

Facilities Management Services Specification

for:



Site Details

The Nexus Building
Harlow Enterprise Zone
Harlow



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Introduction

We are delighted to have been given the opportunity to provide a proposal for the provision of the annual facilities management service for the Nexus Building on the new Harlow Enterprise Zone Science Park.

The knowledge, understanding and experience obtained through over 30 years of service delivery within the commercial, residential and industrial sectors has allowed us to create a high quality, customer focussed delivery model and has also enabled us to develop 'best practice' initiatives within our maintenance regimes.

We understand that throughout the contract your requirements may change, and we are flexible and adaptable and can respond to your needs.

We want to spend time understanding the role that we can play within the organisation and the positive impact that we can have upon the delivery of the managed services for your clients.

Following our meetings, we have spent time reviewing the initial requirements to ensure that we have covered each aspect of the FM service and understand the technical and managerial requirements needed to meet the service levels expected within the Nexus building. These include, but are not limited to:

- Having the availability to attend and deliver all planned and scheduled maintenance tasks
- The capability to deal with the discharge of all statutory and mandatory tasks and the certification of the same.
- Having the availability to attend and respond to all requests for ad hoc work
- The provision of quality assurance audits of all planned and reactive tasks as per our ISO 9001, 14001 & 18001 quality standards
- To proactively manage and resolve any day to day issues and emergency repairs
- To complete a first-time fix and avoid further equipment failure after repairs
- To meet or exceed lead in times on the provision of materials and equipment
- Provide full and thorough maintenance regimes to avoid unnecessary equipment / systems downtime
- To provide and manage a full warranty repair service on all equipment supplied by HTS Ltd or their specialist supply partners
- Compliance with any staff dress code and the use and presentation of identification badges on all attendances
- The provision of a suite of monthly and annual performance reports on services such as:

Maintenance activities completed.

- tasks due coming month
- tasks completed preceding month
- tasks not completed preceding month
- tasks in progress

Helpdesk calls

Provide monthly summary schedule in arrears and overview

- Number of defects received
- Number of defects completed - within response time or - outside response time
- Number of defects in hand
- Number of defects outstanding, explanation and proposed completion date

Additional works

Provide monthly schedule of works and overview

- Number and description of orders received
- Number of projects commenced and proposed completion date
- Number of projects completed
 - Recurrent faults/items for concern
 - Permits for access required
 - Foreseeable disruptions to plant and the client's business operations
 - The status of any tasks requiring management approval
 - Programmed sub-contractor visits and shutdowns
 - Forward maintenance plans will be required to be issued on a yearly and month by month basis.
 - Budgetary information including a monthly and quarterly forecast of costs and consumable items for the planned preventative maintenance system clearly identifying budget total cost and expenditure against budget

As well as being able to provide a full suite of FM services including Grounds Maintenance and cleaning activities; HTS has an extensive blend of mechanical, electrical, air conditioning, plumbing, and gas engineers available within the area, each of whom is qualified, accredited and trained to national requirements, including Gas Safe & NICEIC standards.

Our quality systems are structured in accordance with ISO 9001:2008 to ensure a consistent quality service is provided. This, coupled with our health, safety and environmental management systems which are based on ISO:14001 & ISO:18001 respectively, will ensure compliance with all legislative and statutory obligations.

HTS are CHAS registered and in the process of enrolling with Constructionline.

Key to our success in developing our maintenance approach will be our commitment to review and assess key 'technical' elements of the contract.

This will provide the foundation for establishing a long-term forward maintenance programme where plant replacement items can be identified at an early stage and where maintenance regimes can be formulated to extend the lifecycle of equipment.

Schedule A Scope of works and delivery specifications

GROUNDS MAINTENANCE and LANDSCAPING

The grounds of the Nexus building on the Enterprise Zone have a variety of landscape maintenance classifications in a setting of a fragmented green space with hedges, trees, carparks, roads, footpaths and hard standing.

Tasks included in this specification include:

- Cutting of informal grass areas.
- Cutting of more formal grass areas.
- Strim grass areas around obstacles.
- Maintaining Beech hedging at correct height.
- Maintaining shrub beds including pruning.
- Maintaining Herbaceous and Perennial planting.

Seasonal Programmes and Frequencies

Grass Cutting

Grass cutting would be carried out from mid- March through to the end of September.

The maximum height of cut for grass cutting varies depending on what the area is used for:

Grass Cutting Standards

	Max Height	Max Height After Cut.	Target Frequency	Cuts per Annum
Verges	17mm	7mm	12 working days	
Strimming	17mm	5mm	14/17 working days	7/8
Miscellaneous grass areas	17mm	5mm	14/17 working days	7/8
Informal or Wild areas	30mm	7mm	Twice per annum	2
Bulb Areas	As surrounds 6 weeks after flowering.			

Note

These are estimated timescales to meet grass height standards and are illustrative only of what the outturn should 'look like'.

Hedge Cutting

Hedge cutting operations are restricted by the Wildlife and Countryside Act 1981 from March through to end of August.

Hedges are cut hard back broadly speaking once a year in the winter months when they will be topped and one or both sides faced back according to requirements.

Hedges facing onto footpaths causing an obstruction or problem with sightlines will be faced back in the summer months between June and September.

Shrub Pruning

Shrubs will be pruned a maximum of twice a year for: footpaths to allow free use; adjacent to car parks for vehicular access; to maintain free use of highways and signs and sightlines; to allow light to windows and access egress.

Weeds

Weed control on hard surfaces will be carried out 3 or 4 times a year. The work is carried out by pedestrian operated spraying equipment and where appropriate by quad bikes.

All chemical control will have appropriate COSHH assessments and be by competent certified personnel.

Weed control in beds will be treated annually by chemicals and by mechanical means.

Schedule of Works Enterprise Zone			
Description of Work	Frequency	Quantity	Unit
Grass Cutting			
Cut and drop grass to a maximum height of 12cm in open areas; per cut -ride-on triple rotary mower	12 days		m2
Cut and drop grass to a maximum height of 12cm to the Showground; per cut -ride-on triple rotary mower	10 days		m2
Cut and drop grass to a maximum height of 12cm to Local Nature Reserve Paths and Riverway; per cut -ride-on triple rotary mower	17 days		m2
Cut and drop grass to a maximum height of 12cm to small grass areas; per cut -pedestrian mower	12 days		m2
Cutting grass to banks less than 30 degrees; per cut	Annually		m2
Cutting grass to banks greater than 30 degrees; per cut	Annually		m2
Note: Bank adjacent to water garden can not be cut as near vertical.			
Weed Growth and Strimming around Obstacles			
Chemical application via low pressure specialised wand to maintain 1.00m diameter clear circles around obstacles;			
-benches	Annually		No.
-lamp posts	Annually		No.
-bins	Annually		No.
-miscellaneous	Annually		No.

Description of Work	Frequency	Quantity	Unit
Strimming around obstacles with petrol powered strimmer;			
-benches	Annually		No.
-lamp posts	Annually		No.
-bins	Annually		No.
-miscellaneous	Annually		No.
Apply hard surface weed spray to paths	Quarterly		m2
Litter Clearance			
Collection and disposal of litter			
-by hand	35 days		No.
Repair damaged litter bins	As required		No.
Replace damaged litter bins	As required		No.
Empty litter bins and dispose of rubbish			
- by hand	x3 per week		No.
Empty dog bins and dispose of waste			
-by hand	x3 per week		No.
Winter Shrub Bed Maintenance			
Trimming and pruning ground cover planting;	Annually		
-shrub beds pruned annually			m2
Remove bramble from shrub beds	Annually		m2
-bramble removed annually			
Chemical application via low pressure specialised wand to shrub beds	Annually		m2
Hedge Maintenance			
Winter			
Hedge cutting; field hedges cut once annually;			
-Trimming sides and top of hedge using mechanical tools to the perimeter	Annually		m2
Trimming sides and tops of hedge to internal hedges;	Annually		
-using mechanical equipment			m2
-by hand			m2

Description of Work	Frequency	Quantity	Unit
Summer			
Face back overgrown obstructions to hedges	Annually		m2
Tree management			
Inspection of dangerous trees	24 hours		
-inspect tree with and make safe if required			No.
Rectification of dangerous trees	5 days		
-permanent rectification required to eliminate danger			No.
Inspection of trees upon notification	20 days		
-inspect tree (not dangerous) reported requiring attention/maintenance and advise of any necessary works			No.
-following inspection, carry out required works	80 days		No.
Green waste			
Remove all waste and arisings from all activities carried out	Included		N/A
Maintenance of shrubs			
Shrubs.			
Code SS- Shrub bed pruning by species.	Over 5 visits.		
Hand weeding beds to borders and shrub beds;regular visits.	Annually		
Hard pruning and stooling shall only take place in the winter season.			hrs
Maintenance of Herbaceous borders			
Cutting of dead heads of roses. Cut back herbaceous beds annually after flowering.			
Apply fertiliser.			
Cutting down spent growth of herbaceous plant; clear arisings			hrs
Hoeing and hand weeding to maintain low weed growth.			
Lift and thin herbaceous plants.			
And/or			
Chemical application via low pressure specialised wand to shrub beds	Annually		ha
Hand digging with fork between shrubs; not exceeding 150mm deep; breaking down lumps; leaving surface smooth	Annually		m2
Hand raking to remove stones; breaking down lumps	Annually		m2
Edging to plant beds	Annually		

			LM
Description of Work	Frequency	Quantity	Unit
Shrub Planting			
Setting out; select planting from holding area; loading to wheelbarrow; planting as plan or required, distance from holding area maximum 50m, plants 2-3 litre containers;			
-single plant, not grouped	Adhoc		No.
-plants in groups of 3-5 nr	Adhoc		No.
-plants in groups 10 or above	Adhoc		No.
Forming planting holes; hand excavation; placing plants previously set out alongside and backfilling;			
-250x250x300mm deep	Adhoc		No.
-500x500x500mm deep	Adhoc		No.
Paths			
Mechanically sweep paths.			hrs
PC. Sum to purchase/lease a mechanical sweeper			No.
And/or			
Chemical application via low pressure specialised wand to paths	Quarterly		Included
Sweeping and cleaning pathways and surfaces;			
-sweep paths or surfaces	x15 annually		m2
Trim back edges of grass abutting pathways			Lm
Clear leaves and dispose;			
-by hand (areas difficult to access)	Autumn		tonne
-by mechanical sweeper	Autumn		tonne
Trees			
Carry out a condition survey of existing trees	Annually		
Tree Planting			
Excavating tree pits; depositing soil alongside pits; by hand	Adhoc		No.
Plant new tree; specification to be agreed	Adhoc		No.
Extra over for filling tree pits with imported topsoil; plus allowance for 20% settlement	Adhoc		No.
Backfilling and lightly compacting in layers	Adhoc		No.
Extra over for tree stakes; driving 500mm into firm ground	Adhoc		No.
Water new trees	Adhoc		
Stump grinding of trees: shrub roots	Adhoc		No.

Miscellaneous			
Provide watering in stress conditions	Adhoc		No.

Schedule B Scope of works and delivery specifications

BUILDING CLEANING and JANITORIAL SERVICES

Service Objectives

To undertake the building cleaning contract and maintain the high standards of hygiene required by the Council at the Nexus Building.

The delivery of the services will not interfere with the client's ability to make efficient and effective use of the communal and office areas and shall be undertaken in a manner which will promote a positive image to all stakeholders.

HTS are fully aware that the Nexus Building will be a very busy, multi-occupation, high profile building and that attention to the health and safety of all users is paramount.

Service Outcomes

- The service is provided in a safe, clean, tidy and nuisance free manner.
- We will ensure that all cleaning products are used and stored in accordance with the manufacturers' instructions and in compliance with health and safety regulations.
- Where practicable use only such cleaning products that are deemed to be environmentally friendly.
- Ensure that the service does not interfere with the operational activities of the occupants.
- Service provided meets the user's requirements.
- The cost of service is in line with private sector cleaning

NEXUS SPECIFICATION

Room Schedule

A. Ground Floor

HUB

Office 01

Office 02

Office 03

Male Toilets

Female Toilets

Accessible WC and Shower

Cleaners Room

Locker Room

Lobby

IT/Comms

Entrance Lobby

B. First Floor

Office 01

Office 02

Male Toilets

Female Toilets

Accessible WC and Shower

Cleaners Room

Locker Room

Lobby

C. Other areas – reception, communal corridors, lift lobbies, lifts, stairwells

Proposed Access times

7.00 am to 5.00 pm Monday to Friday

Scope of works

Ground Floor

- All waste bins emptied to a designated point
- All hard surface fixtures/furniture damp wiped and polished daily
- All accessible floors swept and washed clean & carpets vacuumed daily
- Telephones sanitised monthly

Toilets, Staff and Public and Showers

- All urinals and WC's to be thoroughly cleaned using germicidal strength detergent - daily
- All hand basins cleaned and dry buffed daily
- All mirrors cleaned and polished daily
- All floors swept and washed clean with germicidal detergent daily
- All partitions, doors and ceramic tile wall surfaces damp wiped and dry buffed weekly
- All toilet requisites replenished daily (any such consumables to be supplied by the Council)
- All waste bins emptied daily
- Door furniture cleaned and buffed weekly
- Showers to be run weekly for minimum 10 minutes, and cleaned weekly

Kitchens (ground, 1st floors) - assume these will be retro fitted if not on drawings

- Sink unit and work surfaces cleaned using germicidal detergent daily
- Floor swept and washed daily
- All waste bins emptied daily
- Cupboard, doors and door furniture cleaned and buffed weekly
- Medical room toilet as per cleaning regime for other toilets
- Electrical appliances (fridges and microwaves) to be cleaned inside and out

weekly

A. Offices, lobbies, stairs, corridor and lift areas

- Door furniture cleaned and buffed weekly, including glass view panels
- All accessible floors swept and washed clean and carpets vacuumed daily
- Counter and desks cleaned and polished weekly
- All waste bins emptied daily
- Telephones sanitised monthly
- Window ledges cleaned weekly

B. Public meeting rooms and mezzanine gallery space

- All accessible floors swept and washed clean and carpets vacuumed daily
- Fixtures and fittings cleaned and polished weekly
- All waste bins emptied daily
- Telephones sanitised monthly

C. Miscellaneous

- Clean all signs every 3 months
- Clean all vertical surfaces including fixtures and fittings every 3 months
- One off deep cleans and steam cleaning of the carpeted areas, as may be required from time to time (an hourly rate is required for this service).

Day Time Janitor required to:

- Clean all toilet and shower areas (ground & 1st floors including disabled)
- Clean all kitchen areas (Ground, 1st, floors)
- Refresh all kitchen and toilet areas as required to maintain a clean and hygienic environment
- Deal with day to day cleaning issues as they arise

The areas above may be closed off for short periods during the day to facilitate cleaning

Evening Cleaners required to:

- clean open plan office space and individual offices
- weekly clean fridges and microwaves (Friday)
- clean reception and public areas

TOILET FACILITIES

Ground floor

Male:

Toilets x3

Hand basins x1

Female:

Toilets x3

Hand basins x1

Accessible toilet and shower room:

Hand basin x1

Shower x1

Toilet x1

Cleaners room:

Hand basin / sink

First Floor

Male:

Toilets x3

Hand basins x1

Female:

Toilets x3

Hand basins x1

Accessible toilet and shower room:

Hand basin x1

Shower x1

Toilet x1

INTERNAL FINISHES SCHEDULE – EXAMPLE ONLY – HDC TO COMPLETE

Component	Description	Manufacturer & Reference
Walls	Vinyl Wall covering	Muraspec- Murek "Exeter" P2177 Fabric Backed Vinyl. Muraspec- Murek "Lambourn" 0557 Paper Backed Vinyl.
	Spray Applie	Crown "AquafleK" 119 spray applied wall finish to BOH areas
	Paint Finish	Matt Emulsion – Dulux ref: 70BB 83/020 (off White)
	Paint Finish – Feature Walls	Matt Emulsion – Dulux ref: 54RR 09/276 (Gr Floor), 50GG 56/076 (1 st Flr), 10YR 21/436 (2 nd Flr), 50BB 18/276 (3 rd Flr)
Skirtings (SW)	Paint Finish	Oil based paint – Satin Finish (White)
Architrave/ Door Frames (SW)	Paint Finish	Oil based paint – Satin Finish – Dulux ref: 790 5B02G (Anthracite)
Doors (Ply faced)	Paint Finish	Oil based paint – Satin Finish (White)
Doors/Skirtings / Architraves (HW)	Lacquer Finish	Clear lacquer finish - Matt
Floors	Carpet Tiles	Desso Esco "Escomenda" 500x500mm Dense loop Pile Carpet Tiles. 3822 (Gr Flr), 8832 (1 st Flr), 2118 (2 nd Flr), 8802 (3 rd Flr)

		Desso Esco "Escopenta" 500x500mm Cut Pile Carpet Tiles. 2923 (Chief Exec & Members Suite)
	Vinyl Flooring	"Polyflor XL" Standard 3mm Vinyl Sheet Flooring. (Colours - 9010 Gr & 2 nd , 9200 3 rd , & 8420 - 2000)
Blinds	Vertical Blind Fabric	Astralux Pale Grey "Orion", generally with "Obscura" Cream (1.5 lap) "black-out material to vertical blinds in meeting rooms
Walls	Paint Finish	Matt Emulsion - Dulux ref: 70BB 83/020 (off white) . Also 90BG 55/088 grey feature wall opposite window.
	Oak Paneling	Behind Rostrum, Sliding/Folding Walls & all doors
Floors	Carpet	Wilton Broadloom Carpet with Underlay. See dwg BCO(43)102
Curtains	Automated Blackout Curtains	The Vibe Collection - Contract Fabrics - Ref: Tango Colour: Duck egg
Walls	Paint Finish	Matt Emulsion - Dulux ref: 70BB 83/020
	Paint Finish Accent Colour	Dulux 90BG 55/088 accent colour to circular columns, Henry Moore Statue feature wall and end wall alongside the lift.
	Curved Wall	Armourcoat dragged face hand finished plaster, colour P30 R2584 CW W5507 (Red)
Floors	Ceramic Tiles	Shackerley (Holdings) Group Ltd., 600x600mm "Mirage" leopardi, green-honed reconstituted granite, Ceramic floor tiles, Ref: DG01 NL
	Timber Flooring	Kahrs 15mm thick 187mm wide boards in London oak, satin lacquered.
	Entrance Matting	Sentinel entrance matting 16C/0 in matwells Beige. Circular feature entrance to have Anthracite colour matting.
Blinds	Roller Blind or Panel Glide	Astralux Pearl/White "Natte" 2165 fabric
Walls	Paint Finish	Satin Emulsion - Dulux ref: 70BB 83/020

	Ceramic Tiling	Pilkington's Tiles Ltd., "Matrix" wall tiles, Pale Green (satin) main tile. Silk Aqua (gloss), Peppermint (gloss), Peacock Blue (gloss) accent colours.
Floors	Ceramic Floor Tiling	Solus Ceramics Ltd., Secura SCT 3085 200x200mm floor tiles with matching 100mm high sit on skirting
Vanity Units & Cubicles	Laminate Paneling	Amwell Laminates, 337 Toledo (doors, rear panels and Vanity unit tops), 234 Sierra (pilasters, cubicle partitions & vanity unit bases), 430 Nigata (shadow gaps)

Schedule C Building Services - Scope of works and delivery specifications

General

HTS will provide the services of a number of multi-disciplined engineers who will be responsible for the overall maintenance of all mechanical, electrical, plumbing and safety systems detailed in this document.

They will be suitably experienced and fully qualified in all aspects of building services maintenance.

All installed equipment and services will be maintained to the standards as set out in the HVCA standard maintenance guidelines, SFG20, as well as manufacturers requirements and any further requirements that Harlow District Council may have in the delivery of the services.

All statutory and mandatory servicing and certification will be undertaken to meet the requirements of existing and future legislation.

All statutory certification will be completed and retained by HTS, with copies being issued to the client upon completion of any planned or reactive activities.

Further work schedules and quotations for remedial works will be issued within 14 days of them being identified.

Where there is a requirement for initial building statutory risk assessments to be completed; it is expected that they will form part of the project health and safety file issued at building handover and will be used to fully cost any additional inspection works that fall outside of the normal remit.

This includes :-

- ✓ Water Hygiene Risk Assessment to comply with L8
- ✓ Fire Risk Assessment and Fire Plan including emergency access routes and fire alarm system protocols
- ✓ Disabled access provision including disabled refuge systems
- ✓ Operation and Maintenance manuals for all installed services
- ✓ Full signed off commissioning data for all building services
- ✓ NICEIC certification
- ✓ Lift Commissioning data and 12 month warranty plan from base build handover
- ✓ TM44 records for all Air Conditioning and Refrigeration systems
- ✓ Chlorination Certification
- ✓ Legionella sample results
- ✓ TVC sample results
- ✓ Internal and external drainage certification.
- ✓ Lighting LUX levels for all landlords and tenant occupied areas
- ✓ Emergency lighting annual testing certificate and as fitted drawing layouts for PPM programme
- ✓ Lightning Protection system certification
- ✓ Re-lamping confirmation – if beneficial use has been granted during construction
- ✓ Health and safety information regarding all area's of the building and any access limitations due to structural restrictions.
- ✓ Copies of all equipment and services warranties and 12 month servicing schedules if included in base build costs

Maintenance regime

All the equipment listed below will be maintained by the HTS engineers, operatives and contractors as part of their normal routine and all results will be logged on the maintenance report sheets.

It is anticipated that the engineers and operatives will visit the premises on a daily, weekly, monthly and quarterly basis, to carry out the routine maintenance procedures, depending on then frequencies required under SFG20 and any further instructions from manufacturers and industry best practice.

As part of the maintenance proposal HTS will create an annual maintenance planner which identifies the hours required to complete the maintenance tasks at each given frequency.

Resource availability

HTS has engineers and contractors living and working locally which ensures a prompt attendance by staff with a knowledge of your premises whilst minimising the environmental impact of unnecessary travelling.

We understand the requirement to provide a prompt response to calls received from our client's representative's and also understand the need to have a group of suitably skilled and technically qualified engineers strategically located to meet these demands.

Our service delivery team is made up from not only a strong mechanical and electrical maintenance resource but additionally from a very robust building fabric division as well as our capability to provide design, project management and installation services.

We are also able to provide a wide range of additional "hard and soft" FM support services if required both from within HTS and from our wider HTS supply chain partners.

Environmental conditions within the buildings we maintain

HTS commit to using our reasonable endeavours to maintain temperatures and environmental conditions in accordance with the CIBSE guidelines within the buildings we maintain.

Where we are appointed as maintenance contractor we do not accept, and have no liability for the design of installed plant, equipment or services, but will, using reasonable endeavours, attempt to achieve temperatures and environmental conditions appropriate and suitable for occupation of the premises throughout the year.

Where we believe, this is not possible due to the types or capacity of equipment installed we will notify the client in all instances.

This includes circumstances where the capacities of the installed plant, equipment and services have been compromised by occupation levels or heat loads created by operational or business equipment installed within the premises or areas of the premises.

To enable HTS to provide this information it will be necessary to review the original building design and installation information, normally to be found in building operation and maintenance manuals, 'as installed' drawings and other relevant information.

Where the client requires HTS to provide further design information, a design fee will be negotiated as these works will fall outside of the scope of the maintenance agreement detailed in this document.



HTS (Property & Environment) Limited
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Schedule B – Equipment to be maintained at the Nexus Building

No	Assets to be maintained	Frequency
1	Weekly Fire Alarm Test attendance by mobile engineer	W
1	Weekly internal lighting checks & Plantroom tour	W
1	Weekly main AC systems check and inspection	W
1	Monthly recording of all domestic tap and outlet temps	M
1	Monthly unvented HWS calorifier temp checks	M
1	Monthly cold water booster set tank temp checks	M
1	Monthly watering point temperature checks	M
1	Showers - monthly temp checks and quarterly descaling	M Q
1	Little Used Outlets - Monthly flushing and temp recording	M
1	Disabled Toilet Alarm systems	M
1	Disabled Refuge alarm systems	M
1	Basement CAT 5 Cold Water Booster Set - Quarterly PPM checks	M
1	Roof top CAT 5 Cold Water Booster Set - Quarterly PPM checks	M
1	Unvented Hot Water Calorifier Quarterly PPM checks	Q
1	Solar Thermal system Quarterly checks	Q
1	Monthly Emergency Lighting tests	M
1	Annual Emergency Lighting tests	A
1	Office Supply and extract Fans Quarterly PPM visits	Q
1	Toilet Supply and extract Fans Quarterly PPM visits	Q
1	Kitchen Supply and extract Fans Quarterly PPM visits	Q
1	Mechanical Plant checks Roof and Basement	A
1	External Lighting Checks	H
1	Toilets and Sanitaryware	H
1	Above Ground Drainage inspections	H
1	Roof and Gutter inspections	H
	Specialist Contractors	
	Fire Alarm Servicing	Q
	Reception Automatic doors	H
	Building Intruder Alarms and CCTV system	H
	Lift Maintenance	
	Legionella samples 5 per quarter 20 in total	Q
	TVC samples from CWS booster tanks and sentinel points 20 in total	Q
	VRF Air Conditioning systems to all areas of the building	4 monthly
	Lightning Protection system - Annual Test and Certification	A

Consumable materials and spares

All normal consumable materials for the correct servicing of the plant, equipment and services will be drawn from the client's stock or be supplied by HTS against a separate quotation and be subject to handling charges in accordance with any agreed contract rates.

All replacement capital plant items supplied extra to this agreement at the client's request would be subject to handling charges in accordance with any agreed contract rates.

Schedule D GENERAL SUPPORT

Staff levels and support

A contract manager will be assigned to this contract who will be assisted by an administration and support management team.

The contract manager will report directly to the operations director, and will receive support in the following areas;

- Administration – office staff will assist in the preparation of reports, labour planning, materials & equipment ordering.
- Invoicing – preparation of monthly invoice cost breakdowns and financial reports.
- Support management – health & safety audits, quality audits, performance monitoring, engineering design and project management.

Health & safety

A review of health & safety practice, risk assessments and COSHH requirements will be undertaken to ensure that both HTS and the client are in full compliance with their obligations under the health and safety at work act 1974.

Any shortfalls would be highlighted for discussion and an action plan put in place.

The agreement conditions set out within our proposal will be signed by both parties and this will form the basis of a quality plan giving all the information necessary for the correct and efficient operation of the contract.

Site log book

As maintenance tasks are carried out they will be recorded on the appropriate maintenance report sheets filed within the site log book.

The site log book will be stored on site to enable the client's representative to observe and acknowledge that the routine maintenance is taking place as per this agreement.

Provision will be made within the log book for all reports and certificates which may be issued from any specialist contractors working on our behalf.

All other information such as engineers' report sheets regarding 'call-outs' and any further work required or recommended will also be detailed within the appropriate section of the log book.

As standard, the site log book will also contain copies of all relevant health and safety literature, risk assessments, COSHH information and any other statutory documentation required.

It will be the duty of the HTS Engineer's to report to the client's representative or his appointee on EVERY visit to inform them of our presence within the buildings and to complete all such documentation as may be necessary.

Emergency call-out service

We can provide a 24-hour, 365 days per annum, emergency call-out service for the duration of the contract, which includes access and support from all the necessary specialist contractors included in our delivery model.

Following an emergency call-out the client will issue an official order number within 24 hours, to enable works to be invoiced in accordance with the rates set out within this document.

Emergency call out procedures

An Emergency Service is available AT ALL TIMES on 01279 44 6900

Call-out response times

Maximum - 4 hours to attend site