

Preliminary Invitation to Negotiate

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

Volume 4 Part 14 - Service Level Specification

**for
Utilities Management 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 Utilities Management Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning unless the context otherwise requires:

“Business Day”	has the meaning given in schedule 1;
“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;
“Facilities”	has the meaning given in schedule 1;
“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”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Equipment”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co”	has the meaning given in schedule 1;
“Routine”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Scheduled”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“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 Representative”	has the meaning given in Schedule 1;
“Trust Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Trust”	has the meaning given in schedule 1;
“Unplanned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Urgent”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Utilities”	means energy and water supplies such as gas, electricity, fuel oil, sewerage, solid and liquid waste, telephones and other communication systems;
“Utility Provider”	means the provider of Utilities;
“Visitors”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

2. Key Objectives

- 2.1 Project Co shall provide a high quality and comprehensive Utilities Management Services on a 24 hours a day 365(6) days per year basis to meet the requirements of the Trusts' operations.
- 2.2 Project Co shall ensure the Utilities Management Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Utilities Management Services that comply with Law, achieve the Service Standards and provides comprehensive Utilities Management Services tailored to the operational needs of the Trusts;
 - b) provide flexible Utilities Management Services that respond to changes in Patients' and Trusts' needs, Trusts' demands and the hospital environment;
 - c) provide patient-focused Utilities Management 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 Utilities Management 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 Utilities Management 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 Utilities Management 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 Utilities Management 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 provide Utilities Management Services 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 Utilities Management 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, equipment, signs, materials, uniforms, Consumables, Disposables, test equipment, safety apparatus and manual and powered lifting and handling equipment required to provide the Utilities Management Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Utilities Management Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 The types of Utilities shall include but not be limited to:
- a) gas;
 - b) electricity;
 - c) fuel oil;
 - d) water;
 - e) sewerage;
 - f) solid Waste disposal;
 - g) liquid Waste disposal; and
 - h) surface water disposal.

- 3.1.8 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) procurement and continuity of supply including:
 - i) securing and maintaining connections to Utility Provider services of adequate capacity to supply the requirements of the Trusts under all anticipated operating conditions;
 - ii) ensuring Utility supply specifications are consistent with the requirements of the Trusts operations;
 - iii) undertaking all testing, cleaning and maintenance as required by the Utility Provider;
 - iv) putting in place a procurement procedure that ensures Utility Provider charges are optimised; and
 - v) arranging for standby provisions to cater for those eventualities where Utility Provider connections are unable to meet the demand placed on them.
 - b) Utilities information and management; and
 - c) Utility efficiency management

3.2 Minimum Service Requirements

Procurement and continuity of supply

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|-------|---|-------------|
| 3.2.1 | Project Co shall procure all Utilities at minimum cost with consideration given to purchasing energy derived from renewable energy sources. Project Co shall continue to lead contract negotiations with the Utilities Supplier to identify the most appropriate tariffs to the Trusts and liaise with other relevant parties (such as Service Providers) regarding other elements of the energy package with the supplier, such as alternative energy options. | SP01 |
| 3.2.2 | The Project Co shall ensure that an adequate continuous supply of energy is available 24 hours a day, 365(6) days per year for project term. This shall include the provision of standby provision for essential electrical power supplies. Project Co shall ensure the provision of Utilities such that wherever possible Utilities can be maintained without disruption to Utility User(s). | SP02 |
| 3.2.3 | Where significant disruption to Trusts operations as a result of Project Co fulfilling its obligation of providing Utilities is unavoidable, Project Co shall agree with the Trusts appropriate arrangements to minimise the extent and duration of the disruption at Project Co's expense. | SP03 |
| 3.2.4 | Project Co shall inform the Trust Representative of all scheduled interruptions to any Utility supply whether or not it may affect Trusts operations. | SP04 |

- 3.2.5 Project Co shall have sole responsibility for ensuring that all-external Utility infrastructure, from the point of connection to the Utility Company distribution/connection point, to the point of connection to the buildings comprising the Facilities. This is to be maintained in a fully functioning condition and in compliance with relevant standards and regulations including but not limited to: **SP05**
- a) NHS Energy Policy;
 - a) Trust Policies;
 - b) Utility Supplier regulations; and
 - c) ‘Sustainable Development’ in the NHS.
- 3.2.6 Project Co shall regularly review and amend as required the utility supply specifications such that they are consistent with the requirements of the Trusts operations. **SP06**

Utilities information and management

- 3.2.7 In relation to property and buildings comprising the Facilities, the Project Co shall maintain appropriate records in relation to all specific license requirements where the Project Co is responsible for obtaining such licenses. Where the Trusts are responsible, Project Co shall only be obliged to maintain records that have been provided to it by the Trusts. **SP07**
- 3.2.8 Project Co shall ensure all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) are maintained accurately and updated appropriately and are available for inspection by the Trusts or any other relevant party. **SP08**
- 3.2.9 Project Co shall ensure all information and records are up to date, precise and accurate and available for inspection by the Trusts or any other relevant party. **SP09**
- 3.2.10 Project Co shall prepare and supply all information reasonably required by any party, to whom the Trusts are obliged to present information at any time in relation to the performance of the utility management service. For the avoidance of doubt this shall include ERIC returns. **SP10**
- 3.2.11 Project Co shall maintain records detailing any complaints made with respect to the utilities management service and action taken. **SP11**
- 3.2.12 Project Co shall provide, on request by the Trust Representative any ad hoc reports as required by the Trusts relating to the provision of utilities to the Facilities or the Project Co within 7 working days after receipt of said request. **SP12**

Utility efficiency management

- 3.2.13 Project Co shall ensure the service is cost effective, comprehensive in nature, addresses all technical, managerial, operational and purchasing issues, and maintains the integrity of supply of each Utility. The utilities management service shall include but not be limited to: **SP13**
- a) monitoring and controlling the performance of buildings, plant and equipment to minimise the consumption of energy and other utilities whilst enabling the attainment of optimum environmental conditions required for modern health care buildings;
 - b) designating staff as either competent or suitable and suitably qualified, trained designated people to provide the Utility Management Service;
 - c) administering Hazard and Safety Notices, recording, distributing and evaluating such notices and ensuring that all required notification and rectification procedures to the NHS and MRHA. of any equipment or plant failure are complied with/actioned;
 - d) advising on Utility consumption and revenue cost implications throughout the project term for estate upgrading/modernisation schemes and new developments;
 - e) provision, management and operation of an effective building management system;
 - f) production of an annual Utility report for the Trusts (together with monthly progress reports);
 - g) form and chair a joint Utility working group. This group will meet at least annually and Project Co shall agree with the Trusts a utility conservation policy; and
 - h) inform any sub-contractor staff, are made aware of the aims of the Trusts energy policy and are given guidance on its implementation.

3.3 Exclusions

- 3.3.1 There are no exclusions from this Service Level Specification.

Performance Parameter

Ref.	Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
SP01a	Procure Utilities at minimum cost with consideration of renewable sources of energy.	QF	Medium	N/A	N/A	A	3, 4, 8
SP01b	Lead contract negotiations with the Utilities supplier to identify the most appropriate tariffs to the Trusts and liaise with other relevant parties.	QF	Low	N/A	N/A	A	4, 8
SP02a	The integrity of electrical supply to essential circuits and distribution networks is maintained at all times.	QF	High	N/A	N/A	M	4, 8
SP02b	The integrity of electrical supply to non-essential circuits and distribution networks is maintained at all times.	QF	Medium	N/A	N/A	M	4, 8
SP02c	The integrity of water supply is maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
SP02d	The integrity of gas supply is maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
SP02e	The integrity of oil supply is maintained at all times.		High	N/A	N/A	M	1, 4, 8
SP02f	The integrity and functionality of the sewage and trade effluent disposal systems are maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
SP02g	The integrity and functionality of the telephone systems are maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
SP03a	Contingency plans addressing the loss of each or all Utilities are in place and have been reviewed within the last [12] months.	QF	High	N/A	N/A	A	4, 8
SP03b	Contingency plans are executed as planned with due expediency following the loss of one or more utilities.	FE	C - E	Immediate	As planned	Per Event	1, 4, 8
SP04	Receive written consent from the Trust Representative prior to scheduled interruptions in Utilities.	QF	High	N/A	N/A	M	2, 3,4, 7,8

Ref.	Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
SP05	Ensure external Utility infrastructure is maintained in a fully functioning condition.	QF	High	N/A	N/A	M	2, 3,4, 7,8
SP06	Ensure all Utilities provided are consistent with the requirements of the Trusts operations.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
SP07	Ensure all Utility Licenses are current, correct for the current supply requirements and available for inspection by the Trusts, Statutory Bodies and or Utility Supplier.	QF	High	N/A	N/A	Any moment in time.	2, 3,4, 7,8
SP08	Ensure all test certificates and appropriate documentation and records are maintained accurately, updated regularly and available for inspection by the Trusts or any other relevant party.	QF	Medium	N/A	N/A	Any moment in time.	2, 3,4, 7,8
SP09	Ensure all information and records are up to date, precise, accurate and available for inspection by the Trusts or any other relevant party.	QF	Medium	N/A	N/A	Any moment in time.	2, 3,4, 7,8
SP10	Prepare and supply information reasonably required by any party, to whom the Trusts is obliged to present information relating to performance of the Project Cos.	QF	Low	N/A	N/A	D	2, 3,4, 7,8
SP11	Maintain records regarding complaints about the Project Co and the action taken.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
SP12	Provision of ad hoc reports as required by the Trusts relating to the Project Co within the stated timeframe.	QF	Low	N/A	N/A	D	2, 3,4, 7,8
SP13a	Monitor and control the performance, plant and equipment to minimise Utilities consumption whilst achieving the optimum environmental conditions required by the Trusts.	QF	Medium	N/A	N/A	D	2, 3,4, 7,8
SP13b	Staff records clearly indicate staff as competent or suitable and suitable qualified trained persons.	QF	Low	N/A	N/A	M	2, 3,4, 7,8
SP13c	Administer Hazard and Safety Notices in accordance with Trust Policies.	QF	High	N/A	N/A	R	2, 3,4, 7,8

Ref.	Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
SP13d	Provide advice on Utility consumption and revenue cost implications for upgrade/modernisation and new development by the Trusts.	QF	Low	N/A	N/A	R	2, 3,4, 7,8
SP13e	Provision, management and operation of an effective Building Management System.	QF	High	N/A	N/A	R	2, 3,4, 7,8
SP13f	Provide annual Utility report to the Trusts in the agreed format and quality on the anniversary of service commencement.	QF	Low	N/A	N/A	A	2, 3,4, 7,8
SP13g	Provide monthly report detailing Utility usage and efficiencies achieved in the agreed format.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
SP13h	Ensure the energy working group has met at least once within the last 12 months.	QF	Low	N/A	N/A	A	2, 3,4, 7,8
SP13j	Project Co ensures all Trust Staff and sub-contractor staff are aware of the aims of the Trusts Energy Policy and given advice on its implementation.	QF	Low	N/A	N/A	A	2, 3,4, 7,8
SP13k	All Project Co staff have received training regarding; NHS Energy Policy, Sustainable Development in the NHS, Trusts Energy Strategy and Utility providers rules and regulations.	QF	Low	N/A	N/A	A	2, 3,4, 7,8