

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 5 - Service Level Specification

**for
Estates Services**

February 2004

1. Definitions

1.1 Any reference to the "Service Level Specification" in part C of Schedule 14 shall be a reference to this Estates Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning:

“Authorised Person”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Business Day”	has the meaning given in schedule 1;
“Competent Person”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Consumables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Disposables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Emergency”	means any request for a Service which is required to avoid a life threatening event or an event serious enough to cause significant damage or disruption;
“Estates Services”	means the Estates Services to be provided by Project Co pursuant to this Service Level Specification;
“Facilities”	has the meaning given in schedule 1;
“Furniture”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“General Services Specification”	has the meaning given in schedule 1;
“Good Industry Practice”	has the meaning given in schedule 1;
“Law”	has the meaning given in schedule 1;
“Materials”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Patients”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Planned”	means any request for a service which has been agreed (planned) to take place at a specific time which may cause operational difficulties or a fall in standards, if it does not happen;
“Project Co Equipment”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

“Project Co Staff”	see Schedule 14 - Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co”	has the meaning given in schedule 1;
“Routine”	means any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if not attended to;
“Scheduled”	means any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen;
“Service Level Specification”	has the meaning given in schedule 1;
“Service Providers”	has the meaning given in schedule 1;
“Service Rectification Time”	has the meaning given in schedule 18;
“Service Requirements”	has the meaning given in schedule 1;
“Service Response Times”	has the meaning given in schedule 18;
“Service Standards”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service”	has the meaning given in schedule 1;
“Services”	has the meaning given in schedule 1;
“Site”	has the meaning given in schedule 1;
“Trust Policies”	has the meaning given in schedule 1;
“Trust”	has the meaning given in schedule 1;
“Unplanned”	means any unforeseen request for a service not been planned to take place at a specific time;
“Urgent”	means any request for a Service which requires attendance quickly to avoid operational problems, or will create an Emergency if not remedied;

2. Key Objectives

- 2.1 Project Co shall provide high quality, comprehensive, timely, responsive and pro-active Estates Services that ensures the integrity of the building fabric, building services, public health, furniture and equipment that comprises the Facilities.
- 2.2 Project Co shall ensure the Estates Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Estates Services that comply with Law, achieve the Service Standards and provides comprehensive Estates Services tailored to the operational needs of the Trusts;
 - b) provide flexible Estates Services that respond to changes in Patients' and Trusts' needs, Trusts' demands and the hospital environment;
 - c) provide patient-focused Estates Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
 - d) ensure that the Estates Services do not cause or create any hazard to the environment, Facilities and/or persons on the Sites or in the Facilities;
 - e) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
 - f) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Estates Services; and
 - g) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Estates Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

3. Process**3.1 Scope**

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of Estates Services.
- 3.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall make the Estates Services available 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Estates Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all tools, signs, equipment, plant, apparatus, crange, tackle, machinery, materials, uniforms, Consumables, Disposables, test equipment, safety apparatus and manual and powered lifting and handling equipment required to provide the Estates Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Estates Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 Under the obligations of the Estates Service Project Co shall be responsible for, but not limited to the maintenance of the following elements of the Sites and Facilities in accordance with the Service Standards and Minimum Service Requirements of this Service Level Specification:
- a) external replacement programmes;
 - b) external repairs;
 - c) internal and external painting/redecoration programmes;
 - d) internal replacement programmes;
 - e) gutters and rainwater systems;
 - f) drainage and sewerage systems;
 - g) chimneys and lightning conductor systems;
 - h) water storage, distribution and treatment systems;
 - i) air conditioning and ventilation systems;
 - j) boilers, calorifier and heat exchanger systems;
 - k) generating plant and uninterruptable power supply systems (UPS);

- l) battery systems;
- m) electrical systems including HV and LV systems;
- n) lifts and lifting equipment;
- o) compressors and vacuum plant systems;
- p) heating and domestic hot water systems;
- q) fire prevention, alarm and fire fighting systems;
- r) security and surveillance equipment and systems;
- s) medical, general equipment and specialist services;
- t) waste disposal systems;
- u) catering equipment;
- v) plant replacement programmes;
- w) street and security lighting systems;
- x) medical gas systems; and
- y) sterilisation equipment.

Project Co shall provide the following services and undertake the following activities on a scheduled basis, and provide a service which is capable of reacting to any Planned and Unplanned situations as they arise:

- a) maintenance and repair service;
- b) authorised persons and competent persons;
- c) statutory testing;
- d) permits to work;
- e) planning, design and project management;
- f) minor works;
- g) fire safety systems and procedures;
- h) asset, property management and reporting; and
- i) information provision.

3.2 Minimum Service Requirements

Response and planned times

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| 3.2.1 | Project Co shall ensure Emergency requests for the Estates Services are carried out within the Service Response Time in accordance with Table 1 - Estates Services Response Times in Appendix A of this Service Level Specification. | SP01 |
| 3.2.2 | Project Co shall ensure Urgent requests for the Estates Services are carried out within the Service Response Time in accordance with Table 1 - Estates Services Response Times in Appendix A of this Service Level Specification. | SP02 |
| 3.2.3 | Project Co shall ensure Routine requests for the Estates Services are carried out within the Service Response Time in accordance with Table 1 - Estates Services Response Times in Appendix A of this Service Level Specification. | SP03 |
| 3.2.4 | Project Co shall ensure Planned requests for the Estates Services are carried out within the Service Response Time in accordance with Table 2 - Estates Services Planned Times in Appendix A of this Service Level Specification. | SP04 |
| 3.2.5 | Project Co shall ensure Scheduled requests for the Estates Services are carried out within the Service Response Time in accordance with Table 2 - Estates Services Planned Times in Appendix A of this Service Level Specification. | SP05 |

Maintenance and repair service

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| 3.2.6 | Project Co shall provide an effective comprehensive planned preventative maintenance (PPM) service at such times and in such a manner that the Facilities, Plant and Equipment meet the Service Standards in Appendix B and Condition B as defined within Estatecode. The service shall seek actively to reduce the risk of reactive repairs and maintenance, which may or may not, affect the Trusts. Project Co's PPM service shall include, but not be limited to: | SP06 |
|-------|---|-------------|
- a) utility service connections and on-site infrastructure;
 - b) internal and external fabric of the Facilities so that they are properly and safely maintained and remain functional, safe, operationally sound and of good appearance;
 - c) mechanical and electrical services including air conditioning, hot and cold water system, electrical and cabling systems, heating and vent systems and the alarm system, such that they are properly and safely maintained and remain functional, safe and operational;
 - d) specialist services, which are defined in Appendix F, so that they are properly and safely maintained to remain fully functional, safe and operational;
 - e) maintain the quality and safety of medical gases, vacuum and anaesthetic scavenging systems; and
 - f) all non MES Equipment, as listed in Schedule 13 of the Project Agreement

Project Co shall produce and issue to the Trust for approval:

- a) five year rolling PPM plans for the Facilities, including life-cycle

maintenance, planned improvement and replacement programmes, and a report for the Facilities, on every anniversary of the Agreement, from the commencement date, in a format to be agreed between the parties; and

- b) detailed PPM Programmes for every 12-month period. The 12-month PPM Programmes shall be submitted to the Trust at least four months in advance of the Commencement Date or subsequent anniversary. The PPM Programmes shall include but not be limited to information relating to any implications arising from carrying out the work content of the report and its effects, if any, on Trust Operations while work is in progress.

3.2.7 Project Co shall carry out and complete all planned preventive maintenance/programmed maintenance at the agreed scheduled time to meet the requirements of the Service Standard, Law, Good Industry Practice and Condition B of Estatecode. **SP07**

3.2.8 Project Co shall provide a comprehensive reactive repairs and maintenance service, including a service giving immediate technical and managerial support and advice, on an Emergency, Urgent and Routine Service Request, basis 24hours per day, 365(6) days per year. **SP08**

Project Co shall ensure the repair service achieves the Service Standards described in Appendix B and meet the requirements of Law.

Authorised and competent persons

3.2.9 Project Co shall ensure that adequate Authorised Persons and Competent Persons as required by relevant standards and Good Industry Practice are available 24 hours a day 365(6) days per year to undertake maintenance tasks as may be required to meet the requirements of this Service Specific Specification. **SP09**

Statutory testing

3.2.10 Project Co shall advise the Trust in writing of all statutory and regulatory tests which may be required to be carried out; attend upon and undertake where appropriate insurance, statutory and regulatory tests which may be required by Law, insurers or the Health and Safety Executive, in liaison with the Trust; and prepare and reinstate boilers, lifts, calorifiers, sterilisers or any other plant required for insurance company inspections. **SP10**

3.2.11 Project Co shall prepare and reinstate the Plant, as may be required, to enable engineering insurance surveyors to carry out inspections. Project Co shall assume responsibility for planning and organising arrangements with the surveyors that shall be integrated into the schedule of Planned Preventative Maintenance. **SP11**

3.2.12 Project Co shall be responsible for all corrective actions arising from such inspections and shall undertake such works to ensure Plant and Equipment attains and maintains the standards required to satisfy the requirements of the statutory and regulatory tests. **SP12**

3.2.13 Project Co shall be responsible for commissioning all new plant and equipment. This shall include the production of maintenance manuals and as fitted drawings within agreed timescales. **SP13**

3.2.14 Project Co shall be responsible for the routine/regular testing of standby **SP14**

generators, standby domestic pumps, fire alarms, emergency lighting systems, exit signs and electrical distribution systems; the testing and servicing of hand fire appliances; and testing for legionella.

- 3.2.15 Project Co shall be responsible for the testing, labelling and recording of all portable Equipment, as required under PAT Legislation. This shall include but not be limited to the following tasks: **SP15**
- a) testing and certifying all portable test equipment, pressure gauges and recording equipment;
 - b) testing and certifying all fixed instrumentation and shall take the necessary action to repair, replace and adjust such devices as required; and
 - c) ensuring that all test equipment is itself tested and carries the necessary valid certification.

Permits to work

- 3.2.16 Project Co shall apply to the Trust for permits to work where any work may affect Trust operations. This includes, but is not limited to works involving or affecting the following: **SP16**
- a) medical gases;
 - b) fire alarms;
 - c) confined spaces;
 - d) Hot Works including drilling and cutting;
 - e) electrical works;
 - f) steam;
 - g) pressure systems;
 - h) energy systems;
 - i) roof working; and
 - j) any other area or type of work so identified by the Trust.

Planning, design and project management

- 3.2.17 Project Co shall provide a comprehensive Planning, Design and Project Management Service to the Trust to the scope and standard set out in Appendix B. **SP17**

Minor works

3.2.18 Project Co shall provide a minor works service that shall include but not be limited to: **SP18**

- a) installation of additional socket outlets;
- b) provision of shelving; and
- c) affixing items to walls such as notice boards, and pictures.

This service is to be provided on a cost plus basis. Project Co shall provide estimates for all minor works and obtain the approval of the Trust Representative before proceeding.

Fire safety systems and procedures

3.2.19 Project Co shall provide a planned and reactive maintenance Service that shall regularly maintain, repair and replace where necessary all fire prevention and detection equipment, including fire safety systems and equipment, automatic fire detection and alarm systems, portable and fixed fire fighting systems and equipment, at the Facilities as may be required from time to time to maintain all fire equipment in compliance with: **SP19**

- a) applicable Law, Trust Policies and any other regulations and guidance notes in force from time to time; and
- b) Service Standards set out in Appendix A of this Service Level Specification.

Where any such equipment requires replacement, Project Co shall replace such equipment with equipment of equivalent or higher standard.

3.2.20 Project Co shall establish and maintain suitable systems and procedures to ensure that all fire equipment is examined and tested and shall keep records of all tests and the dates thereof in an accurate and sufficiently detailed manner. **SP20**

3.2.21 Project Co shall collaborate with the Trust within timescales set out by NHS Firecode and/or other Law, or, where these are not stated, within reasonable periods of time, to agree all emergency procedures and contingency plans as these shall relate to the provision of any aspect of Project Co's obligations and responsibilities as set out in the Agreement. **SP21**

For the avoidance of doubt Project Co shall have a sole obligation to maintain in readiness and implement where necessary, contingency plans should any of the fire safety systems in the Facilities fail to function as intended.

3.2.22 Project Co shall establish and implement procedures for fire drills in liaison with the fire authority, or as required by Law in relation to buildings on the Site. Project Co's nominated fire officer shall liaise with the Trust Representative in respect of procedures for the evacuation of buildings in the event of fire. Project Co shall ensure that fire drills are carried out as agreed with the fire authority or as may be directed by the Trust Representative or other authorised person, in relation to buildings in the Facilities. **SP22**

3.2.23 In addition the maintenance of fire systems Project Co shall additionally: **SP23**

- a) ensure that Trust Employees, Project Co staff or Service Provider Staff shall, if at any time they believe that any matter constitutes a fire risk, report this immediately to the Trust representative and take such remedial action as may be necessary;
 - b) ensure all Project Co staff and retained staff (if any) are given fire safety lectures in compliance with HTM 83 section 5; and
 - c) ensure that any person carrying out hot working activities on the Site does so only after receipt of an approved permit to work, which shall include full details of proposed activities.
- 3.2.24 Project Co shall prepare an annual written report for the Trust providing the following information on the Site: **SP24**
- a) Confirmation that the Facilities used by the Trust in the delivery of its healthcare services, including, but not limited to, fire compartmentalisation design, provision of escape routes and provision of fire fighting equipment and systems, complies with the minimum requirements of NHS Firecode and all other applicable Law relating to fire safety;
 - b) Confirmation that procedures for which Project Co is responsible, including emergency procedures and contingency plans, as these relate to the Fire Safety Policy agreed with the Trust, comply with the minimum requirements of NHS Firecode and all other applicable Law relating to fire safety;
 - c) Current status of fire certification; and
 - d) All circumstances where Project Co believes, using due skill and care, the Trust is conducting its activities in a way where there are non-compliances with NHS Firecode and/or other applicable Law relating to fire safety.
- Asset, property management and reporting*
- 3.2.25 Project Co shall provide a comprehensive Asset and Property Management service that shall include: **SP25**
- a) maintenance of estate records and information;
 - b) provision of Estate information to Authorised Persons or statutory bodies; and
 - c) administration of Estate information and business.
- 3.2.26 Project Co shall collect, manage and update all Estate records and information on behalf of the Trust. This shall include but not be limited to the information regarding: **SP26**
- a) physical characteristics of the Facilities including but not limited to:
 - i) the description and address of the Facilities;
 - ii) all area and buildings volume data;
 - iii) condition surveys;

- iv) all location plans, boundaries and titles relating to the Site;
- b) up to date CAD drawings for structural, mechanical and electrical element/systems that are to be linked to the Trust elements/systems. Ensure that all systems provided are compatible for access of information by the Trust and Project Co;
- c) legal or equitable interests in or rights over the Facilities or Site and in addition Project Co shall retain to keep safe all original documentation relating to any such rights or interests;
- d) specific licence requirements where Project Co is responsible for obtaining such licences. Where the Trust is responsible, Project Co shall only be obliged to maintain records that have been provided to it by the Trust; and
- e) test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) shall be maintained accurately and shall be updated appropriately and shall be available for inspection by the Trust or any other relevant party;

Project Co shall ensure all information and records are complete, precise and clearly identifiable and as a minimum be kept to a standard that shall satisfy the requirements of the NHS Estatecode. All such information shall be available for inspection at the reasonable request of the Trust representative or any other relevant Authorised Person.

3.2.27 In addition Project Co shall: **SP27**

- a) maintain hazard notices and safety signs including those issued by the Trust and maintain a record of all such hazard notices and safety signs and put in place procedures to ensure they are located and displayed correctly, and are fully serviceable;
- b) ensure that all required notification procedures to the NHS and MDA of any Equipment or Plant failure are complied with; and
- c) to the extent that Project Co is required to maintain Equipment, be responsible for supplying, administering and distributing Equipment evaluation records required by the NHS and MHRA in accordance with required distribution procedures.

Information provision

3.2.28 Project Co shall prepare and supply: **SP28**

- a) such reports as required by applicable Law and other regulations, informing the Trust which statutory reports have been carried out and making available to the Trust copies of such reports; and
- b) all information reasonably required by any person, firm, governmental authority or other body to whom the Trust is obliged to present information at any time in relation to the performance of the Estates Service.

For the avoidance of doubt this shall include relevant NHS Estates returns such as ERIC.

3.2.29 Project Co shall keep the Trust's representative informed and appraised of the records specified and liaise and co-operate fully with the duly appointed officers of appropriate authorities including but not limited to the District Valuer. **SP29**

3.2.30 Project Co shall provide a monthly maintenance report for each calendar month, in a format agreed with the Trust, which includes: **SP30**

- a) all maintenance (planned or otherwise) undertaken in that month;
- b) a schedule of all failures to comply with the requirements of this Service Level Specification and Project Co's procedures in connection with the provision of Estate Services as previously agreed with the Trust; and
- c) details of training of personnel, changes of personnel, testing (statutory, PAT, insurance company and legionella) and changes to established working practices that have occurred in that month and that shall be undertaken during the following two months.

In addition to describing the performance of the previous month the Monthly PPM reports shall include details of the forthcoming month's work and including the following information as a minimum:

- a) Location of the work to be undertaken clearly identifying activities which are anticipated to cause disruption to the Trust's operations;
- b) Risk Assessment including Health & Safety and COSHH implications;
- c) Method statements;
- d) Time period when the work is to be undertaken;
- e) Standards and quality to be achieved;
- f) Asset conditions;
- g) Resources/sub contractors used; and
- h) Permits to work needed.

3.3 Exclusions

3.3.1 The following charges and costs are excluded from this Service Level Specification;

- a) The cost of undertaking minor works.

Appendix A - Service Times

Table 1 - Estates Services Response Times

Category	Definition	Example	Service Response Time
Emergency	Any request for a Service which is required to avoid a life threatening event or an event serious enough to cause significant damage or disruption.	<ul style="list-style-type: none"> ▪ Flood ▪ Power failure to clinical area 	5 minutes
Urgent	Any request for a Service which requires attendance quickly to avoid operational problems, or will create an Emergency if not remedied.	<ul style="list-style-type: none"> ▪ Broken window 	12 minutes
Routine	Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if not attended to.	<ul style="list-style-type: none"> ▪ WC light blown 	30 minutes

For the avoidance of doubt, Service Response Times will be measured from the time of request to time at which a member of Project Co Staff arrives in the relevant department and is ready and prepared to undertake the task.

Table 2 - Estates Services Planned Times

Category	Definition	Example	Service Response Time
Planned	Any request for a service which has been agreed (planned) to take place at a specific time which may cause operational difficulties or a fall in standards, if it does not happen.	<ul style="list-style-type: none"> ▪ Minor works 	Within the agreed time frame
Scheduled	Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen	<ul style="list-style-type: none"> ▪ PPM for bed pan disposal unit 	Within the agreed time frame.

Appendix B – Service Standards

B.1 Building

Element	Standard
<p>Building Fabric External Including but not limited to:</p> <ul style="list-style-type: none"> ▪ External walls ▪ Roof ▪ Fire escapes, ▪ walkways, ▪ safety barriers ▪ balconies ▪ eaves ▪ rendering 	<ul style="list-style-type: none"> ▪ All elements of building fabric, finishes, furniture and Equipment or a services system component shall be functional, operational and satisfy the performance requirements as [specified in Schedule 8 Construction Matters/ to maintain the Facilities at its current condition] ▪ Sound secure and weatherproof where appropriate ▪ Free from damp penetration or spalling ▪ Claddings, copings and parapets are structurally sound and secure ▪ free from areas capable of harbouring vermin and/or pests ▪ chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. ▪ Free from debris and moss growth
<p>Building Fabric Internal Including but not limited to:</p> <ul style="list-style-type: none"> ▪ Internal walls ▪ Partitions ▪ ceilings 	<ul style="list-style-type: none"> ▪ All elements of building fabric, finishes, furniture and Equipment or a services system component shall be functional, operational and satisfy the performance requirements as [specified in Schedule 8 Construction Matters/ to maintain the Facilities at its current condition] ▪ free from structural cracks and/or deflection ▪ free from damp and vermin ▪ free from undue damage and of reasonable appearance for location ▪ Comply with the requirements set out in CIBSE guidelines ▪ free from unsealed asbestos
<p>Fixtures and Fittings including but not limited to;</p> <ul style="list-style-type: none"> ▪ doors (external, internal and fire) ▪ windows and cills, ▪ hatches, ▪ vents, ▪ ironmongery, ▪ shelving ▪ cupboards, ▪ railings, ▪ racking, ▪ notice boards, ▪ mirrors, ▪ balustrades ▪ Magnetic door holders 	<ul style="list-style-type: none"> ▪ operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way; ▪ shall function as intended, and shall be free from all but minor surface blemishes and wear and tear ▪ luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate; ▪ free from corrosion
<p>Floor and Floor Coverings</p>	<ul style="list-style-type: none"> ▪ The floor covering is complete, according to their specification ▪ The floor covering is fully fixed to the floor so as not to cause a health and safety hazard; ▪ The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard; ▪ Floor coverings/surfaces shall be maintained in such a way as to provide a suitable uniform surface (taking into account the pre-existing sub-surface), with minimal resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facilities ▪ allow adequate drainage where necessary; ▪ free from pests

<p>Decorative Finishes Including but not limited to:</p> <ul style="list-style-type: none"> ▪ paintwork, ▪ fabric and special finishes applied to walls, ▪ ceilings, ▪ woodwork, metalwork, ▪ pipework; and ▪ other visible elements 	<ul style="list-style-type: none"> ▪ Decorative finishes are complete according to their specification, ▪ free from all but minor surface blemishes or undue wear and tear; ▪ free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice;
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B.2 Systems

Element	Requirement
<p>Infrastructure Services (as defined in Appendix D)</p>	
<p>Emergency Power Supply</p>	<ul style="list-style-type: none"> ▪ Standby power source shall be operational, secure and tested regularly ▪ Emergency lighting units shall comply with BS5299, be free from dust, operational and fully charged ▪ Batteries and Battery rooms shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged ▪ Static inverters shall be in working order and not overheat during normal operational loading
<p>MV Distribution System Including but not limited to:</p> <ul style="list-style-type: none"> ▪ distribution equipment; ▪ protective devices; ▪ fuse switches; ▪ isolators; ▪ distribution boards; ▪ fuses; ▪ MCBs; ▪ ACB; ▪ ELCBs and RCD's; and ▪ exposed distribution cables 	<ul style="list-style-type: none"> ▪ Ratings shall be clearly marked ▪ Fuse elements or circuit breaker mechanisms in working order ▪ Contacts and connections clean and mechanically tight ▪ No overheating during normal operating loads ▪ Secure to authorised access only ▪ Recording instruments operational where necessary ▪ Cable joint boxes free from compound leaks ▪ Marker and covering notices where necessary
<p>HV Distribution Systems Including but not limited to:</p> <ul style="list-style-type: none"> ▪ distribution equipment; ▪ protective devices; ▪ isolators; ▪ distribution units; ▪ OCBs; ▪ ACBs; and ▪ ELCBs. 	<ul style="list-style-type: none"> ▪ Ratings shall be clearly marked ▪ Fuse elements or circuit breaker mechanisms in working order ▪ Contacts and connections clean and mechanically tight ▪ No overheating during normal operating loads ▪ Secure to authorised access only ▪ Recording instruments operational where necessary ▪ Transformers are free from oil leaks ▪ Protective coatings are intact ▪ No signs of excessive heating ▪ Electric strength of oil satisfactory ▪ Cable joint boxes free from compound leaks ▪ Marker and covering notices where necessary
<p>Hot & Cold Water Systems</p>	<ul style="list-style-type: none"> ▪ Deliver water at the temperatures and flow rates defined in PITN Volume 3 without undue noise and vibration; ▪ Taps, valves and other related fittings and fixtures function as intended;

Element	Requirement
	<ul style="list-style-type: none"> ▪ Pipework and fittings shall be fastened securely to their intended points of anchorage; ▪ There shall be no drips or leaks of water from pipework, taps, valves and/or fittings. ▪
<p>Heating, Air Conditioning and Mechanical ventilation Systems Including but not limited to:</p> <ul style="list-style-type: none"> ▪ fume cupboards; ▪ humidifiers; ▪ heaters; ▪ ductwork; ▪ mixing boxes and dampers; ▪ coolers; ▪ inlet/outlet grilles; ▪ refrigeration plant; ▪ cooling towers; and ▪ other local ventilation systems. 	<ul style="list-style-type: none"> ▪ All ventilation systems shall function as intended without undue noise or vibration; ▪ Air changes and ventilation levels as required to achieve the Availability Condition; ▪ Ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage; ▪ There shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems ▪ Secure to authorised access only ▪ Free from corrosion, erosion and organic growth
<p>Specialist Services (as defined in Appendix F ‘Specialist Services)</p>	<ul style="list-style-type: none"> ▪ All Specialist Service shall function as intended, at the correct temperatures, quality and standards and flow rates as defined in Appendix F ‘Specialist Services’ without undue noise or vibration; ▪ All pipework and fittings shall be fastened securely to their intended points of anchorage. There shall be no leaks of piped gases and/or liquids and/or solids
<p>Electrical Power and other Cabled Systems Including but not limited to:</p> <ul style="list-style-type: none"> ▪ IT; ▪ Lighting; ▪ Communications; ▪ Safety; and ▪ alarm systems 	<ul style="list-style-type: none"> ▪ All electrical installations to comply with BS7671 or equivalent. ▪ Weatherproof where appropriate ▪ Function as intended without undue noise or vibration; ▪ Wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage and labelled. ▪ Lighting conductor should be complete, isolated and comply with BS6651 or equivalent ▪ MICC cable protective coatings intact ▪ Light emittance within design Lux levels
<p>Public health and other drainage systems Including but not limited to:</p> <ul style="list-style-type: none"> ▪ all sanitary ware and associated fittings 	<ul style="list-style-type: none"> ▪ Shall function as intended, without undue noise and vibration, ▪ Provide a safe and comfortable environment; ▪ All pipework and fittings fastened securely to their intended points of anchorage; ▪ There shall be no leakage of waste and/or foul water and/or rain water.
<p>Fire Fighting Equipment</p>	<ul style="list-style-type: none"> ▪ Fire extinguishers and other fire fighting equipment shall be maintained in accordance with BS 5306 Part 3 Code of Practice or equivalent ▪ Sound, secure and fixed to their intended point of anchorage ▪ Fully operational within manufacturer’s recommendations ▪ Hydrants, sprinklers and hoses shall be at correct operating pressure and capacity; ▪ Pipework shall be free from corrosion, leaks and drips ▪ Be of suitable type and quantity for the hazards present within their vicinity

Element	Requirement
Lifts	<ul style="list-style-type: none"> ▪ Shall function as intended without undue noise or vibration ▪ Shall have a fully functioning control panel and phone ▪ No persons shall be trapped in a lift for more than [30] minutes

B.1 Design, Planning and Project Management

Service	Standard
Planning, Briefing & Design	<ul style="list-style-type: none"> ▪ Provide a complete planning, briefing and design Service which maximises functional content and space utilisation with the needs of medical care and support service requirements and utilises good design logic and practice. ▪ Produce briefs, data sheets, layout plans and drawings, timescales and costing information etc for future projects and schemes. ▪ Liaise with the Trust throughout the planning, briefing, design and tendering phases of any project to ensure the Trust's requirements are adequately taken into account at all stages of the process; ▪ Data sheet information must show all the requirements to complete the project including those solutions/elements which are to be purchased directly as part of the scheme or those which are to be transferred from other areas of the Trust ▪ Loaded drawings shall ensure that all facilities can be accommodated within the space available and that it reflects the Trust's layout and operational requirements and can be maintained/replaced as necessary.
Tendering and Contracting	<ul style="list-style-type: none"> ▪ Project Co shall undertake tendering and contract appointment procedures, contract management and administration, commissioning and training procedures and provide direct support for decant planning and work activities. ▪ Liase with the Trust throughout the planning, briefing, design and tendering phases of any project to ensure the Trust's requirements are adequately taken account of at all stages of the process.
Project Management	<ul style="list-style-type: none"> ▪ project management techniques are utilised appropriately to ensure that projects are completed on time, within budget and to acceptable quality standards. ▪ A project manager is appointed to provide the project management element on all schemes and projects undertaken within the Trust.
Financial Management	<ul style="list-style-type: none"> ▪ Budget costs to be within +/- 10% of PTE ▪ PTE to be within +/- 3% of tender price ▪ Scheme cost at outturn within approved figure
Commissioning and Training	<ul style="list-style-type: none"> ▪ All requisite building regulations and planning permission approvals are obtained and that any other necessary consultation with regulatory bodies is carried out and their recommendations included within the project brief. ▪ New work meets the prescribed design and quality requirements.

Appendix D - Infrastructure Systems

The following are considered to be categorised as Infrastructure Services:

- a) sanitation and drainage systems;
- b) water systems;
- c) fuel storage plant;
- d) electricity distribution system;
- e) gas distribution system

This list is not exhaustive and Project Co is to fully ascertain all the Trust's requirements.

Appendix E - Heating & Ventilation

The following are categorised as heating and ventilation systems:

- a) Low pressure, medium pressure, high pressure hot water and steam heating systems;
- b) Space heating systems; and
- c) All air handling systems, including air conditioning and comfort cooling systems.

This list is not exhaustive and Project Co is to fully ascertain all the Trust's requirements.

Appendix F - Specialist Services

The following are considered to be categorised as Specialist Services:

- a) pneumatic tube system;
- b) piped medical gases;
- c) vacuum systems;
- d) anaesthetic gas scavenging systems;
- e) sterilisers and central decontamination equipment;
- f) operating theatre and clean environment ventilation;
- g) un-interruptable power supply systems;
- h) nurse call, cardiac and emergency alarm systems and equipment;
- i) Patient beds;
- j) Patient trolleys;
- k) wheelchairs;
- l) Pathology gas systems and equipment;
- m) Patient specialist lifting equipment;
- n) specialist fridge's and freezers;
- o) automatic fire fighting system

This list is not exhaustive and Project Co is to fully ascertain all the Trust's requirements.

Appendix G - Mechanical & Electrical

The following are considered to be categorised as Mechanical & Electrical services:

- a) external lighting installation;
- b) internal electrical power and lighting installations;
- c) emergency lighting systems ;
- d) communications systems including bedside communications units;
- e) data cabling;
- f) security and fire alarm systems;
- g) fixed and portable electrical appliances;
- h) lifts (excluding patient lifting equipment);
- i) space heating systems;
- j) cooling systems (including chilled beams);
- k) air conditioning systems;
- l) ventilation extracts and air systems;
- m) fire extinguishing systems;
- n) electrical mains distribution system;
- o) emergency electrical generation plant and equipment;
- p) chilling plant and chilled water storage and distribution systems;
- q) thermal systems and distribution systems;
- r) heating plant, steam and hot water distribution systems;
- s) domestic hot water storage and distribution systems;
- t) central air handling plant;
- u) cold water storage and distribution systems;
- v) emergency electrical central battery systems;
- w) refrigeration equipment ;
- x) water treatment systems;
- y) fixed and portable first aid fire fighting systems other than automatic fire fighting systems under Appendix F;

This list is not exhaustive and Project Co is to fully ascertain the total requirements.

Performance Parameters

Ref.	Performance Parameter	SF Type ¹	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
<i>Response and Planned Times</i>							
SP01	Emergency requests for Estates Services are carried out within Service Response Times.	FE	C	5 minutes	N/A	Per Request	1, 4, 8
SP02	Urgent request for Estates Services are carried out within Service Response Times.	FE	B	12 minutes	N/A	Per Request	1, 4, 8
SP03	Routine request for Estates Services are carried out within Service Response Times.	FE	A	30 minutes	N/A	Per Request	1, 4, 8
SP04	Planned Estates Services tasks are carried out within Service Planned Times.	FE	B	Within the agreed time frame	N/A	Per Request	1, 2, 4, 8
SP05	Scheduled Estates Services tasks are carried within the Service Planned Times.	FE	B	Within the agreed time frame	N/A	Per Request	1, 2, 4, 8
<i>Maintenance and repair service</i>							
SP06a	5 year PPM programmes are produced at the agreed time to the agreed format and quality.	QF	Low	N/A	N/A	A	1, 2, 3, 4, 8
SP06b	12 Monthly PPM programme is produced at the agreed time to the agreed format and quality and presented to the Trust 4 months in advance.	QF	Medium	N/A	N/A	M	1, 2, 3, 4, 8
SP07a	External and Internal Building related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07b	Fixtures and Fitting related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8

¹ SF = Service Failure, FE = Failure Event, QF = Quality Failure.

Ref.	Performance Parameter	SF Type ¹	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
SP07c	Floor and covering related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07d	Infrastructure related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07e	Decorative Finish related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07f	Hot and Cold Water System related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07g	Heating, Air conditioning and mechanical ventilation related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07h	Specialist Services related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07i	Electrical Power and Cabled System related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07j	Public Health and Drainage related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP07k	Fire Equipment related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
SP08	Reactive maintenance is carried out to the required service standards.						
<i>Authorised persons and competent persons</i>							
SP09	24 hour Authorised and Competent Person emergency cover is maintained	QF	Low	N/A	N/A	M	1, 2, 5, 8

Ref.	Performance Parameter	SF Type ¹	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
<i>Statutory testing</i>							
SP10a	Trust is notified at least 1 month prior to statutory or regulatory inspection dates.	QF	Low	N/A	N/A	Q	1, 3, 4, 5, 8
SP10b	A programme for testing and inspections for forthcoming 12 months is in operation.	QF	Medium	N/A	N/A	A	3, 4, 5, 8
SP11	Necessary preparation for inspections are made and statutory and insurance surveys and inspections are completed by the agreed date. Services are reinstated to the required service standards.	QF	High	N/A	N/A	B	1, 4, 5, 8
SP12	All corrective actions arising from inspections are remedied promptly in accordance with agreed Rectification Time.	FE	C - E	48 hours	As instructed	Following Inspections	1, 4, 5, 8
SP13	All new plant and equipment has been successfully commissioned and maintained in accordance with manufacturer's instructions and maintenance manuals.	QF	Medium	N/A	N/A	B	1, 3, 4, 5, 8
SP14	Statutory testing of equipment and systems is carried out by competent operator in line with manufacturer's instructions within the agreed statutory or manufacturer's prescribed test period.	QF	High	N/A	N/A	As Statutory Requirements	1, 3, 4, 5, 8
SP15	Compliance with PAT testing legislation including correct labelling and certification procedures.	QF	High	N/A	N/A	Q	2, 4, 7, 8
<i>Permits to work</i>							
SP16	All work is carried out in accordance with the Permit to Work system.	QF	High	N/A	N/A	M	1, 4, 5, 8
<i>Planning, design and project management</i>							
SP17	Planning, Design and Project Management tasks undertaken by Project Co on behalf of the Trust are executed in accordance/compliance with the Service Standards.	QF	Medium	N/A	N/A	Per Task	1, 2, 3, 4, 5, 8

Ref.	Performance Parameter	SF Type ¹	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
<i>Minor works</i>							
SP18	Minor works are carried out to the required service standard.						
<i>Fire safety systems and procedures</i>							
SP19a	Fire Safety Systems are compliant with statutory regulations and Service Standards at all times	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
SP19b	Annual Fire Certificate is retained.	QF	High	N/A	N/A	A	4, 7, 8
SP20	Fire systems are tested regularly against legislation and Service Standards	QF	Medium	N/A	N/A	As appropriate	1, 2, 3, 4, 7, 8
SP21	Emergency and Fire contingency plans have been developed and the necessary training has taken place.	QF	Medium	N/A	N/A	B	1, 2, 4, 7, 8
SP22	Fire drills are carried out in accordance with Trust and Fire Officer's instructions.	QF	Medium	N/A	N/A	B	1, 2, 3, 4, 8
SP23	Staff have been trained in HTM83 processes	QF	Low	N/A	N/A	M	2, 4, 5, 8
SP24	Annual report is provided to the Trust Representative on the anniversary of the Agreement commencement date in the agreed format, quality and standard.	QF	Medium	N/A	N/A	A	3, 4, 8
<i>Asset, property management and reporting</i>							
SP25	All statutory estates data is accurately recorded, regularly updated and available for inspection by the Trust Representative.	QF	High	N/A	N/A	Q	3, 4, 8
SP26	All Quality Assurance data requirements are accurately recorded, stored and are available for inspection.	QF	Low	N/A	N/A	Q	1, 2, 3, 4, 5, 6, 7, 8
SP27	Project Co has an up to date record of the latest HTMs, MDA Notices and Safety Notices and has traceable evidence that relevant action has been taken to	QF	Low	N/A	N/A	Q	4, 7, 8
<i>Information provision</i>							
SP28	Requests for information are administered in a timely manner	QF	Low	N/A	N/A	PR	1, 4, 5, 7, 8

Ref.	Performance Parameter	SF Type ¹	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
SP29	Requests for information from authorised personnel is provided by the agreed date, quality and format.	QF	Low	N/A	N/A	M	1, 3, 4, 7, 8
SP30	Monthly PPM report submitted in agreed format and quality to the Trust Representative.	QF	Low	N/A	N/A	M	1, 2, 3,4, 8

Note

For the avoidance of doubt regarding the allocation of Failure Event penalties the following protocols shall apply:

1. Penalties for failure to meet response times shall be levied against the Unit to which the patient, equipment or item is to be delivered.