre-agreed with the Employer giving adequate prior notice.				
Property Security Arrangements	Mon - Fri	Sat	Sun	Bank Hols
Manned	24 hrs	24 hrs	24 hrs	24 hrs
Fire Alarm Test to be carried out weekly by		Another Service Provider	on every Wednesday	at 10:00 hrs
Facilities available to Service Provider	Yes/No	Location		
Office	No	Reception/Estates for signing in etc. only		
Storage facilities	No			
Car Parking	Yes	Policy and process to be shared during mobilisation		
Welfare Facilities	Yes	H-Block, Restaurant & Waterside Cafe (canteen and facilities)		

## Response Times

For any failure regardless of time of day, that results in an Emergency Call Out, the initial response will be led by the STFC in-house engineers.

They will attend site and endeavour to make safe. If, in their reasonable opinion, it requires the attendance of a specialist urgently, then they or the Helpdesk will contact the Service Provider and it will be the Service Provider's responsibility to ensure that the relevant specialist attends site to make the System be safe and repaired (a temporary repair can be made but the Service Provider must be informed of works required for a permanent solution) as quickly as possible within the timescales below "**Priority Levels** for Reactive and Remedial Instructions".

The Service Provider shall ensure that only appropriately trained personnel are dispatched to reactive activities.

The Service Provider shall ensure that all statutory and other mandatory requirements are met in respect of maintenance works and inspections. The Service Provider shall immediately inform STFC of any breaches of these regulations together with a programme for rectification and measures to safeguard against a repeat.

Where callouts occur and reactive works cannot be remedied immediately by the Service Provider, they shall ensure that the service is made safe and where appropriate make every endeavour to provide temporary alternative service. In such cases the Service Provider shall provide to STFC the full details for the repair, cost and a programme for completing the work within 5 working days.

**Inspection and maintenance** – for details on statutory requirements please see **Annex A-Service Schedule'**

Note 1: Following a PPM visit, any remedial works will be recorded in the STFC CAFM system

Note 2: Following PPM visits, where remedial works cannot be remedied immediately by the Service Provider, they shall ensure that the service is made safe and where appropriate make every endeavour to provide temporary alternative service.

Reporting and Records	
Frequency	Requirement
Each and every visit	The Service Provider (Engineer/Trades Person/Supervisor/Contract Manager) shall enter into the attendance log/ signing in log, details of reason for attendance the Property visit: emergency call-out, Routine Maintenance; remedial works; inspection/audit; meeting – to be signed and dated. This can be found in Reception (or alternative location on site). In the case of works being carried this shall correspond to the Engineer's/Trades Person's report sheet, which shall be filed in the appropriate section of the CAFM. The Service Provider shall at all times keep STFC informed of work matters.
Six Monthly	Within a month following the PPM visit, the Service Provider shall provide a service report detailing status of Routine Maintenance works and works additional to Agreement. Requirement for meeting to discuss the aforementioned shall be determined by STFC and shall be attended by the Contract Manager and where appropriate the Supervisor and Property Engineer/Trades Person. KPIs will also be reported quarterly as per contract. In addition to the above, the Service Provider shall complete a Performance Report (Annex H) as outlined in the Contract Administration table below

**Priority Levels** for Reactive and Remedial Instructions

Priority	Level	Classification	*Attendance -Service Provider	Temporary Resolution -Service Provider	*Permanent Resolution -Service Provider	Quotations - Service Provider
P1.1	Urgent	Entrapment or safety and operationally critical and on site presence of a Service Provider within 1 hour	Within 1 hour	Temporarily resolved within 4 hours	**If it is not an immediate fix and turns into a remedial tasks then this is completed within a further 7 days	**Provided within 5 days
P1	High	Emergency ( in and *out of hours) Safety and operationally critical and on site presence of a Service Provider within 4 hours	Attend within 4 hours	Temporarily resolved within 4 hours	Completed within a further 7 days	Provided within 5 days
P2	Normal	Works that have minimal impact on health and safety risk or have minimal impact on the business, but do need attention within 2 days.	Attend within 48 hours	Temporarily resolved within a further 2 days	Completed within a further 14 days	Provided within 5 days
P3	Low	No immediate H&S risk to people, working areas or equipment, and fault can be mitigated	Attend within 1 month	n/a	Completed within a further 1 month	Provided within 5 days
P4	Remedial Repairs	Works required as a result of a PPM visit	n/a	n/a	Completed within 1 month	Provided within 5 days
P5	Minor Works ( non PMO)	Minor works not in PMO	n/a	n/a	Completed within a further 3 months	Provided within 5 days

Examples of the priority for reactive and remedial instructions classifications are given below:

- 1.1 **Urgent** – Entrapments or critical- one hour call out
- 1 **High** – Emergency works- safety and operationally critical and on site presence of a DLO/ Service Provider within 4 hours e.g. water dripping through ceiling near lights, fire alarm fault, spillage in highly used area, data centre faults.
- 2 **Normal** – Works that have minimal impact on health and safety risk or have minimal impact on the business, or where lack of prompt resolution could lead to emergency works. These need attention within 2 days e.g. faded lines on road crossing, tap dripping but not causing flood, temperature issues in working areas (hot/ cold)
- 3 **Low** – No immediate H&S risk to people, working areas or equipment, and fault can be mitigated e.g. light not working in non-operational area but emergency lights still working
- 4 **Remedial Repairs**- as instructed by Estates team / Service Provider. These can be planned and have minimal impact on the business, health and safety or will not lead to further works if not resolved.
- 5 **Minor Works** (non PMO) instructed by Estates team, not urgent e.g. improvement works, asset replacements.

RESOURCES
Provided staff that present the required image and are competent to fulfil the requirements of the contract.
Provided fully trained relief staff in accordance with the contract.
CONTRACT ADMINISTRATION
Complies with reporting and communication requirements and maintained site records accurately. <ul style="list-style-type: none"> <li>Submission of all monthly and quarterly reports, depending on PPM schedule, outlining performance with Key Performance Indicators</li> <li>Produce a quarterly monthly performance report and attend quarterly performance review meetings as required (templates can be provided for the report if required, see <b>Annex G</b>- Service Provider (Supplier) Performance Meeting Agenda Template for agenda points and <b>Annex H</b> for Service Provider (Supplier) Performance Report template) to discuss the following: KPIs, Service, SHE, Staffing, Risk Register, Finance and CAFM system reports. STFC may change the agenda and content of the performance report as required</li> <li>Produce performance review meeting minutes/actions within one working day of the meeting. An updated action log will also be provided five working days before meetings</li> <li>Submit budget estimates, payment applications and invoices in an accurate and timely fashion.</li> <li>The Waste Transfer Note (and any other statutory certificates) logged on the CAFM system within 28 days of completion if applicable</li> </ul>
PPM REPORTING
PPM completion report - the below is for guidance only and will be updated when the CAFM system is implemented (also see 'CAFM System') <ul style="list-style-type: none"> <li>Any tasks required in addition to the service plan, will be noted on the job sheet, and listed on the CAFM App. All additional tasks will be quoted within 5 working days of the date of completion of the service</li> <li>Any additional tasks considered to be urgent or safety critical will be notified on the day of service the service work scheduled has been completed</li> <li>Job Sheets for all assets have been completed, and electronic copies will be sent, within 1 working week</li> <li>All tasks completed have been entered on the Assets Record via the CAFM App</li> <li>Any areas requiring Immediate attention have been notified</li> <li>Any non-urgent additional tasks have been notified</li> </ul>
CONTRACT MANAGEMENT
Provided necessary on-site supervision and off-site management support to mobile and site-based staff.
Manages its Sub contractors in accordance with this specification
HEALTH & SAFETY & ENVIRONMENT
Complies with Health and Safety policies and procedures and safely maintained its workplace and equipment. No breaches of policies.
Complies with Environmental Policy including Energy Management.



## **Annexes**

➤ **Annex A-Service Schedule**

SFG20 codes may be updated from time to time, so this attachment is to support pricing the service. (49-01, 49-02, 49-03, 63-02)

The Service Provider must ensure they are adhering to the latest SFG20 codes when performing the service. (Excluding weekly tasks)

➤ **Annex B - Asset List**

➤ **Annex C- Site Plans**

Daresbury Laboratory

➤ **Annex D- SHE Booklet Contractors DL**

➤ **Annex E- Service Provider (Supplier) Performance Improvement Tracker**

➤ **Annex F- KPI Working Tracker**

➤ **Annex G- Service Provider (Supplier) Performance Meeting Agenda Template**

➤ **Annex H- Service Provider (Supplier) Performance Report Template**