

CONTRACT SPECIFICATION FOR:

The servicing and maintenance of Fire Alarm Systems
at Salisbury NHS Foundation Trust.

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1.0.0 INTRODUCTION:

1.1.0 Definitions of contract

Contract Manager	The representative from the Estates Department who is the key point of contact for the service provider
Service provider	The contractor/supplier tendering or appointed as part of this contract
‘The Trust’	Deemed as the employer as part of this contract

1.2.0 Contract Brief:

1.2.1 The servicing and maintenance of Fire Alarm systems

1.3.0 Contract Location

Salisbury district hospital
Obstock road
Salisbury
SP2 8BJ

1.3.1 Service providers are strongly advised to visit site and assess the extent of the work prior to tendering and to understand the local conditions, means of access whilst work is commencing and any other situations or environmental problems that may affect the tendering price.

1.4.0 Contract duration

1.4.1 The contract period priced options for 3+1+1 years

1.4.2 Upon agreement by both parties, there may be a provision to extend the contact by a further **one plus one** year(s)

1.4.3 Three months written notice will be required by either party for the termination of the contract before the completion of the contract term.

1.5.0 Compliance to Regulations and Approved Standards:

1.5.1 All works carried out under the contract must comply with, and have reference to the following regulations and approved standards: -

- a) BS EN 54 Fire detection & alarm systems
- b) b) BS 5839 Fire detection and fire alarm systems for buildings
- c) c) Health and safety at work act 1974
- d) d) IET (2012 4th edition): Code of Practice for in-service inspection and testing of electrical equipment
- f) e) BS 7671:2022. Requirements for Electrical Installations. IET Wiring Regulations, Eighteenth Edition.

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1.5.2 The service provider is reminded of their duties under HASWA 1974 and subsequent regulations relating to health and safety matters. In particular; COSHH, RIDDOR and Electricity at work regulations. The Trust retains the right to halt or direct work to ensure that compliance is met with all the relevant health & safety regulations and approved codes of practices.

2.0.0 TENDER SUBMISSION

2.1.1 This section details the required documents which must be submitted **within the return tender.**

2.1.2 The Trust withholds the right to disqualify the tenderer if they fail to comply with the requirements specified

2.2.0 Tender cost

2.2.1 The service provider shall submit their tender prices on the following appendices;

- a) Appendix 2 Tender Summary
- b) Appendix 4 Schedule of Rates

2.3.0 Sample of Services

2.3.1 The service provider may be asked to demonstrate the quality of their services such as reports or engineers sheet as part of this tender return

2.4.0 References

2.4.1 The service provider is required to provide the Trust with at least three references, healthcare references are preferable.

2.5.0 Competences

2.5.1 The service provider is required to provide the Trust with proof of competence for the operatives carrying out work on site as part of this contract.

2.6.0 Insurance Cover

2.6.1 The service provider is required to have public liability insurance of at least £5 million which lasts for the duration of the contract and must provide proof of current cover.

2.7.0 Quality Assurance

2.7.1 It is preferable that the service provider works to an ISO 9001 quality assurance system.

2.7.2 If available, a copy of the service provider's quality assurance system is to be supplied to the Trust as part of the tender submission if this is the case.

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2.8.0 Approved List of Service providers

2.8.1 The service provider is to provide details of any relevant company accreditation may also be supplied (NSI, BAFE, ECA, FIA, BSIA, Safe Contractor, Construction line, etc.)

2.9.0 Site Visit

2.9.1 To arrange a site visit please contact;

A) Peter Dovey- Fire Safety Advisor- peter.dovey@nhs.net

2.9.2 Failure on the part of the service providers to familiarise themselves of anything likely to affect the tender price shall be their sole responsibility and no claims in respect of lack of knowledge of site conditions will be entertained following the tender submission.

2.10.0 Sub-contracts

2.10.1 The Service Provider must inform the Trust if any part of this contract shall be sub-contracted out.

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3.0.0 IMPLEMENTATION OF CONTRACT

3.1.1 Upon awarding the contract to the successful service provider, the following requirements must be met within the agreed timescales;

3.2.0 Risk assessments and method statements

3.2.1 The service provider is required to provide the Trust generic Risk assessments and Method statements for all tasks to be carried out within one month, starting from the date the contract has been awarded

3.2.2 These will need to be reviewed by the Trust and signed off by the Trust's appropriate Authorised Personas as satisfactory prior to work commencing.

3.2.3 Site specific risk assessments will need to be submitted and signed off prior to works commencing for each plant room and suite/department to be worked in.

3.3.0 DBS (disclosure barring service) certification

3.3.1 The Service provider is responsible for ensuring that all their staff working on site as part of this contract have had an appropriate DBS check and any potential issues are highlighted to the Trusts contract manager.

3.4.0 Permit to work

3.4.1 A permit to work and a permit to disconnect system is in place and will need to be issued by the Trust Authorised Person prior to work commencement.

3.4.2 If applicable, this will be advised when the site-specific RAMS are being prepared.

3.5.0 Out of Hours

3.5.1 The service provider shall be aware that any works outside of normal working hours (08:00 to 16:00) must be agreed in advance with their point of contact from the Trust

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4.0.0 SCOPE OF WORKS

4.1.0 Maintenance Tasks

4.1.1 As a minimum, all maintenance tasks on the equipment covered within the Contract should follow BS 5839, the manufacturer’s recommendations and include the following:

- To undertake a test of all fire detection equipment (AFD) across the site once a year. The test will be carried out with sounders and interfaces disabled to prevent noise and shut down of doors, plants, etc.
- To undertake a test of all manual call points across the site once a year. The test will be carried out with sounders and interfaces disabled to prevent noise and shut down of doors, plants, etc.
- To undertake a one-off of cause and effects programming across the site once a year and produce a Cause & Effect (C&E) matrix, to include for 2 engineers to witness. The test will be carried out by operating one call point and one sensor per sector and recording the operation of plant, door holders, access-controlled doors, and sound signals (evacuate and alert) etc to include all interfaces.
- Upon completion, issue a G6 certificate for each control panel.
- Provide a responsive and competent call-out service for equipment breakdowns in line with Appendix 1.
- Battery replacement for all fire alarm detection systems (including standalone AFD) and interface systems at a maximum of every 5 years or in line with manufacturers recommendations if sooner, to be included as part of the service and maintenance
- Automatic Fire Detection (AFD) replacement as per the service life of the devise, to be included as part of the service and maintenance and to include for an annual insite report which will also include warranty lifespan (Trinity have an insite report for all the networked AFD’s but one will be required for the standalone AFD’s to allow subcontractors to quote)
- Replacing faulty devices and fire panels (including components), minimum of 3 years warranty required on all new products.
- Contractor to supply warranty schedule for equipment installed
- Contractor must be GENT Elite partner, BAFE accredited and LPS 1014 accredited
- When completing the financial tender summary in appendix 2, the contractor must have considered and allowed for the replacing AFD’s that will come to the end of the lifecycle based on the InSite report provided

4.2.0 Reporting, Recording and Logging of Calls

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Procedure

Breakdowns / Callouts during Normal Working Hours (corrective maintenance)

4.2.1 In the event of a breakdown either the contract manager or a nominated deputy will call the contractor help desk, inform them of the breakdown and provide them with the specific job details, and agree on a response time in accordance with the contract. The contractor is to supply a quote within 2 working days of the call out.

4.2.2 When the fault has been rectified the engineer will provide the contract manager or a nominated deputy with a callout / breakdown report sheet explaining the problem and what was done to rectify the problem, this will also indicate the specific Trust job number so it can be closed.

Breakdowns / Callouts out of Normal Working Hours (corrective maintenance)

4.2.3 In the event of a breakdown out of normal working hours the Contractor shall provide the Trust with a contact number to a phone which will be answered 24/7.

4.2.4 The Trust Contract Manager or a nominated deputy (On-call Estates Officer) will phone the contractors on call number to report the fault and provide them with a contract reference number if applicable

4.2.5 The engineer shall attend to the fault in accordance with the response times specified in the contract and the next working day provide the Trusts contract manager with a callout /breakdown report sheet explaining the problem and what was done to rectify it.

4.2.6 Trust will raise a PO no for each out of hours call out ~~for~~ within the next 3 working days.

Planned Maintenance Service Visits (PPM's)

4.2.7 Each individual item of equipment to be serviced under this contract shall be given a unique asset number in the InSite system which all PPM's and breakdowns should refer to.

4.2.8 The engineer will service the equipment in accordance with this specification and manufacturer's recommendations and will provide a planned maintenance service report to the Trusts contract manager. These will be recorded and stored for future reference.

4.3.0 SFT CAFM System

4.3.1 The contractor is required to work with the SFT Trust in-house CAFM system as instructed. As a minimum, the contractor will be required to do the following:

- Evidence all works completed and close work orders off, with appropriate notes and time bookings.

4.3.2 The contractor will ensure all assets included within this contract are Asset Labelled in line with the SFT Trust requirements using the in-house labels.

The information must be collated and shared back with the contract manager and BIM Coordinator. The information must contain a minimum of Location

Room Number, Make, Model, Serial Number, Installation date and warranty period (if new asset) and removal date (if asset removed), and replacement date (if asset replaced).

4.3.3 This asset register must be kept complete and communicated to the contract manager at the start of the contract and upon any changes, be updated.

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4.3.4 Note: At the time this contract is awarded, the Trust are replacing their CAFM system and changing the way they asset devices on site. The successful contractor will be required to remove existing labels and replace them with the new standard for each device during the first maintenance visit.

4.4.0 Service Maintenance Agreement

4.4.1 Planned maintenance only on the equipment specified within this contract, carrying out the tasks specified in this contract at the frequency specified within this contract

4.4.2 No allowance for comprehensive, or part comprehensive cover

4.4.3 Planned Preventative Maintenance service contract rates shall be charged to a fixed price per visit.

4.5.0 Key Performance Indicators (KPI's)

4.5.1 The response and fix times are defined in the accompanying Appendix 'Appendix 1 Response times & Service Level Agreement'.

4.5.2 The contractor should issue quarterly monthly KPI reports and share them with the contract manager. Where the targets in the service level agreement are not being met, the contractor should identify remedial action for the following quarter.

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5.0.0 TERMS OF CONTRACT

5.1.0 Payment

5.1.1 Payment is subject to the standard NHS terms and conditions.

5.2.0 Purchase Orders

5.2.1 Upon award of contract, providing all necessary documentation has been provided by the successful service provider. The Trust will raise a single order quoting the tender reference, for the value of the contract

5.3.0 Invoices

5.3.1 All invoices should be submitted electronically and must contain the specific contract or purchase order reference (appendix 6)

5.3.2 Unless otherwise agreed with the Trusts contract manager, invoices shall be sent for each individual visit or delivery.

5.3.3 Failure on behalf of the service provider to comply with this specification will result in the contract not being paid. Further visits to site as a consequence will be at the service provider's expense.

5.4.0 Employer's details:

Salisbury district hospital
 Obstock road
 Salisbury
 SP2 8BJ

5.5.0 Determination

5.5.1 The following are reasons for the contract to be cancelled prematurely, and the mechanism for doing so:

- a) Non-performance or poor performance such as lateness in repairing plant, or poor workmanship
- b) Non-payment or lateness in payments.
- c) Insolvency
- d) Breach of contract, such as non-compliance with any of the specified contract conditions
- e) Fundamental break of contract, such as non-compliance with any fundamental conditions and statutory regulations

5.6.0 Termination

5.6.1 The contract will automatically expire at the end of the contract term

5.6.2 Three months written notice will be required by either party for the termination of the contract before the completion of the contract term.

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5.7.0 Assignment of contract

5.7.1 Neither party may assign nor sell any part of the contract without the prior written consent of the other party.

5.8.0 Sub-letting/sub-contracting

5.8.1 The maintenance contractor should carry out the majority of the work, with sub-contractors only used for specialist items of work.

5.8.2 Payment matters relating to sub-contractors are the sole responsibility of the main contractor as are aspects of behaviour and performance

5.8.3 The main contractor shall not sub-contract work without prior written permission from the Trust.

5.9.0 Insurance

5.9.1 The contractor is required to have public liability insurance of at least £5 million which must last for the duration of the contract and must provide proof of current cover.

5.9.2 If the contractor's public liability insurance expires during the contract period, the renewed certificate must be provided.

5.10.0 Materials

5.10.1 Materials used on site must be recommended by the manufacturer and be approved to a British or European standard.

5.11.0 Workmanship

5.11.1 The Trust expects workmanship of a high standard and for it to be carried out by persons deemed as competent. As part of this contract the contractor shall provide relevant proof that the persons working as part of this contract are deemed as competent.

5.11.2 If it can be demonstrated that the workmanship of reactive maintenance is to a poor standard, and further callouts are required due to this, these further visits will be at no further charge to the Trust

5.12.0 Value added tax (VAT)

5.12.1 All sums of money quoted by the contractor shall be exclusive of VAT.

5.12.2 Any invoice submitted by the contractor must show the sum claimed separate from the amount of VAT applicable.

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5.13.0 Warranties

5.13.1 The contractor shall provide a twelve month warranty for all materials and workmanship which have been provided by them. This period begins on the final day works has finished on that given task.

5.13.2 There shall be no financial limit to the value of works to be rectified.

5.13.3 If materials under contractor warranty have failed prematurely and are subject to a manufacturer’s warranty, this claim rests with the contractor to organise replacements.

6.0.0 SITE INFORMATION

6.1.0 Estates Reception opening hours

6.1.1 The Estates department reception is open 08:00 to 16:00 Monday to Friday.

6.2.0 Trust Induction

6.2.1 The Estates Department operates a ‘contractors induction’ which all operatives working on site must successfully complete every 12 months. The induction covers the all of the site requirements.

6.2.2 Upon successful completion of the induction, the operative will be given their own swipe ID badge.

6.3.0 Vehicle parking:

6.3.1 Free parking is available at the estates department on a first come first serve basis with a maximum of one space per contracting company being made available.

6.4.0 Precinct no smoking policy:

6.4.1 A no-smoking policy applies to the entire premises; the Trust holds the right to remove any individuals caught smoking on the Trusts premises.

6.5.0 Access control:

6.5.1 Generic access is granted to each operative on their swipe ID card. For further access, the operative should liaise with their site point of contact who can make the necessary arrangements.

6.5.2 There are a limited number of plantroom and roof keys available, where these will be required provisions should be made with the site point of contact.

6.6.0 Staff behaviour:

6.6.1 All service providers attending site are to conduct themselves in such a manner to reflect the fact they are working in a hospital. No singing, whistling, portable radios, shouting or swearing will be tolerated, failure to do so will result in being asked to leave site.

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6.6.2 All contracting staff are to present themselves in professional company work attire with the appropriate safety equipment to be used, shorts are not permitted on site. Safety shoes must be worn at all times when working in the Trusts precinct.

6.7.0 Asbestos

6.7.1 The Estates Department hold a comprehensive database of where asbestos is present on site. Before any work can commence, the service provider must request a site-specific electronic PDF copy for the service provider to review.

6.7.2 Clarity can be sought from the Estates Department if any concerns arise from this information.

7.0.0 APPENDICES

Appendix 1 Response times & Service Level Agreement

Appendix 2 Tender Summary

Appendix 3 Asset schedule

Appendix 4 Schedule of Rates

Appendix 5 Site rules

Appendix 6 NHS FT important supplier notification

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